



Job Description

Issue Date: 8/1/2024

Position Title: Assistant Food & Beverage Manager

Department: Food & Beverage **Reports to:** F&B Manager & Clubhouse Manager

Wage & Hour Status: Salary/ Exempt **Classification:** Regular - Full Time

SUMMARY: Supervises and leads the food and beverage service staff in the Clubhouse and Terrace Cafe, while maintaining a professional demeanor. Verifies that the areas are clean and organized to member satisfaction, and that service is delivered in a timely and accurate fashion. Ensures the satisfaction of members and guests through hands-on management of service staff, and by continually monitoring activity during serving periods.

ESSENTIAL DUTIES AND RESPONSIBILITIES includes but is not limited to the following:

- Greets and seats members and guests and oversees service on a regular basis. Interacts with members answering questions, solving problems, and assuring maximum member satisfaction.
- Answers telephone, takes reservations, and honors special requests from members and considers their preferences.
- Schedules service staff within budgetary guidelines and based upon anticipated business levels and plans Clubhouse dining set-up accordingly.
- Responsible for processing bi-weekly payroll for the Food & Beverage Department.
- Receives and resolves complaints from club members, guests, and employees. Advises F&B Manager and Clubhouse Manager and other department managers of any related issues.
- Monitors dress codes for members and guests, and addresses non-compliance.
- Hires, trains, evaluates, and supervises servers, hosts, bussers, and bar staff. Monitors uniform and appearance of the service staff.
- Purchases and receives products and supplies, and ensures proper quantity, quality, and price.
- Assists with maintaining adequate supply of liquor, beer, wine, and other beverages. Performs monthly inventories.
- Inspects appearance and cleanliness of the dining and bar areas, report any deficiencies to the facilities department.
- Adheres to the club's safety and sanitation standards.
- Consults daily with the F&B Manager, Activities Director, and other club managers to help assure the highest level of member satisfaction.
- Facilitates training programs for all service staff.
- Performs opening and closing duties, including those related to security of the Clubhouse and Terrace Café.
- Assist with the H2B process and housing along with daily transportation to work.
- Conducts daily pre-shift meetings with service staff to provide timely information, inform them of assignments, and to discuss changes or policies that are pertinent.
- Performs daily administrative duties including tracking of time clock punches, tip distribution, system, uniform issuance, and transfers of food and beverages.
- Updating Jonas with new menu and drink items, communicating with Interlink with any POS concerns.
- Directs service staff during serving periods. Assists when needed to complete service to members and guests. Assures that all side work is completed.
- Makes suggestions about improvements in service procedures, new products, and dining area layout.
- Works closely with activities director in the set-up/buffet diagrams and execution of special events.
- Ensures that supplies and equipment are cared for and stored properly.
- Assures that all laws and club policies for the service of alcoholic beverages are consistently followed.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities.



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Education and/or Experience

- College Degree preferred or demonstrated equivalent in education and experience.
- Minimum of 2 years' experience as a Supervisor/Dining Room Manager at a Country Club, quality hotel or fine dining restaurant with a understanding of Banquets/Catering, operations, point of sale, budgeting and Member Services.
- Maintain CPR certification or obtain within six months of employment.
- Must have valid Manager Serve Safe Certification or will obtain within three months of hire date.

Language: Ability to read, write and speak English.

Mathematics: Ability to add, subtract, multiply and divide using whole numbers.

Computer: Must be familiar with point-of-sale system.

Reasoning: Ability to apply common sense and understanding to carry out instructions furnished in written, oral or diagram form.

Other:

- Exhibits professionalism and expressed interest of improvement through enhanced developmental skills, exhibit leadership, and expressed direction through own self-actions.
- Requires the individual to maintain flexible availability, will work weekends, and holidays. May be required to return to job site at odd hours under emergency situations.
- Maintain a pleasant and outgoing personality.
- Serves as a role model and sets a positive example for the entire staff in all aspects of business and personnel management.
- Must be in compliance with and actively support a drug free workplace.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Some stress may occur. The noise level in the work environment is generally high.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

How to Apply

Interested candidates should submit a resume and cover letter detailing their relevant experience and interest in the position to Christina Kiely, Clubhouse Manager, christinak@vccnaples.com Please include "Assistant Food and Beverage Manager" – {Your Full Name} in the subject line.

The Vanderbilt Country Club is an equal-opportunity employer. We encourage candidates of all backgrounds to apply.