



Front of House Manager Position Available

Sutton Bay Golf, LLC is a high-end private golf & hunting club nestled along the beautiful Missouri river breaks of Lake Oahe, near Agar, SD. We are currently seeking highly skilled individuals to join our team for the 2024 season.

JOB SUMMARY

Sutton Bay Front of House Manager, responsible for delivering luxury hospitality services in multiple venues with an active management style conducive to executing memorable and high-quality experiences for our members and their guests. Wine and beverage experience is required with a focus on service and working seamlessly alongside the culinary team.

Details:

1. Recruit, train, schedule, and develop the Front of House team including cross-training with other departments as necessary.
2. Preserve and model excellent authentic hospitality service to both the internal team and external members/guests.
3. Ensure that Front of House and Back of House best practices and mutual respect is developed.
4. Anticipate guests' needs and respond proactively and promptly to all their requests and concerns.
5. Maintain cleanliness daily and at closing: bar, dining room, patios, and other member/facing spaces as necessary, F&B/shared storage areas. Ensure that standards meet health code regulations.
6. Lead in the coordination of private and club events, BEO planning, oversee set up and breakdown of meetings and catered events.
7. Maintain proper inventory levels for all beverages, bar sundries, and snacks in the clubhouse, halfway house, and hunting lodge. Work with Assistant General Manager in maintaining par levels.
8. Provide beverage management including ordering, monthly inventories, and reconciliation, cost of goods sold, seasonal opening and closings of the bar, member wine, monitoring best-by, and expiration dating.
9. Provide two-way communication and nurture an ownership environment with an emphasis on motivation and teamwork.
10. Contribute to employee and member communications, including newsletters, social media, and other channels as requested.
11. Oversee seasonal server and hospitality H2B recruitment, onboarding, and ongoing support in coordination with the Business Manager and Assistant General Manager.
12. Ensure staff is trained on safe-serve alcohol serving protocols and other safety training initiatives.
13. Serve as a Manager on Duty, supporting other departments as requested.
14. Utilize, learn, and train systems of the organization including: Jonas, Mobile POS, Cellar Tracker, Certipay, TimeCo, and a variety of communication platforms.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Ability to deliver and train a high level of customer service and strive to anticipate needs.
2. Good oral and interpersonal communication skills.
3. Some wine and beverage experience with a desire to train others and learn more.
4. Understanding of safe food and beverage handling procedures and processes.
5. Willingness to do what needs to be done to support the team's success.
6. High-level attention to detail and presentation.
7. Good organizational skills to be utilized with workspace, schedules, and inventory.
8. Problem-solving skills are important for dealing with employee conflict, upset customers and wrong stock orders.

A minimum of three (3) years experience in a fine-dining or high-volume environment at a high-end restaurant, resort, or private club is required.

For further details or to send resumes, please email:
Matt Michael, Assistant General Manager

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