



Food and Beverage Manager

Position Title: Food and Beverage Manager

Reports To: General Manager

FLSA Status: Full Time Exempt

Prepared Date: March 14, 2024

About Bearpath

Bearpath is a private, full-service, country club located within the 300 home Bearpath gated community. The club provides a wide variety of first-class amenities including a newly renovated Jack Nicklaus Signature Golf Course, multi-faceted practice facility, award winning Golf Shop, AboutGolf golf simulator, multiple dining spaces, fitness center and studio, Har-Tru tennis courts, platform tennis courts, grand ballroom and meeting spaces, and outdoor pool.

Bearpath Golf & Country Club, a center for social and athletic activities, is a place, a membership, a staff, a business, and a philosophy committed to providing an environment, which inspires a safe, caring, and healthy lifestyle. Our mission is to create a unique family - oriented atmosphere, which recognizes and serves its members with a standard of quality which consistently exceeds their expectations. We are committed to providing excellence in programming that will continually please and excite our members and their families.

Position Summary

The Food and Beverage Manager is primarily responsible for management of member dining staff and the day-to-day functions of member dining areas. Reports to the General Manager. The F&B Manager will ensure the food and beverage are being served in a professional and timely manner. This position will be responsible for monitoring set up and maintenance of the department to ensure all side work is complete. The F&B Manager will provide leadership to service staff, assist in hiring and training staff, assist with bar and dining room service. The work schedule will include nights and weekends and holidays based on scheduled events or Club necessity. May be scheduled to work indoors or outdoors in a variety of weather conditions.

Overall Duties and Responsibilities

1. Oversee restaurant operations
 - a. Assisting employees when necessary (making drinks, running food, bussing tables, seating guests, assisting BOH {IE dishwashers and chefs}, resetting tables).

- b. Interacting with members to create a positive experience and generally overseeing that food, drinks and service quality meets with the Club's expectations; handling & resolving complaints and special requests by the members; seek out new and innovative ways to meet and respond to the needs and demands of an ever-changing diverse membership.
2. Oversee staff and training of employees on an ongoing basis (servers, bussers, and hosts) This includes the Dining Room, Nick Pub, Paws and Greenside Grill. Creating a positive work environment for our staff and assisting in providing cohesive staff relations.
3. Fosters open communication with the kitchen and FOH staff.
 - a. Conduct a pre-shift before every dinner shift to ensure all staff members are on the same page.
4. Staff schedules (dining room, Nick Pub and Greenside Grill).
5. Manage reservations and take-out at the host stand; maintain records of special events, house counts, food covers, and daily business volumes.
6. Assist catering and banquets with special events, larger dinner parties and holiday parties that involve the members and their guests. Works with other department heads on special projects assigned by the General Manager.
7. Oversee the dining room, Nick Pub, Paws and Greenside Grill as far as overall appearance & cleanliness; maintain professional restaurant image.
8. Filling in as a bartender, server Greenside server/bartender. Busser, host when needed.
9. Check employee's hours every payroll (make sure they punch in/out correctly).
10. Run the expo line when needed.
 - a. Ensure food quality, garnishes are correct.
11. Handle employee call ins, finding someone to fill or switch shifts.
12. Correct server tickets that are incorrect for accounting.
13. Help servers with POS issues.
 - a. Discounting items, comping items.
14. Train all staff members how to use POS.
15. Close the clubhouse correctly and make sure all equipment is shut off.
16. Run special reports for the General Manager and/or Executive Chef when asked.
17. Make sure the clubhouse is clean and no physical damage occurs.
18. Comply with all food and health and safety regulations.
19. Input new employees into the system, set up payroll and send them to Oasis for orientation.
20. Create and update department standards/job descriptions.
 - a. Servers, bussers, host/hostess, Greenside Grill.
21. Follow-up on member calls and complaints in a timely manner.
22. All other duties as directed by the General Manager.

23. Teamwork relations with co-workers and staff.
24. Proper termination procedures must be followed.
25. Discipline of personnel when required.
26. Write up weekly specials on Tuesday and check with the chefs to make sure they are correct, and the prices are correct, remove old specials from the menus and stuff new ones.
27. Update and print new menus when needed.
 - a. Breakfast, lunch and dinner menus are now being typed up and printed in House.

Hours & Work Environment.

- a. 50 to 60 hours per week during the season, 35 to 45 hours per week during the off season.
- b. Moderate noise level; working in proximity to kitchen and utility equipment.
- c. Indoor and outdoor; ability to tolerate all seasonal weather conditions.
- d. Must be able to handle a fast-paced, high-end, sophisticated environment.

Qualifications

- a. Three years of management experience in a high-end food and beverage operation. Private golf or country club experience preferred.
- b. Four-year college degree or equivalent experience is preferred.
- c. A formal understanding and knowledge of high-end food and beverage operations.
- d. Experience in resolving customer issues or complaints as well as overall excellent customer service required.
- e. Excellent communication skills, both verbal and written.
- f. Proficient in computer software including restaurant POS system and Microsoft Office, etc.

Interested, qualified candidates should email their cover letter and resume to Greg Olson, General Manager Bearpath Golf & Country Club at golson@bearpathgolf.com