

Front of House Manager

Stoughton Country Club – Stoughton, WI

Stoughton Country Club is looking for an experienced, energetic, and hospitality-minded **Front of House Manager** to join our leadership team.

We are looking for someone who understands that great club service is about more than getting food and drinks to the table. It is about knowing our members, developing our employees, creating a positive service culture, and making every visit feel special.

This is an excellent opportunity for a hospitality professional who wants to take ownership of the front-of-house operation and help shape the next chapter of Stoughton Country Club.

About the Position

The Front of House Manager is responsible for the day-to-day leadership of our dining and bar service operations. This position works closely with the General Manager, Executive Chef, Membership & Events team, and other department leaders to ensure consistent, professional, and welcoming service throughout the Club.

The ideal candidate is a hands-on leader who is comfortable working alongside the team during busy service periods while also taking responsibility for training, scheduling, communication, and operational standards.

Key Responsibilities

Front of House Operations

- Oversee daily dining room, bar, and service operations.
- Ensure consistent, professional, and friendly service to members and guests.
- Be visible and engaged on the floor during service.
- Monitor service flow and work closely with the kitchen to ensure timely and accurate food service.
- Handle member concerns professionally and follow through to ensure issues are resolved.
- Maintain cleanliness, organization, and appearance standards throughout the front of house.
- Assist with opening and closing procedures and ensure proper cash-handling and end-of-shift procedures.

Team Leadership & Development

- Lead, coach, and develop servers, bartenders, and other front-of-house employees.
- Establish clear expectations for service, professionalism, communication, and member interaction.
- Train new employees and help create a consistent onboarding experience.
- Conduct regular coaching and provide constructive feedback.
- Help build a culture where FOH and kitchen employees communicate effectively and work as one team.
- Recognize employees who demonstrate outstanding service and leadership.

Scheduling & Staffing

- Assist with creating FOH schedules based on business levels, events, and member activity.
- Monitor staffing levels and make adjustments when necessary.
- Help recruit, interview, onboard, and retain quality hospitality employees.
- Ensure appropriate staffing for member events, golf outings, dinners, and other Club functions.

Member Experience

- Develop relationships with members and learn their preferences.
- Be proactive in recognizing members and anticipating their needs.
- Help create a warm, welcoming environment that encourages members to spend more time at the Club.
- Participate in Club events and special programming.
- Work with management to identify opportunities to improve the member experience.

Events & Club Functions

- Assist with the execution of Club events, tournaments, dinners, private functions, and member activities.
- Coordinate FOH staffing and service needs for events.
- Work with the Membership & Events team to ensure event details are communicated effectively to the service staff.
- Help ensure event setup, service, and breakdown meet Club standards.

Financial & Operational Responsibility

- Monitor labor and staffing levels.
- Help manage beverage and service-related costs.
- Assist with inventory and ordering as needed.
- Follow Club policies and procedures related to cash handling, alcohol service, and employee practices.
- Identify opportunities to improve efficiency and profitability without sacrificing member service.

What We're Looking For

The right person will be:

- A strong hospitality professional with previous restaurant, hotel, country club, or similar FOH management experience.
- A natural leader who enjoys developing people.
- Highly organized and able to manage multiple priorities.
- Comfortable working in a fast-paced environment.
- Professional, approachable, and confident interacting with members.
- A strong communicator who can work effectively with both FOH and kitchen teams.
- Someone who leads by example and is willing to jump in when the operation needs help.
- Detail-oriented and committed to high service standards.
- Comfortable working evenings, weekends, holidays, and during special events as required.

Country club experience is preferred but not required. We are more interested in finding someone with the right leadership ability, hospitality mindset, and desire to build a great team.

Why Join Stoughton Country Club?

Stoughton Country Club is a member-focused private club with an opportunity for the right leader to make a meaningful impact.

We are continuing to strengthen our operations, improve our service culture, develop our employees, and create a better overall member experience. The Front of House Manager will have an important role in that process and will have the opportunity to help establish the standards and culture of our dining operation.

If you are someone who takes pride in hospitality, enjoys developing people, and wants to be part of a team that is committed to improving every day, we'd like to hear from you.

Position Details

Position: Front of House Manager

Location: Stoughton Country Club – Stoughton, WI

Schedule: Full-time; evenings, weekends, holidays, and special events required

Reports To: General Manager

Compensation: Competitive salary based on experience, qualifications, and responsibilities.

Benefits may include health and dental insurance, 401(k) participation and employer match, employee meal benefits, and other Club benefits.

How to Apply

Please submit your resume and a brief description of your hospitality management experience to General Manager, Anthony Bilwin at Anthony@stoughtoncountryclub.com. We look forward to learning more about you and how you could contribute to the Stoughton Country Club team.