



Food & Beverage Events Manager

Reports to: Director of Clubhouse Operations

Supervises: Maître d'; Servers; Bartenders; Host or Hostess, Snack Bar Staff, Beverage Cart, Server Assistants, Food Runners, Event Support Staff

Classification:

Education and/or Experience

- Associate's degree or higher in hospitality management or related field.
- Three years of experience with Club Dining, In conjunction with Catered Events in a private club.
- Familiarity with Jonas Encore a plus.

Job Knowledge, Core Competencies and Expectations

- Assures a high standard of appearance, hospitality and service in private dining and lounge areas.
- Knowledgeable of all aspects of department and daily club operation, including scheduled events and operating hours.
- Acts ethically and honestly at all times.
- Assures that all state and local laws and club policies and procedures for the service of alcoholic beverages are consistently followed.
- Knowledge of and ability to perform required role during emergency situations.
- Responsible for management of dining room service in the main clubhouse.
- Maintains a high level of member contact throughout service hours.

Job Summary (Essential Functions)

Assure a high standard of appearance, hospitality and service in personnel and cleanliness of all catering food and beverage areas. Ensures timeliness of food service. Supervise and train dining room staff. Manage within budgetary restraints. Assist with setup and supervision of member events and private functions at the club.

Job Tasks/Duties

- Designs floor plans according to private functions.
- Plans room set-up based on anticipated guest counts and client needs.
- Greets and seats members and guests.
- Inspects private dining employees to ensure that they are always in proper and clean uniforms.
- Check's function sheets against actual room setup; oversees personnel scheduling for special functions and may help supervise service personnel.
- Oversees scheduling of banquet service employee meetings.
- Responsible for hands-on service work when needed and orchestrating events when necessary.
- Hires, trains, supervises, schedules and evaluates all food & beverage staff.
- Confirms time, attendance and hours worked and approves weekly departmental payroll prior to submitting.
- Produces daily and weekly revenue analyses among other reports from point of sale (POS) systems used in private events.
- Provides appropriate reports concerning employee hours, schedules and pay rates
- Receives and resolves complaints concerning food and beverage service.
- Serves as liaison between Private dining functions and culinary staff.
- Assures that all side-work is accomplished and that all cleaning of equipment and storage areas is completed according to schedule.

- Directs pre-meal meetings with all personnel; relays pertinent information such as guest count and menu changes, special member requests, etc.
- Able to lead staff through all service types such as American, Russian, French and Buffet.
- Assures the correct appearance, cleanliness and safety of dining room areas, equipment and fixtures; checks the maintenance of all equipment in the bar and dining room and reports deficiencies and maintenance concerns.
- Trains staff on all aspects of the POS system.
- Assures that the function room and other club areas are secure at the end of the business day.
- Maintains an inventory of items including silverware, coffee pots, water pitchers, glassware, flatware and china, salt and pepper holders, sugar bowls and linen and ensures that they are properly stored and accounted for.
- Monitors labor and supplies budget; makes adjustments to achieve financial goals.
- Utilizes computer to accurately charge members, create forecast and revenue reports and write correspondence.
- Develops and continually updates and refines policy and procedure manuals for service staff to increase quality and to control costs.
- Assists in service and tableside cookery, as needed.
- Attends scheduled staff meetings.
- May serve as club's opening and closing manager or manager on duty.
- Works with Executive Chef to update, review and print menu changes.
- Tracks wine sales for each event.
- Assures that local and state laws and the club's policies and procedures for the service of alcoholic beverages are consistently followed.
- Maintains cleanliness and sanitation of bar areas, glassware and equipment through regular inspections.
- Develops standard operating procedures to help assure that bars are set-up and operated efficiently.

Licenses and Special Permits

- Alcoholic beverage certification. (T.I.P.S.)
- Food safety certification.

Physical Demands and Work Environment:

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

To Apply Contact:

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