



## **Food and Beverage Manager**

### **Job Overview**

The Food and Beverage Manager is responsible for managing any of the several dining outlets at Cherokee Country Club. This is a position to advance operational knowledge, leadership skills, business acumen, communication skills and personal responsibility. This individual will have acquired the competencies and is eager to perform any task that their team may need to exceed member expectations. The position will include administrative duties to achieve financial, legal, and safety goals and objectives of the Club. The successful Food and Beverage Manager will be able to strike a balance between developing a strong, positive team, relationships with the membership, and ensuring consistency, accountability, and excellence in all outlets.

**Reports To:** Food & Beverage Director, and works in conjunction with other Food & Beverage Managers

**Supervises:** Dining Captains, Bar Supervisors, Hospitality Coordinator, Bartenders, Servers, Expos/Runners

**Classification:** Full Time exempt

**Compensation:** Commensurate with experience. Eligible for Club's excellent benefit package to include health, medical, and dental insurance, 401K, paid vacation, PTO, employee meals, and employee golf. Eligible to attend CMAA educational events at the Club's discretion.

### **Education/Experience:**

- High School education or equivalent, college preferred.
- Previous supervisory in an upscale setting required, preferably in a Club environment.
- Pursuit or attainment of a hospitality degree preferred, but not required.
- Verifiable professional references.

### **Job Knowledge, Core Competencies and Expectations**

- Knowledge of the principles, procedures and equipment used in foodservice.
- Ability to suggestively sell wine and cocktails.
- Good organizational, communication, and follow-through skills.
- Ability to demonstrate proper wine service.
- Keen eye for detail and enthusiasm for creating service experiences and excellence.
- Knowledge of and ability to perform required role during emergency situations.
- Knowledge of all products, menus, specials, and special request capabilities.
- Diplomatic team player who can illicit buy-in from staff through leading by example.
- Knowledgeable of human resource guidelines and hiring practices.

### **Job Tasks/Duties**

- Greets members and guests in an upbeat and professional manner.
- Develop proficiency in Club policies and standards, training new service staff to expectations.
- Assigns floorplan for shifts, focusing on team equality and the best service experience possible.
- Coordinates food service between kitchen and service staff.
- Performs daily thorough walk-throughs of facilities and inspects service staff uniforms.
- Holds staff accountable by documenting positive and negative interactions.
- Behaves as an emotional leader, inspiring a positive work culture amongst the service staff.
- Resolves member and guest complaints, documenting both positive and negative feedback.



- Assures that all safety, accident and emergency policies/procedures are consistently followed.
- Selects, trains, schedules, supervises and evaluates service staff.
- Inspects dining room to ensure proper maintenance, cleanliness and safety.
- Creates weekly schedules for their operations, when needed.
- Conducts disciplinary action, when needed.
- Develops training program regimen, documents progress, monitors and holds Dining Captains accountable for following appropriate training protocols.
- Makes adjustments to shift schedules based on volume, staffing levels, and labor costs objectives.
- Assures that pre-opening and closing cleaning tasks are assigned and completed as required.
- Manages the guest reservation system and a waiting list, if necessary.
- Performs and delegates cleaning and organization tasks to maintain facilities in first class condition.
- Assists with service of food and beverages in outlets and for special functions when needed.
- Manages in other departments, as needed, to develop their skillset at the Club.
- Assists with table clearing and re-setting as needed.
- Suggests when additional service supplies and small equipment are needed.
- Enforces established rules, regulations and policies.
- May serve as club's opening or closing manager or manager on duty.
- Interview and hire prospective employees, ensuring seamless onboarding and training experience.
- Runs End of Day reports and sends to appropriate teams daily.
- Manages china, glass, and silver inventory and makes recommendations when stock is low.
- Develops contests and incentives to boost staff morale and excitement for daily shifts.
- Recommends staff for recognition to management for excellence and team values.
- Meets with culinary and management to prepare and conduct daily pre-shift line-up meetings.
- Assures that local and state laws and the club's policies and procedures for the service of alcoholic beverages are consistently followed.
- Be willing to stay up to date on industry trends and education to help staff evolve with the market.
- Coordinates any special requests including dietary needs and allergens with the culinary team.
- Takes responsibility for mistakes and moves to correct them in an open and honest fashion.
- Displays a passion for service and enthusiasm for excellence amongst the team.
- Completes other appropriate assignments made by Club leadership.
- Be available nights, weekends, and holidays as required by the Club.

#### **Licenses and Special Requirements**

- Food safety certification (ServSafe Manager or other) is preferred.
- ABC Certification required, TIPS training preferred.
- Of legal age to serve alcoholic beverages.

#### **Physical Demands and Work Environment**

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.
- Must be able to read, write, and communicate effectively in English

**To apply please send resume and cover letter to:**

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