



If interested, please apply by sending resume and contact information to jobs@bayhill.com

Position: Food & Beverage Manager

Reports to: Executive Director of Food & Beverage

FLSA designation: Exempt

The Arnold Palmer's Bay Hill Club & Lodge is an esteemed private Club who strives to recruit and employ successful people to join our team. At The Bay Hill Club & Lodge, you will find conscientious, dedicated, and enthusiastic employees who enjoy providing prestigious service to our members and guests. We feel each employee contributes to our success through personal effort, team cooperation, and meticulous attention to detail. In turn, we provide a professional engaging environment that offers competitive wages and benefits.

PRIMARY RESPONSIBILITIES (INCLUDING BUT NOT LIMITED TO)

- Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.
- Directly supervise all Food & Beverage staff including pre-meal and menu familiarization meetings, assignment of side work, table assignments, etc.
- Clearly describe, assign and delegate responsibility and authority for the operation of the various food and beverage sub-departments, e.g. room service, restaurants, banquets, etc.
- Attend to the needs of the members, solicitation of their comments regarding food & beverage service, and taking the appropriate steps to ensure immediate and follow-up action.
- Plan and coordinate training and professional development programs for the food & beverage staff.
- Ensure all food & beverage staff are well groomed according to policy and in their proper uniform.
- Balance daily sales and gratuities for payouts. Ensure accuracy in accounting of all receipts.
- Ensure that all Food & Beverage employees adhere to the standards and procedures as outlined in the Food and Beverage Training Manuals.
- Perform a walk-thru of all member areas at the beginning and end of shifts, observe and report any problems to the proper department head.
- Accountable for all checks transacted have been properly entered and closed to the proper accounts. Report to accounting any discrepancies, voids or other concerns involving member accounts.
- Monitor safety conditions and employee conformance with safety procedures; update emergency plans and procedures and assure that effective training for these programs is conducted.
- Ensure that all legal requirements are consistently adhered to including wage and hour and federal, state and local laws pertaining to alcoholic beverages; assure that all applicable Club policies and procedures are followed.
- Creative, energetic, engaging and a highly visible manager to the staff, management, membership and guests.
- Ability to use empathy to understand members, guests, and coworkers feelings or mood and responding in the appropriate tone and manner.
- Greet and converse with guest and members, making them feel comfortable and welcome.

Last Updated 5/2/2022

- Prepare each shift by completing the dining room manager's report.
- Partner and communicate effectively with culinary team to execute food operation
- Stay knowledgeable and abreast of trends and best practices in the club and food and beverage market
- Control purchases and inventory, negotiate pricing when necessary, maintain a professional and positive relationship with sales representatives and vendors, evaluate usage and order appropriately
- Uphold standards of cleanliness and health codes throughout the restaurant and bar
- Actively participate in the hiring process to acquire the best staff possible for each outlet
- Comply with all applicable laws and regulations as it pertains to liquor licensing and responsible service of alcohol
- Assist servers and all staff during high-volume, high-demand times on the floor
- Provide pertinent information to supervisors, team members and staff via telephone, in written form, e-mail or in person in a timely fashion
- Participate thoughtfully in annual reviews and feedback necessary to guide the team towards business objectives and personal growth.
- Ensure service levels are achieved by being on the floor and available.
- Guide and direct staff to conform to all uniform and operating procedures.
- Complete staff schedules in a timely manner.
- Ensure all menus, specials, and pricing are current.
- Attend weekly Food & Beverage meetings.
- Receive reservations and ensure that information is accurately recorded.
- Support Bartenders, Servers and Assistant Servers when volume is high.
- Utilize all communication materials i.e. Attendance Log, Manager's Log and Manager's Report.
- Ensures computer systems are functioning properly, pricing is correct and specials are entered correctly.
- Promote and support excellent employee, member and guest relations.
- Perform any other duties that may be required by management or assist with special projects as assigned.

QUALIFICATIONS AND CHARACTERISTICS REQUIRED

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job with or without reasonable accommodations.

- Any combination of education or experience equivalent to the graduation of high school or any other combination of education, training or experience that provides the required knowledge, skills and abilities to perform to the position standards. High school diploma required. Post high school education preferred.
- Minimum of 2 years previous Food & Beverage Management experience.
- Supervisor experience preferred.
- Serve Safe and Food Handlers Certification preferred.
- Previous serving experience in a hospitality food & beverage operation preferred.
- Ability to exhibit and execute exceptional team work.
- Basic knowledge of responsible vendor laws
- Basic understanding of allergen information and response.
-
- Ability to communicate with all levels. Provide guest service.
- Attention to detail and cleanliness standards.
- Good customer/member service skills.
- Ability to handle multiple requests and organize time.
- Ability to make proper charges to guest/member billing.

PHYSICAL/MENTAL REQUIREMENTS

Last Updated 5/2/2022

- Must be able to lift/push/pull up to 50 lbs.
- Must be able to endure long periods of standing, sitting and walking.