



North Shore Country Club

1340 Glenview Road • Glenview, IL 60025 • 847-729-1200

JOB DESCRIPTION

Position Title

Catering Manager

(Operations, Member Relations & Event Execution)

Department

Food & Beverage / Catering

Reports To

Assistant General Manager

Supervises

Assistant Catering Manager

Food & Beverage (F&B) staff, as assigned.

ABOUT NORTH SHORE COUNTRY CLUB

North Shore Country Club is located 25 miles north of downtown Chicago in the Village of Glenview. Known as “THE” premier family country club in the North Chicago area, NSCC is the home to 450+ members and their families. North Shore members benefit from top-tier programs, a recently remodeled clubhouse, and a variety of sports with golf at its core. Currently equipped with 4 multi-functional private event spaces, a family-friendly casual dining facility, 1 upscale dining facility, a seasonal outdoor dining terrace, 2 seasonal ancillary quick-serve outlets, North Shore generates in excess of \$3.4M in food and beverage revenue annually.

WHY JOIN THE NSCC MANAGEMENT TEAM?

At North Shore Country Club, we are committed to delivering exceptional member experiences through culinary excellence and impeccable service. Join a team that values creativity, craftsmanship, and professionalism in a supportive and high-performance environment.

Our team is made up of a group of diverse individuals who bring genuine and positive energy to their work every day. With a strong focus on communications and collaboration, you will never face challenges alone.

WHAT WE OFFER

Salary is open and commensurate with qualifications and experience. NSCC offers a very attractive benefits package to include medical, dental, vision, life insurance and a 401(k) plan with matching contributions, paid time off, and ongoing support for professional development as well as annual performance bonus opportunities. This includes paid time off.

Salary Range: \$65,000.00 - \$75,000.00

Position Overview

The Catering Manager will be at the forefront of promoting the Club's dining facilities for private banquets, business and social meetings and other member and/or member sponsored events within the rules and practices of the Club. The Catering Manager supports the Assistant General Manager in the operational execution, staff leadership, administrative coordination, and on-site management of all catered events, private functions, and Club-sponsored programs. This role serves as a primary operational and member-facing leader during events, ensuring seamless execution, adherence to Standard Operating Procedures (SOPs) and Banquet Event Orders (BEOs), and delivery of service consistent with North Shore Country Club Country Club standards.

The Catering Manager is expected to lead by example, act as a steward of the North Shore Country Club brand, and serve as a key communication link between Front of House and Back of House teams during events. This position also carries responsibility for staff training and development and for supporting annual departmental goals as assigned.

Essential Responsibilities

Event Operations & Execution

- Work with Members in coordinating and planning their catered functions.
 - Provides tours, offers suggestions, plans menus and undertakes special event requests for the occasion being planned.
 - Works annually with the Executive Chef to revise catering menus, including pricing and menu offerings ensuring items are current and reflect general Member interests.
 - Coordinates and secures entertainment, decorations, audio-visual, floral and any other requirements integral to events being planned.
 - Reviews event contracts periodically updating pricing, policy and procedures as necessary.
 - Creates and distributes accurate and timely information via Banquet Event Orders (BEO) and floor plans to all Club departments.
 - Inspects finished arrangements; checking BEOs against actual room setup.
 - Executes events as assigned.
 - Receives both Member compliments, sharing them with staff, and handles Member complaints with positive resolution.
 - Assists in responsibility of the security of the clubhouse facilities relative to systems, opening and closing assignments, including acting as the manager on duty when necessary.
 - Assists in the preparation of the annual budget for the catering department; monitors actual performance to budget and takes corrective action as necessary to help assure that budget goals are met.
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Staff Leadership, Training & Development

- Lead Assistant Catering Manager and Food & Beverage (F&B) staff by example, modeling North Shore Country Club Country Club service standards, professionalism, and work ethic
- Support the training, coaching, and ongoing development of the Assistant Catering Manager and F&B staff in accordance with established SOPs
- Reinforce service standards and operational procedures through hands-on leadership and real-time feedback
- Assist with onboarding and cross-training to ensure staff are knowledgeable, prepared, and aligned with departmental expectations

- Identify training needs and performance opportunities and communicate recommendations to the Assistant General Manager
 - Foster a positive, respectful, and collaborative work environment reflective of the North Shore Country Club brand and culture
 - Monitor staff attendance, including tardiness, no-shows, and schedule adherence, and report concerns accurately and timely to direct leadership
 - Apply attendance standards and performance expectations consistently among all staff, ensuring accountability without favoritism
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Member Relations & Service Excellence

- Act as a visible, professional, and approachable point of contact for Member/Host during events
 - Respond to member and guest concerns within scope of authority and escalate appropriately
 - Reinforce a culture of hospitality, responsiveness, and personalized service
 - Communicate post-event feedback and improvement opportunities to leadership
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Administrative & Financial Support

- Prepare, review, and execute events in accordance with BEOs
 - Maintain accurate and current member and event files
 - Assist with event billing and post-event reconciliation using Jonas software
 - Support financial accuracy by monitoring labor deployment and service execution details
 - Document operational notes and follow-up items to support continuous improvement
 - Maintain clear and accurate documentation related to staffing issues, attendance trends, and operational concerns as needed
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Food & Beverage Collaboration

- Work closely with the Assistant General Manager, Food and Beverage Manager, and Executive Chef to coordinate service execution across Food & Beverage operations
 - Support creative and innovative food, beverage, and bar presentations while maintaining service consistency
 - Provide input on room layouts, service flow, and operational execution
 - Lead large-scale events and high-volume service periods across the Club
 - Provide operational oversight and assist with rule enforcement in other Club service areas as needed, including but not limited to the pool and snack shop
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Goals, Accountability & Continuous Improvement

- Support and execute annual performance goals as assigned by the General Manager and Assistant General Manager
- Lead implementation, adherence to, and refinement of Food & Beverage SOPs
- Identify opportunities to improve efficiency, communication, and service delivery

- Serve as an operational extension of leadership during peak periods, major Club events, and seasonal business demands
 - Perform other duties as assigned
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Qualifications & Experience

- A minimum of 3 years of catering or banquet management
 - Progressive experience in a Club, high end hotel, resort or restaurant is required
 - Strong written and verbal communication skills are critical in this position.
 - Proficient in computer software including Microsoft Word and Excel.
 - Ability to learn Club Management Software “(JONAS)”
 - Solid time management, organization, and prioritization skills.
 - Must be able to perform multiple tasks simultaneously and be able to prioritize in a fast-paced environment.
 - Must have all licenses as required by local authorities for Food & Beverage management.
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Work Environment & Physical Requirements

- Indoor and outdoor work environments
 - Exposure to sunlight, heat, cold, humidity, noise, and cleaning chemicals
 - Extended periods of standing and walking
 - Frequent bending, reaching, kneeling, and lifting
 - Ability to lift, push, and carry up to 50 lbs. as required for event setup and breakdown
 - Work schedule includes nights, weekends, holidays, and holiday weekends based on Club needs
 - Must have flexibility as this is a seasonal Club that will sometimes require long hours.
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Performance Expectations

- Adheres to all North Shore Country Club Country Club policies, procedures, and employee handbook guidelines
- Maintains a professional appearance and demeanor at all times
- Demonstrates courtesy and respect toward Members, guests, and coworkers
- Maintains professional boundaries while on duty
- Communicates consistently with leadership to ensure alignment on goals and expectations
- Serves as a role model and ambassador of the North Shore Country Club Country Club brand and service culture
- Actively contributes to staff training, development, and team performance

Please submit resumes to HR Manager, jlong@north-shorecc.org