JOB DESCRIPTION – Food and Beverage Manager

Position Title: Food and Beverage Manager

Department: Clubhouse

Reports To: Food and Beverage Director

FLSA: Hourly

Date Written/Revised: April 2020

POSITION PURPOSE:

Under the general guidance and supervision of the Food and Beverage Director and within the limits of The Country Club of Rochester (CCR) policies and procedures and assists in supervising all aspects of the CCR Dining and Beverage Program and its regular operations.

Principal Duties by Key Result Areas

Membership - Under the direction of the Food and Beverage Director, the Food and Beverage Manager is responsible for interacting with the Membership, anticipating their needs, and fulfilling their dining and beverage requests.

Meetings - Attend appropriate staff and club development-related committee meetings.

Staff Training – Assists in training all dining and beverage staff members. Enforce CCR policies and procedures to maintain the highest standards. Continue with staff development on a regular basis.

Events – Coordinate and/or attend events including set-up, execution, and break-down. Supervise and/or work events as needed. Complete consumption sheets for billing; submit to the Director of Finance.

Other:

Regular attendance in conformance with the standards, which may be established by The Country Club of Rochester from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including suspension or termination of employment.

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the club.

Upon employment, all employees are required to fully comply with Country Club of Rochester rules and regulations for the safe and efficient operation of the club's facilities. Employees who violate Country Club rules and regulations will be subject to disciplinary action, up to and including termination of employment.

Specific Job Knowledge, Skill and Ability

The individual must possess the following knowledge, skills and abilities to be able to explain and demonstrate that he/she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Have a strong and highly visible and respectful presence with the membership, be an exceptional communicator, and have adroit personal interactive skills and the maturity to instinctively know how to treat members and guests with a high-level of service. Further, he or she must be able to communicate these expectations to staff with diverse backgrounds and positively motivate them to understand and execute to those expectations.
- Must be able to clearly articulate instructions.
- Ability to meet expectations of members and at the same time seizes opportunities to up-sell.
- Ability to be tactful, courteous and diplomatic when dealing with members, guests and fellow employees.
- Ability to work with any staff and as a team member.
- Ability to carry heavy objects, i.e. wine cases, beer cases, if needed.
- Ability to drive a car and or golf cart.
- Any other duties as assigned by the management team.
- Ability to stand or walk for several hours during events and work long hours, if necessary.
- Must have and maintain the Serve-Safe Certification
- Ensure compliance with all health and safety, liquor consumption, and other food and beverage regulations;

QUALIFICATION STANDARDS

Education:
Minimum associates degree or any other combination of education, training or experience that provides the required knowledge, skills and abilities.

Experience:
Previous three years' experience with a resort or similar private Country Club setting preferred.

Licenses or certificates:
Should become certified in TIPs, CPR, AED and Serve Safe.

Grooming and Dress Code:
Must maintain a neat, clean and well-groomed appearance, practicing daily personal hygiene of the highest quality. Must maintain the Club's dress code and dress appropriately for social functions. Must maintain the highest standards of personal conduct.

I have read, understand and agree to comply with the Country Club of Rochester job description as stated or amended by the Country Club of Rochester

Employee Signature Date

CCR Management Signature Date