

THE GROVE CLUB
JOB DESCRIPTION

Job Title: Food and Beverage Manager
Reports To: Food & Beverage Director

Department: Food and Beverage
FLSA Status: Exempt

General Summary of Duties

Direct, coordinate, and administer Food & Beverage service operations to ensure profitability, quality standards and services, and member satisfaction.

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 service, welcoming members 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.
- Oversee the opening of daily food and beverage service operations and ensure quality standards for menu offerings.
- Ensure the efficient on time setup, restocking and operations of beverage carts and comfort stations
- Ensure the efficient on time setup, restocking and operations of food and beverage that supports the sports facilities.
- Monitor inventory levels, bar equipment, and other supplies as needed.
- Oversee and ensure the cleanliness of the establishment in accordance with state and local regulations as well as club standards.
- Recommend and administer food and beverage service procedures and service standards.
- Proactively, resolve member concerns and implement resolutions.
- Schedule labor force and assign work for efficient use of equipment and personnel.
- Ensure compliance by all service personnel with club and departmental rules, policies, and procedures.
- Plan, manage, and monitor work as well as hiring, communicating, coaching staff, and building relationships.
- Observe and appraise team member performance, provide feedback, and facilitate improvements in accordance with established standards of product and performance ensuring positive recognition.
- Oversee personnel and operations ensuring organization, cleanliness, proper maintenance, and supplies.
- Manage multiple areas and oversee employees of various F&B outlets as it pertains to all food and beverage served at assigned venues.
- 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.

- Communicate with members demonstrating confidence and encourages them to feel unique and special.
- Assists senior club management in setting and achieving daily sales and assigned cost goals.
- Implements cost controls as needed to achieve positive financial results and fiscal responsibility.
- Achieves assigned budget goals with regards to overall food and beverage expenses.
- Oversees execution of required daily/weekly/monthly reporting.
- Perform other related duties as assigned.
- Responds quickly and positively to members' questions, requests, problems, and complaints and resolves them effectively and consistently.
- Maintains overall knowledge of the club and provides proactive assistance to customers when appropriate using clear and concise conversation.
- Always smiles and engages our guests 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 Clubs 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.
- 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 of three years relevant food & beverage management experience in a high-quality, high-volume establishments.

- Two-year college or 4 years equivalent training/experience in a quality hospitality operation.
- Proven ability to plan, organize and execute requests with outstanding verbal and written communication and problem-solving skills.
- Familiarity with food service concepts, practices, and procedures.
- 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 an ABC Card.
- Knowledge of all liquor laws and regulations concerning service of alcoholic beverages.

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