

Food & Beverage Operation Manager

Position: Food & Beverage Operations Manager

Department: Food & Beverage

Reports to: Food & Beverage Director / Asst. Food & Beverage Director

Job Type: Full-time (Includes evenings, weekend and holidays)

Job Summary

The Food & Beverage Operations Manager oversees all daily dining services, tournament hospitality, and private events at our premier, **900-member private country club**. This role directly coordinates front-of-house (FOH) and back-of-house (BOH) execution across a diverse portfolio of amenities, including an **18-hole golf course**, private **Family Dining Room**, traditional **Men's Grill**, and a banquet facility with a **capacity for 250+ guests**. The ideal candidate ensures consistent delivery of highly personalized, exceptional service that exceeds member expectations.

Key Responsibilities

1. Member Relations & Service Delivery
 - Maintain a highly visible presence on the floor during peak dining hours to greet members by name and gather feedback
 - Ensure all food & beverage staff provide consistent, high-end, and personalized service that exceeds member expectations.
 - Resolve member complaints and special requests with diplomacy, discretion and tact.
2. Team Leadership & Training
 - Recruit, onboard, schedule, and continuously train a seasonal and permanent service team on fine-dining etiquette and club policies.
 - Conduct daily pre-shift meetings to communicate menu features, daily events, and specific member preferences.
3. Compliance & Maintenance
 - Enforce club bylaws, dress codes, and house rules across all dining areas.
 - Ensure strict compliance with all local health department regulations and state liquor laws.
 - Maintain the cleanliness, organization, and upkeep of all F&B areas, tableware, and physical assets.

Qualifications & Requirements

- Experience: 3-5 years of food and beverage management experience, ideally with in a private country club, luxury resort, or upscale boutique hotel.
- Education: Bachelor's degree in Hospitality Management, Business Administration, or a related field preferred.
- Certifications: Active Food Safety Manager (e.g. ServSafe) and State Alcohol Awareness certifications (e.g. RAMP).
- Skills: In-depth knowledge of fine dining, proper wine service and etiquette, mixology, and banquet operations. Knowledge of club management software (e.g. Jonas, ClubEssential, North Star).
- Attributes: Exceptional polished communication, organizational skills, and emotional intelligence. Ability to work weekends, late nights, and holidays according to the club calendar.

Please send resumes to Food and Beverage Director Kate Quinn @
kquinn@southhillsgc.org.