



1916

Minneapolis Golf Club

2001 Flag Avenue South

St. Louis Park, MN 55426

Job Description

Position Title	Department	Reports to
Director Food & Beverage Operations	Food & Beverage	General Manager
Employment Status	FLSA Status	Effective Date
Full-time	☐ Non-Exempt ☒ Exempt	October 2024

POSITION SUMMARY:

The Director of Food & Beverage Operations position manages all food and beverage operations as well as the service training program. The Director of Food & Beverage Operations will ensure smooth food and beverage operations, adherence to company policies, open staff communication and ensure that the highest quality of service is provided to the membership, clients and guests.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Primary focus is managing and directing food operations and service training to ensure member satisfaction.
- Greet members and oversee service on a routine and random basis. Address member and guest complaints and advise the Controller about appropriate employee corrective actions taken.
- Responsible for hiring all Grill staff and creating the Grill staff schedule. Post schedule no later than five days before the start of the new schedule. Staff according to business levels and labor costs.
- Manage the F&B Service Training Program: Create and revise manuals as necessary, conduct hands-on training with new and current staff, and provide refresher training to current staff as needed.
- Responsible for training all member dining service staff, including Grill Captains/Servers/Bartenders/Food Runners, and concessions staff at the 6th tee, emphasizing proper serving techniques and the highest level of service to clients and membership.
- Ensure staff follows the dress code, professional conduct standards, and workplace policies. Work with HR to provide immediate corrective action for employees who violate standards.
- Monitor daily hygiene and food safety standards. Ensure that all safety, sanitation, energy management, preventive maintenance, and other cleanliness standards are consistently met.
- Communicate professionally, tactfully, and promptly with team members, club members, clients, vendors, and the general public. Lead by example.
- Develop new and creative ideas for the department and plan internal/external marketing and sales promotion activities.
- Develop beer/wine lists and promotions.
- Ensure that all legal requirements are consistently adhered to, including wage and hour and federal, state, and local laws about alcoholic beverages.
- Ensure correct handling procedures to minimize china and glassware breakage and food waste.

- Responsible for the proper accounting and reconciliation of the Point of Sale systems and member revenues.
- Maintain POS system, including sales items, pricing, etc.
- Maintain a regular presence and visibility within the Grill or schedule a Captain to serve as acting manager when you are not available to be there.
- Provide regular communication with staff on specials and promotions.
- Frequently touch tables, greet members/guests, and resolve any complaints.
- Expedite food and assist servers and bartenders as needed.
- Be knowledgeable of all MGC food and beverage product offerings.
- Provide Manager Reports on Restaurant activities to the General Manager.
- Communicate frequently with the kitchen on the timeline and ensure that the product being served meets quality standards, is timely, and per the member specifications.
- Immediately identify if product is running low, such as supplies and beverages.
- Ensure that all staff follow a standardized process and are on the same page.
- Work with the Grill and Outlets Manager to create a schedule that provides adequate management coverage. All shifts should overlap slightly to provide a shift change report. As a general rule, a manager or captain should be scheduled to open and close Grill every night.
- Create the weekly work schedules for all Grill staff. Continuously manage employee hours and overtime to ensure labor costs are in line. Ensure employee time records are accurate and schedules are being revised in Jonas as necessary.
- Adjust the staff schedule at a moment's notice based on levels of business.
- Monitor ticket accuracy.
- Receive & monitor beverage inventory.

NECESSARY SKILLS:

- Proven track record of maintaining cost controls, increasing revenues and providing strong leadership and ongoing training to F&B staff.
- Strong commitment to exceptional customer service.
- Refined public relations skills
- Experience creating successful marketing or promotional programs and/or events.
- Experience and/or knowledge about the game of golf desired.

EDUCATION/EXPERIENCE:

- Minimum of 5 years' experience managing or assisting in the management of F&B operations to include large social and corporate events.
- Bachelor's Degree in Business Management, Hospitality, Marketing or similar field or combination of experience and education.
- Continuing education as provided by Minneapolis Golf Club

SUPERVISORY RESPONSIBILITY

This position supervises the Catering Director, Grill and Outlets Manager, Captains and Beverage Supervisor, Restaurant and Banquet Servers, Bartenders, 6th Tee Concession Attendants, Pool Concession Attendants and Food Runners/Bussers

WORK ENVIRONMENT

This position operates in a restaurant and office environment as well as outdoors. When working outdoors, there is no protection from weather conditions. At times, the employee is required to function in narrow aisles or passageways. The employee may be exposed to hazards including, but not limited to cuts, slipping, tripping and burns.

PHYSICAL DEMANDS

The physical demands outlined below are representative of the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

- **Communication:** The employee must be able to effectively communicate with others, which includes talking and hearing.
- **Mobility:** This position involves active engagement, which may include standing, walking, kneeling, reaching, climbing, balancing, pushing, pulling, stooping, crouching, and performing repetitive motions.
- **Dexterity:** The employee will be required to use hands for grasping, feeling, and fingering tasks.
- **Vision:** Close visual acuity is necessary for specific tasks.
- **Lifting:** This position may involve lifting items weighing up to 50 pounds.

POSITION TYPE AND EXPECTED HOURS OF WORK

This position requires frequent evening and weekend work. Must be available to work varying days & hours.

This position is required to work major events including, but not limited to Easter, Mother's Day, Halloween party, Member/Member, Invitational, Santa Brunch.

TRAVEL

Minimal travel required for continuing education, conferences, etc.

OTHER DUTIES

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. Duties and responsibilities are subject to change with or without notice. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

EMPLOYEE _____ DATE _____

HR _____ DATE _____

Minneapolis Golf Club is an Equal Opportunity Employer, drug free workplace and complies with ADA regulations as applicable.