



ACORNS OF EXCELLENCE

MISSION

“Oak Hill Country Club is a place where premier facilities, personalized service, and world-class experiences exceed our members’ expectations every time. Our heritage and reputation for championship golf is preserved, and innovation is embraced.”

MOTTO

“Everything at Oak Hill has to be the best, and if it isn't...
we will improve upon it every year until it is.”

THE EMPLOYEE PLEDGE

“At Oak Hill the employees are the most important element to provide service excellence to our membership. We pledge to provide training and resources that will promote efficiencies, maximize talent, and enhance quality of life.”

CORE VALUES

- We are committed to developing talented individuals who are eager to learn and grow.
- We exceed expectations by paying attention to every detail every time.
- We are empowered to use good judgment and resolve service issues in a timely manner.
- We are ambassadors of the Oak Hill brand while embracing community outreach.
- We are responsible for an uncompromising level of cleanliness to ensure a safe work environment.
- We always treat members, guests, and fellow employees with respect.
- We will communicate positively and effectively while discussing grievances privately.
- We understand the importance of collaboration and teamwork to achieve excellence.
- We take responsibility to protect the environment and the assets of Oak Hill.
- We take pride in our professional language, appearance, and behavior.

CATERING MANAGER



Department: Food & Beverage

Reports To: Senior Catering Manager, Director of Food & Beverage

Supervises: N/A

Classification: Full-Time/Year-Round, Exempt

Job Summary (Essential Functions): The Catering Manager of Oak Hill Country Club oversees the planning and execution of Oak Hill's private events, Club functions, golf events and member events including weddings, corporate, social, and other member-related activities. The Catering Manager oversees all administrative aspects of preparing and holding events to ensure policies are maintained and financial goals are met. The Catering Manager communicates and works with all departments to ensure that the member/sponsored guests' special needs and expectations are exceeded.

Job Knowledge, Core Competencies, and Expectations:

- Oak Hill Country Club's Acorns of Excellence.
- Neatly groomed and dressed in accordance with Oak Hill Country Club's appearance standards.
- Exceptional communication abilities when interacting with associates, guests, clients and internal departments to build relationships.
- Works harmoniously and professionally with co-workers.
- Must be able to work a flexible shift that includes early mornings, nights, weekends, holidays, split shifts, and extended shifts if needed. Expected to work 40-60 hours per week throughout the year and additional hours during event weeks.
- All other duties as needed.

Duties & Responsibilities:

- Executes booking arrangements with members/sponsored guests for banquets, luncheons, weddings, and other social events; obtains pertinent information needed for event planning.
- Performs administrative duties including, but not limited to, place cards, floorplans, printed event menus, event signage, monthly calendars, etc.
- Shows members/sponsored guests through Oak Hill's facilities offering suggestions to promote the merits of the club facilities for their event.
- Works with and guides the members/sponsored guests to propose menus, arrange times, develop floor plans, and arrange other details integral to their event.
- Procures outside services and equipment as dictated by each event at the request of the members/sponsored guests.

- Develops relationships with and regularly reviews vendors to ensure Oak Hill is receiving quality services/products at a competitive price.
- Facilitates Banquet Event Orders (BEO) detailing all information discussed with members/sponsored guests and secures their signature in a timely manner.
- Transmits necessary information to the Culinary Team, Banquet Team, Restaurant Managers and other departments.
- Reviews details and represents members/sponsored guests' needs and interests at weekly Clubhouse Operations Meetings.
- Coordinates with Banquet Manager, Banquet Captains, Restaurant Managers, and Housemen to ensure all event requirements and objectives are accomplished. Works closely with Banquet Manager and Housemen on all floor plans.
- Oversees Oak Hill's online catering portal (Jonas) to ensure proper and orderly use of space that is consistent with club policy.
- Inspects finished arrangements and is present at events to greet the members, sponsors, and/or guests, and to attend to any specific details. Assists Banquet Manager and Banquet Captains as needed at events. May be tasked with overseeing and managing a limited number of events
- Works in conjunction with the Senior Catering Manager, Director of Food & Beverage, Executive Chef, Banquet Manager, Banquet Captains, and Restaurant Managers in the development and execution of Club events for membership. Is specifically responsible for the design of club events (i.e. theme, decorations, linens, favors, entertainment, etc.) and procurement of necessary props and outside services.
- Develops and maintains systems for past and potential client files to streamline workflow and meet expected timelines.
- Verifies, approves and finalizes billing of each event.
- Provides necessary follow-up contacts to ensure members/sponsored guests satisfaction and opportunities for future bookings.
- Attends weekly Department Head and Operations meetings.
- Accepts client/member complaints and works with Senior Catering Manager and Director of Food and Beverage to provide solutions to achieve member satisfaction in a professional and timely manner.
- Assists the Senior Catering Manager and Executive Chef in developing menu packages.
- Carries out all bylaws and policies set by the Board of Directors.
- Continues to acquire knowledge in the latest trend of event planning and service by reading trade publications, attending seminars, and furthering education.

- Any, and all, other duties as assigned by the Senior Catering Manager, Director of Food and Beverage, and Assistant General Manager.

Experience

- A minimum of one to three years of management experience at a resort, club or hospitality industry setting focusing on Catering Sales and/or Event Planning.
- Wedding and/or Fine Dining Management experience a plus.

Education

- Degree from a hotel, hospitality or restaurant school/college preferred.

Licenses and Special Requirements

- Valid driver's license.
- Food safety certification.
- Alcoholic beverage certification.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements of the job and to work effectively in an environment that is typical of this position.
- Frequent lifting, bending, climbing, stooping, and pulling.
- Must be able to lift 75 pounds.
- Must be 18 years of age.
- Must be able to follow written and verbal instructions.
- Must have a reliable form of transportation to and from work.

General Information

Scheduled Shifts: Full-time, year-round position. Days and hours are based on club operations and weather conditions. Regularly works 45+ hours per week.

Wage: Competitive wage, based on experience

To apply, complete an online application at <https://oakhillcc.talentplushire.com/jobs/39402>