



Position: Front of House Services Manager

RACINE COUNTRY CLUB BACKGROUND

Founded in 1909, The Racine Country Club (RCC) is an exclusive private club located in Racine, Wisconsin on the shores of beautiful Lake Michigan. RCC's majestic and stately historic clubhouse overlooks the finest 18-hole golf course in Southeast Wisconsin. In addition, the membership enjoys first class amenities including tennis, paddleball, three pools, fitness, bowling, men's and ladies locker facilities, and a busy social calendar. The clubhouse also contains exceptional facilities for member dining, banquets and social activities.

POSITION SUMMARY:

RCC has a team of talented and committed senior managers that have a clear vision of achieving excellence in all aspects of the club operations. The candidate will become an integral part of this cohesive senior leadership team and will lead day-to-day operations of the club's Front of House service staff. The candidate will be a highly visible and accessible leader with a charismatic and engaging presence for staff and members alike. The candidate must be an exceptional communicator while effectively executing and leading a service team to provide a world class member experience. A strong working knowledge of club food and beverage operations with an emphasis on member service is mandatory. In addition, a thorough understanding of bar service, wines, staff training/development and all requisite food and beverage best practice processes are a minimum requirement for this opportunity. Due to the high level of member exposure and visibility in this position, the club demands the candidate to have a mastery of club social etiquette while exuding strong leadership presence.

Reports to: Clubhouse Manager

Supervises: Service staff, banquet staff, Host/Hostess, Expediter

JOB RESPONSIBILITIES

- Recruits, trains, supervises, schedules and evaluates subordinates according to established club procedures and position description.
- Plans and develops staff orientation, training programs as well as professional development opportunities, i.e. Club Managers Association of America.
- Establishes short term as well as long-range staffing needs of the department.

- Establishes quantity and quality output standards for personnel in all positions within the department.
- Monitors employee dress codes according to policies and procedures.
- Audits and approves bi-weekly payroll.
- Plans and approves the service job descriptions, staffing, scheduling procedures, and hiring and firing. Will also develop and implement policies and procedures including long range planning.
- Attends management and staff meetings.
- Monitors maintenance of appearance, upkeep and cleanliness of all front of house service areas, equipment and facilities. Also maintains appropriate ambience including lighting, table top, HVAC, etc. for all service areas.
- Recommends operating hours for all food and beverage outlets to the General Manager and oversees service as appropriate.
- Ensures all legal requirements for the Food & Beverage department are consistently adhered to including wage and hour and federal, state and local laws pertaining to alcoholic beverages; assures that all applicable club policies and procedures are followed.
- Manages service items inventory and provides updated information to the accounting department.
- Assures all standard operating procedures for revenue and cost control are in place and consistently utilized.
- Consults daily with the Executive Chef, and other applicable Senior Leadership to assure the highest level of member satisfaction is provided during each shift of service (knowledge of daily features, special club operations, welcome new members, etc.).
- Greets guests and oversees service.
- Responsible for the proper food & beverage input into the point of sale systems.
- Ensures that an accurate reservation system is in place.
- Develops departmental budget for approval with ongoing awareness of corrective action if necessary to assure budget goals are met. Also reviews special event financials, house counts, food covers and daily business volumes.
- Works with the Director of Finance to identify and develop operating reports of interest to the General Manager and on-going control of the department.
- Researches new products and offerings, and develops an analysis of the cost and profit benefits.
- Addresses member and guest feedback and advises the General Manager about appropriate corrective actions that need to be taken.
- Provides input to the General Manager for Food & Beverage department personnel records.
- Establishes and maintains professional business relations with vendors.
- Serves as manager on duty (MOD) on a scheduled basis.
- Completes other appropriate assignments as requested from the General Manager and Board of Directors.

Competitive Compensation and Benefits

- A base salary and performance bonus potential
- 75% paid health insurance
- Paid Time Off (PTO)
- 401K with employer's match
- Professional development/education allowance

Please send resume, references and cover letter to:

John A. Schneider, PGA

General Manager

The Racine Country Club

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