

BROOKSIDE COUNTRY CLUB

Canton, Ohio

Service Manager - Men's Grill

Full-Time, Year-Round Position

This Isn't Just Another Restaurant Management Job

If you enjoy knowing your members, leading from the floor, and building a dining experience people genuinely look forward to, keep reading.

Brookside Country Club is looking for a Service Manager - Men's Grill who understands that great hospitality is personal. It comes from remembering preferences, noticing what a member needs before being asked, coaching a team in the moment, and taking ownership of every detail.

About Brookside Country Club

Brookside Country Club is a private club in Canton, Ohio where hospitality, tradition, and personal service matter. For more than a century, our members have gathered at Brookside for golf, dining, celebrations, and the everyday moments that make a private club feel like home.

The Men's Grill is one of the Club's most active and relationship-driven dining venues. Members come for lunch, dinner, drinks, golf-day gatherings, and the familiar service that turns a meal into part of their Brookside experience.

The Role

We're hiring a full-time Service Manager - Men's Grill to lead the daily service operation of the Men's Grill, bar, and patio. This person will be visible on the floor, set clear standards, develop the front-of-house team, and make sure every member and guest receives warm, attentive, and consistent service.

This is a hands-on leadership role for someone who enjoys both people and operations. You will manage shifts, staffing, training, service standards, beverage controls, member feedback, and daily communication with the culinary and management teams.

You will report directly to the Front Of House Operations Manager.

What You'll Own

- Lead daily lunch, dinner, bar, and patio service from the floor

- Build genuine relationships with members and learn their preferences
- Hire, train, coach, schedule, and develop front-of-house employees
- Conduct focused pre-shift meetings and communicate daily priorities
- Set and maintain consistent standards for hospitality, appearance, cleanliness, and organization
- Work closely with the Executive Chef and culinary team to coordinate timing, quality, and special requests
- Manage labor schedules and staffing levels based on business needs
- Monitor food and beverage quality and respond promptly to member feedback
- Maintain beverage inventory, operating controls, and compliance with health, safety, alcohol-service, and Club policies
- Support golf outings and special functions while creating a positive, accountable, team-first culture

What We're Looking For

- 3 to 5 years of restaurant, private club, hotel, resort, or upscale hospitality management experience
- A visible, hands-on leader who is comfortable directing a busy service from the floor
- A hospitality-minded professional who enjoys building lasting member and guest relationships
- Strong coaching, communication, organization, and follow-through
- Experience with scheduling, staffing, labor management, and daily operating controls
- Working knowledge of wine, beer, cocktails, and responsible alcohol service
- The ability to stay composed, make sound decisions, and adjust quickly when priorities change
- Availability to work evenings, weekends, holidays, and peak club periods

Why You'll Love Working Here

This is a role where your leadership shapes the experience members have every day.

At Brookside, the Men's Grill is more than a dining room. It is a familiar gathering place where members expect to feel known, welcomed, and well cared for. As Service Manager, you will have the ownership and visibility to make that happen.

Here's what that can look like day-to-day:

- **Member Relationships** You will get to know the people you serve, understand their preferences, and create the personal connections that distinguish private club hospitality.
- **A Team You Can Develop** You will hire, train, coach, and build a service team whose confidence and consistency reflect your leadership.
- **Ownership of the Operation** You will have a meaningful voice in service standards, staffing, beverage operations, and the daily decisions that shape the Men's Grill.
- **Partnership Across the Club** You will work closely with culinary, golf, events, and Club leadership to keep service coordinated and member-focused.

- **Work That Gets Noticed** Members recognize strong hospitality. Your presence, preparation, and follow-through will make a visible difference each day.

Compensation & Benefits

- Competitive salary based on experience
- Performance bonus opportunity; health, dental, and vision insurance; 401(k); and paid vacation
- Employee meals, uniform allowance, professional development, and career growth opportunities

Sound Like Your Kind of Role?

If you are a hands-on hospitality leader who enjoys developing a team, building member relationships, and taking ownership of a busy dining operation, we would love to hear from you.

Send Your Resume To: narbogast@brooksidecc.com
