

THE GROVE CLUB
JOB DESCRIPTION

Job Title: Beverage Manager
Reports To: Club Manager/General Manager

Department: Food and Beverage
FLSA Status: Exempt

General Summary of Duties

Responsible for the Club's Beverage Program, including selection of products, menu design and content, training and controls while producing a quality product, which consistently exceeds member expectation standards, delivered in a friendly and professional manner.

Typical Physical/Mental Demands

Requires mobility and prolonged standing. Bending and reaching to a height of eight feet. Transporting, pushing, pulling, and maneuvering items weighing up to thirty (30) pounds. Working at a height of four (4) feet. Normal sense of smell, taste, touch, and sound. Normal vision range. Eye/hand coordination and manual dexterity. Ability to distinguish letter, figures, symbols, and colors. Work may be performed in small areas having a three-foot access. Work entails chemical usage. Ability to tolerate varying conditions of noise level, temperature, illumination, and air quality.

Examples of Duties (including but not limited to the following)

- Always displays the highest standards of customer service, welcoming customers in a polite, gracious, and enthusiastic manner; always paying attention; anticipating and meeting their needs.
- Handles multiple priorities, works under stress, and exercises good judgment when dealing with member situations and complaints.
- Mix ingredients, such as liquor, soda, water, sugar, and bitters to prepare cocktails and other drinks according to standard recipes.
- Oversee the F&B operation as it relates to the Club establishing and maintaining performance standards, while maximizing revenue and profit.
- Observe and appraise team member performance, provide feedback, and facilitate improvements in accordance with established standards of product and performance.
- Oversee personnel and operations ensuring organization, cleanliness, proper maintenance, and supplies.
- Manage multiple areas and oversee managers/employees of various F&B outlets as it pertains to all beverage served at the Club.
- Select products that will meet the quality standards and financial expectations of the Club.
- Coordinate with other departments/managers the daily flow of our Clubs Operations.
- Establish and adhere to the proper par stock ordering procedures.
- Complete and oversee set-up and clearing of the bar areas, liquor storage, wine room.
- Communicates with members demonstrating confidence and encourages them to feel unique and special.
- Maintains cleanliness throughout bar/lounge and performs weekly maintenance.
- Assists senior club management in setting and achieving daily sales and assigned cost goals.
- Implements cost controls as needed to achieve positive financial results.
- Achieves assigned budget goals with regards to overall beverage COGS and expenses.
- Oversees execution of required daily/weekly/monthly reporting.
- Celebrates and fosters decisions that result in successes as well as failures.
- Communicates areas that need attention to staff and follows up to verify understanding.
- Coordinate's cleaning program in all F&B areas (e.g., General clean), identifying trends and making recommendation for improvements.

- Creates and nurtures a Club environment that emphasizes motivation, empowerment, teamwork, and passion for providing service.
- Stays readily available/ approachable for all team members.
- Perform other related duties as assigned.
- Responds quickly and positively to members' questions, requests, problems, and complaints and resolves them effectively and consistently.
- Always smiles and engages our members first, using their name when appropriate and always maintaining eye contact.
- Always demonstrates departmental knowledge and efficiency.
- Stays well groomed, looking professional, clean, and appropriately fitted in compliance with the company's standards.
- Follow and enforce health, welfare, and safety policies and procedures to ensure a safe environment for all guests and fellow team members.
- Ensure your workspace is cleaned and sanitized as directed by the club. (These processes may change from time to time based on seasonality or recommendations from our Health and Safety Department.)
- Practice good hygiene prior to reporting to work and when returning to your assigned workstation. This includes, but is not limited to washing your hands, avoid touching your face, limiting unnecessary physical contact with others, coughing/sneezing into a tissue or the inside of your elbow, and disinfecting frequently used items and surfaces in your work area as directed by Management using company provided cleaning products.
- Wear company issued Personal Protective Equipment such as masks or gloves from time to time as directed by the Company.

Required Qualifications

Minimum 5 years' experience in customer service-related field, preferably the hospitality industry with quality beverage operations.

- Two-year college or equivalent training in a quality hospitality operation.
- Proven ability to plan, organize and execute requests with outstanding verbal and written communication skills.
- Ability to communicate effectively and establish and maintain effective working relationships with staff Ability to work in a self-motivated environment with little supervision.
- Ability to manage the administration of multiple tasks simultaneously.
- Must obtain and maintain and ABC Card.
- Standing, sitting, or walking for extended periods of time and ensuring a professional appearance in a clean uniform are also required.
- Knowledge of all liquor laws and regulations concerning service of alcoholic beverages.
- Strong knowledge of wines and spirits.

This job description is not intended to cover or contain a comprehensive listing of all activities, duties or responsibilities that may be required.