



SERVICE DIRECTOR JOB DESCRIPTION

Club Information:

White Eagle Golf Club opened in 1989 and is a full-service member-owned private country club located in Naperville, IL. The mission of the Club is to provide a premier private golf and social experience for its members, their families and guests, by offering high-quality services and facilities in a fiscally responsible manner. Originally designed by Arnold Palmer, the Club offers 27 holes of championship golf that are set on approximately 175 acres in an upscale residential community. The three nine-hole courses are challenging and in impeccable condition, allowing White Eagle to build a rich history of hosting prestigious golf tournaments, along with providing our members and their guests with pure enjoyment of the game of golf. Additional amenities include an Olympic sized swimming pool, three pickleball courts, four paddle tennis courts, and The Retreat, a year-round casual restaurant.

General Summary:

The Service Director oversees all service-related aspects of multiple outlets at the Club, focusing on creating exceptional dining experiences, managing the service team and ensuring the highest quality of service throughout the dining rooms. The Service Director coordinates and organizes all aspects of the dining department including but not limited to proper service training, service schedules, and overseeing and directing service staff. The Director will ensure compliance with all applicable laws and regulations related to food and beverage services, including safety regulations and sanitation standards. The Director providing timely and accurate information for all departments is essential, as communication is vital to the team's overall success. This is a full-time salaried position, with a work schedule that includes night, weekends and some holidays depending on the event calendar and Club requirements.

Essential Functions:

- Ensure that dining outlets operate seamlessly - members' orders are handled efficiently and professionally by all staff.
- Ensures that adequate member charge procedures are followed and that documentation is reported in an accurate and timely manner.

- Responsible for proper member check analysis, ticket controls and daily sales reports and analysis.
- Manages the department's long-range staffing needs.
- Responsible for recruitment, training, supervision and termination of service staff.
- Responsible for scheduling waitstaff according to Club's needs.
- Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- Monitors employee records to minimize overtime and keep labor costs within budget.
- Assures that all standard operating procedures for revenue and cost control are in place and consistently followed.
- Assures that all applicable Club policies and procedures are followed.
- Establishes quantity and quality output standards for personnel in all positions within the department.
- Ensures all legal requirements are consistently followed, including wage/hour and federal, state or local laws for food safety and the sale/consumption of alcoholic beverages.
- Ensures that all new employees receive the appropriate safety instructions for training; establishes and enforces all safety policies and procedures including OSHA regulations and ensures that appropriate proof of training is documented in the employees' personnel files.
- Maintains departments personnel records
- Consults daily with the Executive Chef, Catering Director, Beverage Director and other Club administrators to help assure the highest level of member satisfaction at minimum cost.
- Greets members and oversees actual service on a routine, random basis.
- Establishes, updates and maintains all written standards and procedures for the department as needed.
- Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken.
- Monitors appearance, upkeep and cleanliness of all service equipment and facilities.
- Monitors employee dress codes according to policies and procedures
- Responsible for the proper accounting and reconciliation of the point-of-sale and member revenues.
- Maintains records of special events, house counts, food covers and daily business volumes.
- Audits and approves weekly departmental payroll.
- Implement and monitor department sanitation and cleaning schedules.
- Completes other appropriate assignments for the General Manager.
- Assists in responsibility of the security of the clubhouse facilities related to systems, opening and closing assignments, including acting as the manager on duty when necessary.
- Maintain a comprehensive knowledge of menu and wine list and be able to describe the menu and suggest pairings.
- Maintain restaurant reservations and set up the dining room floor plan.

- Thoroughly and accurately use applicable POS systems and technology.

Traits, Skills, and Competencies:

- Professional verbal and written communication skills with the ability to deliver timely and accurate information.
- Highly organized and detail-oriented with excellent time management skills.
- Proficient with Microsoft Outlook, Word and Excel.
- Possess the ability to be flexible and adapt to changing situations.
- Ability to interact with appropriate personal presence, before, diverse constituencies of members/clients, staff, and vendors who are an integral part of White Eagle Golf Clubs's success.
- Self-motivated and able to collaborate effectively with the management team for problem-solving, conflict resolution, delegation, communication, teamwork, and maintaining respect. Integrity and honesty are paramount.
- Prompt and proficient in responding to member/client inquiries via phone or email throughout the event planning process, with commitment to 24-hour response times.
- Dedicated to personal and professional growth, staying informed about industry trends and new ideas. Proactively generates thoughts and ideas that enhance member satisfaction and operational efficiencies.
- Leads by example investing the time to coach staff and new team members.
- Skilled in problem-solving, creating and maintaining schedules, and balancing preparedness with flexibility.
- Work efficiently both independently and as part of a team, demonstrating strong organizational skills, sound judgment, and the ability to perform detailed tasks. Capable of understanding, following, and providing clear verbal and written instructions.

Education and/or Experience:

- Two or four-year degree in hospitality management, and/or equivalent experience in catering or event management, hospitality services, and sales coordination. Substantial private club or hospitality experience will be considered in lieu of a degree.
- Progressive experience in a club, hotel, resort or restaurant is required.
- Previous private club experience not required, but highly preferred.

Compensation:

Salary is commensurate with qualifications and experience. The Club offers an excellent bonus plan and benefit package, including association membership.

Interested Candidates:

Interested candidates should submit resumes, a detailed cover letter, and professional references in a Word or PDF format via email to:

Ashley Torto
Assistant General Manager

atorto@whiteeaglegc.com