



## **Job Description**

**Title:** Front of House/Clubhouse Manager  
**Reports To:** General Manager  
**Department:** Administrative/Food & Beverage  
**FSLA Status:** Exempt

### **Summary of Position:**

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Responsible for the clubhouse operations, to include restaurant and bar operations. The hiring, training and supervising of front of house Food & Beverage personnel. Continuous follow up and support of the Club's service standards. Scheduling all front of house personnel, from service staff, bar staff, host, kid's club coordinator to make sure we are properly staffed for club service, catering and special events.

The FOH/Clubhouse Manager will be responsible for the inventory and ordering of beer, wine and spirits and coordinating inventory, such as mixers, soda, CO<sub>2</sub>...

This person will serve in partnership with the General Manager to make sure Members and their guests receive the best services, extending to all areas of the Club.

Provide a cohesive environment bringing together all divisions of LFC Clubhouse operations.

The FOH/Clubhouse Manager will serve as MOD in the absence of the General Manager.

For the right candidate, this could serve as the Club's succession plan for the next General Manager.

## **Duties and Responsibilities:**

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- Develop and implement a successful training regimen for front-of-house staff. Continually follow up to make sure guidelines are being adhered to and protocols are followed. Understand the levels of service in the marketplace (both club industry and local establishments) and what is appropriate for different events at the Club.
- Responsible for leading member activities either directly or indirectly with the assistance of Events Coordinator.
- Make sure Dining Specials and menu changes are reflected in the POS and on the table.
- Insures that all standard operating procedures for revenue and cost control are in place and consistently utilized.
- Increase levels of food service quality and enhance overall ambiance of member dining experiences.
- Helps plan and approves internal marketing promotion activities for the food and beverage department.
- Manages the long-range staffing needs of the department.
- Manages the overall operation of the Clubhouse.
- Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.
- Establishes quantity and quality output standards for personnel in all positions within the department.
- Develops and implements policies and procedures for food and beverage departments.
- Assists in planning and implementing procedures for special club events and banquet functions.
- Greets guests and oversees actual service on a routine, yet random basis.
- Helps develop wine lists and bottle/glass wine sales promotion programs.
- Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken.
- Develops new and innovative ways in which to stimulate member activities and participation in Club events.
- Maintains appearance, upkeep and cleanliness of all food and beverage equipment and facilities.
- Initially works with General Manager to approve all product invoices before submitting to the accounting department. Then is responsible for these duties, including logging purchases in a Shared file.
- Maintains records of special events, house counts, food covers and daily business volumes.
- Works with other department heads on special projects assigned by the General Manager.

## **Position Requirements:**

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- Ability to interact positively with management, employees, members, and guests to promote a team effort and maintain a positive and professional approach.
- Ability to relate to youth and adults in a positive manner, including understanding of the development needs of membership, including a large league culture.
- Visual and auditory ability to identify and respond to environmental and other hazards related to the racquets department.
- Physical ability to respond appropriately to situations requiring first aid. Must be able to assist members in an emergency (fire, evacuation, illness, or injury) and possess strength and endurance required to maintain constant supervision of staff and members.
- Manages the long-range staffing needs of the department.
- Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.
- Ensures that all legal requirements are consistently adhered to including wage and hour and federal, state and/or local laws pertaining to alcoholic beverages.
- Ensure that all services to members and guests are conducted in a highly professional manner.
- Ensure a safe working environment and attitude on the part of all employees in areas of responsibilities.

### **OTHER SKILLS & ABILITIES**

- Ability to interact positively with supervisor, management, coworkers, members, and the public to promote a team effort and maintain a positive and professional approach.
- Ability to seek out new and innovative ways to meet, and respond to, the needs and demands of an ever changing, diverse membership.
- Ability to come to work regularly and on time, to follow directions, to take criticism, to get along with co-workers and supervisors, to treat co-workers, supervisors and member/guests with respect and courtesy, and to refrain from abusive, insubordinate and/or violent behavior.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the

knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### EDUCATION and/or EXPERIENCE

A minimum of 3 years related experience in an upscale environment. Private club, resort and/or hospitality experience required.

#### LANGUAGE SKILLS

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence. Ability to speak effectively to vendors/suppliers, members, and other employees of the Club.

#### COMPUTER SKILLS

Proficient in Outlook and Internet applications, such as club software. Working knowledge of Word Processing and Spreadsheet applications. Familiarity with various Graphic's programs desirable.

#### MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rates, ratios and percentages and to draw and interpret bar graphs.

#### CLUBHOUSE MANAGER REASONING ABILITY

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

#### CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License.

#### PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand; walk; bend; reach with hands and arms; climb or balance; and

stoop or kneel. The employee must occasionally lift and/or move 20 - 50 pounds. Specific vision abilities required by this job include close vision.

#### WORK ENVIRONMENT

While performing the essential functions of this job, the employee is usually indoors, but with some outdoor roles during summer season, in a controlled environment, and experiences a moderate noise level in the work environment.

#### HOW TO APPLY

Send a resume and thoughtful cover letter to Jamie Blatman, General Manager  
[jamie@lakeforestclub.com](mailto:jamie@lakeforestclub.com)