

## CLUB DETAILS

St. Louis Country Club

400 Barnes Rd

St. Louis, MO 63124

The St. Louis Country Club, located in Ladue Missouri, is searching for the right individual to lead events and dining services. Established in 1892, the St. Louis Country Club is a Platinum level club considered one of the finest clubs in the country. The Club is searching for an individual to become part of its long tradition of superior member service, overseeing its events and dining services.

The Assistant Manager will aid in the oversight of all front of the clubhouse operations including casual dining, formal dining, snack bar and member private events. Responsibilities will focus heavily on daily execution of service, but will include; staff training, developing and maintaining standards, planning and executing functions, and providing excellent service to the Club's membership. The position will aid the Assistant General Manager in development of the Club's overall service program.

## Date Posted

08/18/2019

## Job Title.

Assistant Manager

## Brief Job Description

1. Assists with scheduling of personnel and plans room set-up based on events and guest counts. Trains staff in dining procedures and wine service.
2. Works closely with the Events Coordinator to ensure the all private functions are completed to the vision created by the member.
3. Coordinates menus, special needs and timing with the Kitchen.
4. Assists in the development of training standards, steps of services and best practice policy implementation.
5. Oversees all events and assists in informal and formal dining room service. Is present and engaged in oversight of the dining room floor service throughout the evening.
6. Assists in hiring, training and supervising of service staff.
7. Provides appropriate reports concerning employee hours & schedules. Interacts with upper management to provide timely information and/or concerns.
8. Receives and handles all complaints concerning events, food and beverage service.
9. Serves as a liaison between the dining services and kitchen staffs.
10. Responsible for seeing that all side work is assigned properly and completed along with cleaning of equipment and storage areas.
11. Directs pre-meal meetings with service personnel. Relays any policy changes or operational changes to staff and guides them in making adjustments.
12. Coordinate the ordering and distribution of club provided uniforms.
13. Inspects service employees to ensure that they are always dressed appropriately and in clean uniforms. Ensures adherence to standards and maintenance of uniform appearance.
14. Procures rental event staff. Ensures that temporary staff is in follows uniform standards and issued Club provided uniform articles. Those items are returned immediately at the end of the contracted shift.
15. Reviews the cleanliness and proper set-up of rooms and equipment.
16. Assists, if necessary, at bar during peak times or bartender break. Aids management with inventory reviews.
17. Serves as closing manager based on the schedule determined with the GM.

## Candidate Qualifications

- Strong positive attitude and willingness to assist members throughout their dining experience.
- Must be highly visible and possess a confident disposition. Passionate about member satisfaction and value.
- Candidate must have experience in private club, hotel or fine dining restaurant setting with both a la carte and banquet dining.
- Ability to direct a team of supervisors, chefs, servers, and bartenders to provide the best dining experience for our members.
- Proficient in wine service and able to train staff in same service.
- Ability to think outside the box and calmly get the job done.
- Knowledge of computer order entry. Familiarity with Jonas Club Systems a plus.
- Strong, Polished communication skills are necessary for interactions with members, fellow managers and staff.

## Educational Requirements

College Degree involving Hospitality is preferred but not required or a minimum of 3 years related experience and/or training; or equivalent combination of education and Country Club experience is plus. Significant beverage experience desirable.

## Working Conditions/Environment:

This position works, on average, between 50-55 hours per week on average but may increase at times to accommodate business fluctuations.

Position requires the ability to sit, stand, and walk. Lifting and carrying items up to 10 pounds is necessary and lifting up to 25 pounds is required occasionally.

## Date Position Available

Immediately

## Salary Range

Salary commensurate with experience and qualifications. Full time management benefits package including professional development allowance and CMAA membership, Bonus plan based on performance Vacation, 401(k) with employer match, health, dental and vision insurance, meals while on duty, free parking and golf privileges.

## Please send resumes to:

Michael Hartigan  
Assistant General Manager  
[michael.hartigan@stlouiscountryclub.org](mailto:michael.hartigan@stlouiscountryclub.org)

IMPORTANT: Save your resume in the following manner:

*"Last Name, First Name - Resume"*

*(These documents should be in Word or PDF format)*