



## THE RESERVE CLUB

AT WOODSIDE

### **Assistant Manager Opportunity Available at The Reserve Club at Woodside**

The Reserve Club at Woodside is in Aiken, South Carolina and is within 13 miles of Augusta, Georgia.

This is an excellent opportunity for a highly motivated individual seeking to advance their career in Club Management by adding their energy, experience, and expertise to our team of talented associates.

Salary in the \$50,000 range commensurate with qualifications and experience.  
Club benefit package includes CMAA membership and educational allowance.  
Position available immediately.

### **Send Resume and Cover Letter to:**

Barry Garrett CCM, CCE

Chief Operating Officer

General Manager

[bgarrett@thereserveclubatwoodside.com](mailto:bgarrett@thereserveclubatwoodside.com)

### **CANDIDATE SPECIFICATIONS: ASSISTANT MANAGER – F&B OPERATIONS**

Reports To: F&B Director / General Manager

Supervises: Clubhouse Service Staff  
Banquet Service Staff  
Pool Operation Service Staff

### **Candidates should have:**

1. A minimum of three years of progressively more responsible management positions and currently employed as a Supervisor or Assistant Manager of a respected private club, hotel or resort.
2. A professional career track record of achievement and relative employment stability.
3. The ability to deal effectively with various groups of people; such as members, community leaders, employees and suppliers.
4. Proven leadership qualities with demonstrated ability to direct, coordinate and manage all facets of the clubhouse.
5. Professional experience in various aspects of the hospitality industry; including fine dining, parties, special programs and events, and clubhouse decor. Strong food and beverage knowledge is essential but not sufficient.
6. An overriding desire to instill quality into every part of the club's operation, including the staff.

7. Strong communication skills, oral and written, with the ability to function effectively with a wide variety of groups and forums. Communication with members and personal visibility is important.
8. A record of success in the selection, development, training and motivation of an accomplished, service-oriented staff.
9. A successful record of accomplishment in merchandising, marketing, and promoting the various activities of the club.
10. A sharp eye for detail and the ability to follow up in the overall management of the operation, especially in the housekeeping and maintenance areas.
11. A positive upbeat attitude, combined with a sense of humor.
12. A strong, supportive and stable personal life including good health and health habits.

**The Candidate should be:**

1. A mature and well-rounded manager who is visible to the membership and staff, a problem solver who can effectively administer the affairs of the club and who can represent it in a positive and professional manner.
2. Capable of a high degree of initiative and resourcefulness in directing the activities of the club.
3. A good delegator who also follow up as necessary on tasks which have been delegated.
4. A creative individual with good personal taste who is tactful in dealings with individuals and groups.
5. A committed individual with great drive, energy and determination who sets a good example. Must have a strong work ethic.
6. An individual with a professional personal appearance, who possesses a touch of class, and is of the highest personal and professional integrity.
7. A college graduate, especially one with a degree in Hotel and Restaurant Management, would be viewed as a distinct plus.
8. Willing to further his/her own career development as a professional club manager by participating in the local Club Managers Association thereby enhancing his/her value to the club.



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### POSITION DESCRIPTION:

#### **ASSISTANT MANAGER – F&B OPERATIONS**

Reports To: F&B Director / General Manager

Supervises: Clubhouse Service Staff  
Banquet Service Staff  
Pool Operation Service Staff – (as directed)

#### **Basic Function:**

The Assistant Manager will help implement the policies established by the General Manager, and the membership plan of offerings and general rules of the club. He/she works closely with the F&B Director and serves in this capacity in the absence of the F&B Director. The incumbent will assist in developing, implementing, and maintaining standard operating procedures for all banquet, dining, beverage service of the clubhouse. The Assistant Manager serves as a liaison between the club members and employees, and works with the F&B Director and General Manager in the development of club policies, programs, events, etc. The Assistant Manager is responsible for promotion of the club and the dissemination of hospitality, friendliness and goodwill among the members and guests. His/her goal is to insure the members and their guests enjoy the facility and programs of their club.

#### **Major Duties and Responsibilities:**

1. Provides leadership and a positive image for the club. Strives to provide members with premier service in both fine and casual dining, quality products and exciting private dining events and promotions.
2. Greet members and guests and oversee actual service on a regular basis. Assist in arranging for any special needs.
3. Must be aware of all events in the clubhouse. Develops ongoing dialogue and rapport with members and employees through recognition, communication and follow through.
4. Promote food and beverage activities and special events along with our marketing associate through calendar updates, marketing brochures and signage.
5. Assures the smooth and efficient daily operation of the club to provide the members and guest with a family environment for which the club is renowned.
6. Cooperates with the F&B Director and General Manager to accomplish predetermine goals.
7. Consults with department managers on necessary policy changes, suggest changes, and may direct the implementation of these changes upon review with the F&B Director and General Manager.

8. Interviews and appraises applicants for selected clubhouse positions, and exercises hiring authority, subject to the General Managers review. Also coordinates with the F&B Director, General Manager, and department managers pursuant to discipline, and/or discharge of any employee.
9. Develops, institutes, and maintains a written orientation and training program for all dining, banquet, and beverage personnel. Promotes the team concept of management within the clubhouse.
10. Assists in developing and providing detailed job descriptions and periodic performance reviews and processing status change forms for all dining, banquet, and beverage personnel.
11. As required, writes directives, manuals, and guidelines covering employment policies, rules regulations, and approves directives written by department heads subject to the F&B Directors and General Managers approval.
12. Oversees the front of the house dining, banquet, and beverage operations. Works with the F&B Director, Executive Chef, Director of Catering, and Bar Manager in developing appealing menus and attractive wine list. Assists in determining pricing policy, production and labor staffing.
13. Addresses member complaints and suggestions related to the dining, banquet, beverage and housekeeping operations including general service, employee attitude, maintenance, and cosmetic appearance of the facility. Suggests appropriate corrective action as required.
14. Insures appearance, upkeep and cleanliness of club operations exceeds member standards.
15. Attends meetings of various committees to which he/she is designated by the General Manager.
16. Keeps the F&B Director and General Manager informed of all significant, or potentially significant, operating matters and problem areas.
17. Recruits, supervises, and maintains a well trained and experienced dining, banquet, and beverage staff for the club's operation.
18. Assists in the setup, organization and execution of a diverse assortment of banquet functions and club parties.
19. Assists the F&B Director and General Manager in the preparation of the various departmental budgets as assigned. Monitors and manages daily revenue, expense and labor cost measures to achieve budget goals.