



Food & Beverage Manager Job Description

SUMMARY:

Mayfield Country Club is hiring an energetic and detail-oriented service champion to provide leadership to our Food & Beverage team. The Food & Beverage Manager is responsible for overseeing all front-of-house services for the Club. Hire, train and supervise employees while ensuring excellent and consistent service to our Members and Guests.

ESSENTIAL FUNCTIONS:

- 1) Manage all aspects and areas of the Food & Beverage department including a la carte, bar locations, and banquet functions, plus on-course and poolside snack bars.
- 2) Responsible for maintaining and overseeing the day-to-day F&B procedures such as side work, server check-outs, employee appearance and uniform standards, plus opening and closing duties.
- 3) Continuously circulate throughout service to ensure Members' expectations are met and table touches are executed.
- 4) Works with Clubhouse Manager to continuously ensure employees are providing outstanding and consistent service.
- 5) Fill in as an extra set of hands for service staff by offering to drop drinks, start tables off, etc. Make sure Mayfield's steps of service are being met and Members are serviced in a timely fashion.
- 6) Oversees and confirms that all dining spaces are setup according to the BEO and are "Member Ready" for the next day.
- 7) Supervises and leads the F&B service staff to exceed the Member's service expectations each and every day.
- 8) Generate weekly schedules for all front of house employees in a timely and accurate manner
- 9) Recognizes and resolves Member and Guest complaints and concerns.
- 10) Responsible for overall cleanliness and organization of all inside and outside dining spaces as well as other F&B service and work areas.
- 11) Attend weekly BEO meetings and provide input on upcoming events.
- 12) Assists or leads pre-shift meetings to communicate information including reservation list, special requirements, nightly specials, upcoming events, and other details to the F&B service staff.
- 13) Performs special projects as delegated by management.
- 14) Stays updated on latest developments pertinent to the department as well as the location.

OPERATIONAL OVERVIEW:

The Club is open six days a week from April thru October and four days a week, November thru March. Mayfield CC is closed during the month of January for the annual winter shutdown. The overall operation is extremely seasonal with the majority of the Club's events taking place during the summer months.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential function 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 to perform the essential functions.

EDUCATION and/or EXPERIENCE:

- 1) Must be able to represent the Club in a professional manner including appearance and attitude
- 2) Consistent focus on providing exceptional customer service to all Members and guests
- 3) Proven experience managing food & beverage operations
- 4) Excellent organizational skills with extreme attention to detail
- 5) Proficiency in copywriting, grammar, and proofreading skills
- 6) Ability to manage last-minute changes with flexibility
- 7) Willingness to work hours (including weekends/holidays/evenings) as needed per event calendar
- 8) One year of private Club related work experience is preferred

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to read and interpret retail product labeling. Ability to speak effectively before groups of customers or associates of organization.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS:

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

While performing the duties of this job, the associate is regularly required to stand, walk, and use hands and fingers to handle, or feel. The associate frequently is required to reach with hands and arms and talk or hear. The associate is occasionally required to sit; walk; climb or balance; and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

POINT OF CONTACT:

Please submit resumes to:

Dan DeCrow

General Manager

The Mayfield Sand Ridge Club

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