Food and Beverage Manager
Direct Report: Clubhouse Manager

Tacoma Country & Golf Club Overview

Tacoma Country & Golf Club is as proud of our past as we are excited about our future. Dating to 1894, Tacoma Country & Golf Club has been occupying this beautiful property on the shores of American Lake for well over a century. TCGC is the oldest established Golf Club West of the Mississippi.

Golf is central to the member experience at Tacoma Country & Golf Club. We feature an 18-hole championship golf course that stretches beyond 6,900-yards from the back tees. Accomplished players will love the test they find on our links, while players of all skill levels will find a playable course that is enjoyable round after round.

Tacoma Country & Golf Club (TCGC) operates a banquet kitchen and a full service, member-only restaurant. Throughout the property there are many banquet rooms and facilities used for events. We offer a fun, energetic and welcoming culture here at the Club which helps create and maintain relationships with our members and their guests. Tacoma Country & Golf Club has a very active membership in the summer months with business levels thinning out in the Winter months as the membership heads south. The food quality here at TCGC is one of our focal points and the membership is quick to comment on their love of the restaurant and level of service we extend to them! Our Executive Chef has been with the Club for 18 years, loves to fish, and is active with changing the weekly specials and menus to reflect the seasons.

Position Summary

The Food and Beverage manager is responsible for managing daily operations in the dining room, bar, and snack bar, while assisting with banquet/event operations as needed. The Food and Beverage manager is also responsible for maintaining service standards and ensuring staff training, knowledge, scheduling, and job performance is up to date. This position reports directly to the Clubhouse Manager and oversees the dining room and event staff.

Position Responsibilities

- Oversee multiple Food and Beverage outlets (Restaurant, Snack Bar, Beach House, Assist Catering)
- Oversee the beverage program including inventory of wine, spirits, and beer
- Develop, implement, and continually update training and ways to improve product knowledge and job performance for the entire Food and Beverage team
- Assure that all State and Local laws and club policies and procedures for the service of alcoholic beverages are consistently followed
- Operate the department to meet financial expectations and adjust with the Clubhouse Manager as needed
- Knowledge of all aspects of department and daily club operations, including restaurant operations & special events
- Maintain a high level of member contact throughout service hours (Meal Periods)

Position Tasks and Duties

- Routinely act as the floor manager for dining room service operations, including opening and/or closing management duties. No set schedule, this position is 40+ hours a week
- Hire, train, manage, schedule, and evaluate dining room staff. Responsible for training and development of staff, planning assessing and directing work, appraising performance, rewarding, and disciplining employees.
- Lead daily pre-shift meetings with dining room staff
- Conduct daily check-ins and weekly one-on-one meetings with Clubhouse Manager to outline and update current projects, tasks, and issues
- Write daily shift logs detailing events of the night, service levels, staffing issues and other pertinent information
- Manage member/guest relations and ensure all issues and complaints are addressed in a timely matter while providing exceptional customer service
- Ensure dining room staff is always in proper uniform and appearance aligns with Club atmosphere
- Assure the dining room, bar, and banquet areas are in correct appearance that align with House & Grounds Committee standards including the cleanliness and safety of fixtures and alert Clubhouse Maintenance of any deficiencies
- Maintain an inventory of dining room and assist with banquet captain items
- Utilize POS system to accurately charge members, train staff on POS system, enter new items and price changes in a timely matter, JONAS Program experience a plus, work with key personnel on the dining reservation system. Plan dining room set-up daily.
- Plan, organize, and lead scheduled staff meetings
- Develop and manage bar program. Bar menu, wine dinners, beverage specials for events and promotions.

This is a description of the essential job duties of this position. However, this may not be a complete list of all essential job duties and the individual in this position is expected to perform other tasks as assigned by the Clubhouse Manager or other managerial employees.

Candidate Requirements and Qualifications

- Minimum High School Graduation or equivalent AND related Restaurant/Club Management experience and/or training OR equivalent combination of education/experience. Undergraduate degree **preferred** with an educational concentration in any of the following: business, marketing, communications, journalism, public relations, hospitality management or recreation
- A minimum of 3 years Food and Beverage Management experience
- Thorough knowledge of all food and beverage operations and industry
- Possess an outgoing, friendly, professional personality
- Possess leadership skills to motivate staff with a commitment to quality, excellence, and Club Standards
- Highly energetic, self-starter, hands-on approach to management
- Able to provide excellent communication skills at all levels. Must be able to speak, read, write, and understand the primary language(s) used in the workplace
- Ability to supervise/manage large staff

- Ability to effectively deal with internal customers (Members) and their guests and collect information to resolve conflict
- MAST certified (or obtained within 30 days of employment)
- Pierce County issued Food Handlers Permit, or ServSafe certified (or obtained within 30 days of employment)
- CPR, AED, and/or First Aid certified preferred.
- Ability to stand and walk for long shifts, often lasting 8 to 10+ hours per day across dining rooms, bars, kitchens, or event floors
- Ability to lift, carry, push, or pull inventory, equipment, cases of beverages, or supplies, commonly ranging from 30 to 40 lbs
- Frequent bending, crouching, reaching, stretching, twisting, and climbing stairs or stepping into walk-in coolers and freezers
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Compensation and Benefits

This is a full-time, 40+ hour weekly, salary-exempt position, with benefits including:

- Salary: $80,168.40-85,000 DOE
- Paid Time Off (1 hour per 40 hours worked increasing with years of service).
- Medical, Dental, Vision insurance, and dependent coverage available
- Flex Spending Account
- 401K Plan and 401K Match
- Life Insurance
- Holiday Bonus Program
- Paid Holidays
- Employee Meals
- Partial Tuition reimbursement for continued education
- Golf and Pool Privileges per handbook
- CMAA Dues- National & Local

Tacoma Country & Golf Club provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment. Consistent with applicable law, if a reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact the Human Resource Manager at raisa@golftcgc.com.

To Apply for this Position

Please send a resume to our Human Resources department:
Raisa@golftcgc.com

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