



Food and Beverage Manager/Director Brookfield Country Club

Job Summary:

The Food and Beverage Manager ensures that members have a pleasant and memorable dining and event experience. They will work in tandem with the Clubhouse Manager, Executive Chef, Catering Director and Captains to monitor set-up, maintenance, cleanliness and safety of dining areas and staff. Supervises and trains the dining room staff to standards of a platinum experience. Will act as Manager on Duty at all times to include in absence of Clubhouse Manager especially when closing Clubhouse dining areas. This individual must coordinate food service between kitchen and dining staff. This position requires providing professional leadership, positive attitude, and daily training/quality control to all à la carte and banquet personnel. Will be required to enforce Club rules and policies. Reports directly to the Clubhouse Manager with reporting responsibilities to the General Manger.

Candidate Qualifications:

- Minimum of 2 years serving or supervisory experience required in fine dining or upscale restaurant, private club experience preferred.
- Professional, articulate, friendly and punctual
- Possesses and exhibits the drive to provide exceptional member service
- Full time flexible hours are required (able to work nights, weekends and holidays)
- Must be able to stand/walk for 10 hours and lift up to 30 pounds
- Proficient in computer skills including POS system (JONAS is a plus)
- Professional appearance appropriate for a premier country club

Skills:

- Able to work at a rapid pace while maintaining attention to detail; ability to multi task
- Must have good supervisory skills
- Must have good communication skills
- Must be skilled in time management
- Must have teaching and motivational skills

Attitude:

- Must exhibit an excellent service attitude and be willing to go out of their way to accommodate members and guests while exceeding their expectations
- Must be flexible and able to adjust to meeting the changing needs of the Club and the members
- Must maintain a level of professionalism and communicate effectively
- Must show enthusiasm for the job and for the Club
- Must be considerate, patient and willing to help fellow employees
- Must have a good self-image and be able to command respect of the employees
- Must be able to tolerate pressure and work calmly and efficiently during busy times
- Must handle member complaints according to Club policies and procedures
- Possess the highest work ethic, personal morals and honesty

Duties:

- Anticipate members' needs and ensure that service meets/exceeds expectations to ensure a memorable and pleasant dining/event experience
- Bar responsibilities to include: inventory and purchase order list to report to Clubhouse Manager for approval and ordering
- Maintain communication with and supports the Clubhouse Manager and Banquet Captain
- Verifies that all banquet staff follows Event (BEO) instructions and presentation standards correctly
- Inspect dining rooms, table settings, chairs and floors for proper maintenance, cleanliness, safety and readiness for à la carte dining. Take immediate action to correct any issues.
- Manage the guest reservation system
- Greet member and guests; assist with seating when needed
- Check tables throughout service times for member satisfaction; resolve member/guest complaints
- Enforce Club rules, regulations and policies
- Supervise the dining room staff and maintain uniform service standards
- In tandem with Clubhouse Manger and Chef, conduct daily line-up with dining room staff
- Train new-hires in service standards, menu items and use of JONAS
- Continuous training programs for service and bar staff
- Coordinate with Catering Director and Banquet Captain with banquets/events to insure setup and execution is at the level of expectation of Brookfield standards
- Coordinates food service between kitchen and service staff
- Along with the Clubhouse Manager, act as initial contact for disciplinary actions
- Assure that actions are consistent and accurate. Provides timely detailed account of any disciplinary issues to the Clubhouse Manager
- Attend weekly Food and Beverage meetings to review daily and weekly functions

- Lead to achieve desired results in high quality service and experience for our members and guests
- Perform other related duties as assigned
- Expected to work 50 hours per week, although hours may exceed 50 hours as required by Clubhouse Manager and senior management team.
- Responsible for weekly staff scheduling
- Responsible for managing Halfway House, pool cabana and outdoor beverage cart services
- Responsible for managing locker room services

Compensation

Compensation will be based upon experience. 401k plans as well as health, dental, vision and eye care insurance are available as well as accumulated paid vacation, sick and personal time.

Golf Facilities:

18 Hole course, driving range, putting & short-range golf facilities

Tennis Facilities:

4 Outdoor hard courts

Swimming Facilities:

1 Outdoor Pool and 1 Baby pool

Dining Facilities:

1 casual dining room (Grill Room) that seats 120

1 Men's Grill that seats 50

1 outdoor dining patio that seats 75

Halfway House (on the golf course)

Pool/Cabana

Please forward your resumes to:

Mark Maier, GM/COO of Brookfield Country Club

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