



THE SPRINGS

---

## JOB DESCRIPTION

**POSITION TITLE:** Food & Beverage Manager

**REPORTS TO:** Clubhouse Manager

**FLSA CLASSIFICATION:** Exempt

### POSITION OVERVIEW

Responsible for front-of-the-house, dining, and events in all clubhouse facilities in a manner that exemplifies high quality service standards and dining environments that is most pleasing to members and their guests. Reacts quickly to member and guest billing concerns, coordinates staffing, service training, schedules, and communications in coordination with both front and back of the house. Schedules, plans, and coordinates all member events and menus within budget constraints.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Recruit, train, and retain employees of superior quality who are dedicated to a high quality of service to members and guests
- Inspects dining service employees to ensure that they meet service standards for uniform, appearance, cleanliness, and decorum at all times
- Checks the maintenance of all equipment in the dining room and reports deficiencies and maintenance concerns promptly
- Manages reservations for daily meal service, bar service, and events
- Directs daily dining services staff meetings relaying all menu and special changes, service status changes, event and schedule changes, policy changes and necessary information
- Provides work schedules to service staff in a timely manner and approves time off requests
- Creates and follows daily checklists, printed menus, staff floor plans, event set-ups, and execution of side work as guided by service standards and successful execution
- Assures that dining room and other club areas are secure and pre-set at the end of the business day
- Monitors employee time records daily using payroll software or other Microsoft products to approve time off, correct missed or incorrect punches, minimize meal premiums, overtime, and keep labor costs within budget
- Regularly spends time on floor during meal and events to meet and greet members and guests, handle service challenges by resolving complaints, and thank members
- Abides by all club safety and security policies and procedures; reports all unsafe work conditions and all accidents no matter how minor to management
- Reviews all tickets daily and reconciles charges using Club Essentials software
- Serves as liaison between dining room staff and kitchen staff
- Adheres to and delivers The Springs standards and sequence of service
- Assures that all side work is completed and that all cleaning of equipment and storage areas is finished according to schedule
- Completes other appropriate assignments from the Clubhouse Manager
- Ensures staff is working within CA OSHA, club safety and employee handbook, state and federal guidelines for safe working conditions

## **REQUIREMENTS**

- Ability to learn member and employee names quickly
- Must have strong communication skills and the ability to communicate fluently in English using oral, verbal, and written skills. A working knowledge of Spanish is also helpful.
- Effectively communicates with members, guests, and employees in a friendly and positive manner and respond proactively to all of their concerns
- Demonstrates a strong effectiveness and skill in handling all details
- Ensures high standards of sanitation, cleanliness, and safety including food handler and beverage service cards are maintained throughout all service touch points
- Maintains collaborative relationship with Executive Chef, Sous Chef, and department heads
- Able to work a flexible schedule including nights, weekends, and holidays
- Performs other duties as assigned by Clubhouse Managers and other Management

## **EDUCATION AND EXPERIENCE**

- At least five years of related experience in a private premier club or similar position in a fine dining restaurant
- College degree is preferred but not required
- Must be skilled in wine, liquor, and other beverage services
- Strong management skills with leadership strengths in building strong working relationships across all levels of the organization
- Extensive experience in Food and Beverage operations
- Knowledge of Club Essentials software a plus with experience in computer based POS systems and Microsoft Office Suite (Word, Excel, and Outlook) a necessity.
- Must complete Manager Food Safety Certification before hire or within 90-days.
- Current Riverside County Food Handler's and Responsible Beverage Service Cards
- 

## **PHYSICAL DEMANDS**

- Must be able to move, lift, carry, push, pull, and place objects up to 25 lbs
- Ability to bend, kneel, squat, or reach for intermittent periods
- Ability to stand or walk for extended period of time
- Requires climbing up stairs, stools, and ladders
- Requires working in both inside and outside environmental conditions that can include extreme heat
- Occasional exposure to chemical products

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

## **Equal Opportunity Employer**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at The Springs will be based on merit, qualifications, and abilities. The Springs does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law. The Springs will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.