



## Job Description

**Position:** Clubhouse Manager

**Reports To:** Executive Chef/ Assistant General Manager

**Supervises:** Restaurant Dining, Beverage, Banquets, Locker Rooms, Snack Bar, Beverage Cart, Valet

### Job Summary:

Responsible for the general operation and staff development of Dining / Beverage, Locker Rooms, Beverage Cart, Snack Bar, and Valet. Supervises and leads the work of these departments. Responsible for the operation of all aspects of the Club in the absence of the Executive Chef and/or Assistant GM and perform specific tasks as requested.

### Interaction:

Frequent Interaction: with members, guests and vendors

### Job Tasks:

- Plans and coordinates all ongoing training and professional development for personnel. Training must be continuous and proactive
- Hires, trains, evaluates and leads all staff in assigned departments
- Plan and approve staffing, scheduling procedures and job descriptions for all departmental staff
- Develops and implements policies and procedures for the dining room department.
- Inspects service employee uniforms and general appearance - ensure that they are always in proper and clean uniforms
- Plans dining room set-up based upon anticipated member/guest counts needs
- Greets and seats members and guests
- Carefully supervises staff to help assure proper service
- Reviews weekly payroll for accuracy and makes needed changes. Submits all employment documents in a timely fashion – schedules, job changes
- Work closely with Chef and Wine Manager to support initiatives and programs.
- Receives and resolves complaints concerning food, beverages, and service
- Serves as liaison between the dining room and kitchen staff
- Overall responsibility for the upkeep of the Point-of-Sale system and menus in the food and beverage areas
- Assures that all side work is accomplished and that all cleaning of equipment and storage areas is completed according to schedule
- Directs pre-shift meetings with dining room personnel. Relays information on operations, policy updates and current events
- Assures the correct appearance, cleanliness and safety of dining areas, equipment and fixtures. Checks the maintenance of all equipment and fixtures in the dining room and reports deficiencies and maintenance concerns
- Responsible for keeping all menus and marketing material in dining rooms current and relevant by working closely with the Communications Manager
- Coordinates all aspects of the beverage program with the Beverage Manager including wine list management, all beverage programming, inventories and controls

- Works with the Assistant GM in developing/implementing monthly variance reports and annual budgets
- Manages all aspects of the Club in the absence of the Assistant GM
- Serves as a positive communicator between departments, coordinating efforts and events as needed to ensure the ongoing success of the Club
- Monitors internal cost control procedures
- Monitors the budget and takes corrective action procedures as necessary to help assure that budget goals are attained – driving sales and service and managing costs
- Maintains an inventory of dining room items including silverware, coffee pots, water pitchers, salt and pepper holders, sugar bowls and linen and ensures that they are properly stored and accounted for.
- Makes recommendations and prepares proposals for replacement and upgrade of service equipment, furniture, fixtures, supplies etc.
- Monitors safety conditions and employees' conformance with safety procedures. Supports all safety programs and assures participation by all food and beverage staff
- Maintains contact with members and helps to assure maximum member satisfaction
- Receives and resolves complaints from club members, guests and employees
- Assures that the club's preventive maintenance and energy management programs are in use
- Participates in on-going facility inspections throughout the club to ensure that cleanliness, safety and other standards are consistently attained
- Serves as an ad-hoc member of appropriate club committees
- Attends management and staff meetings as required
- Interacts with members answering questions, solving problems, overseeing services and cleanliness, and showing the club facilities to visitors
- Serves as a club representative within the community
- Undertakes special projects as requested.
- Counsels with other managers and employees about employee grievances and complaints; directs problem correction where possible.
- Monitors labor; evaluates scheduled and actual labor hours and costs.
- Researches new products and develops an analysis of their costs/benefits.
- Oversees clubhouse operations daily.
- Reviews all accidents and completes appropriate paperwork to submit to HR
- Reviews timecards at the end of each week and approve payroll scheduled by the deadline
- Oversees all scheduling and ensures proper coverage and service levels in all outlets
- Holds regular team lineups and Club briefings to staff

**Working Conditions:**

Office, restaurant and outdoor setting

**Special Requirements:**

- Ability to keep information confidential
- Must possess an outgoing personality
- Must possess honesty and integrity
- Must always be courteous and tactful
- Must treat others with kindness and respect
- Ability to effectively communicate in a professional manner to members, guests and staff.
- Excellent coaching and supervisory skills
- Knowledge of varied types of cuisines, menus, wine and spirits
- TABC Certified
- Must have 5+ Years of experience in a high-end food and beverage operation

**Physical Functions:**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is occasionally required to stand, walk, climb stairs, balance stoop, kneel, crouch, crawl and/or sit up to eight hours per day.
- Use hands to manipulate, handle, or feel objects, tools and/or controls.
- Reach with hands and arms.
- Hearing and talking sufficiently to communicate with members, guests, vendors, and staff.
- Specific vision abilities include close vision, vision sufficient to read, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Must be able to push, pull or lift weights up to 30 lbs.
- Independent mobility through clubhouse.