



Country Club Outside Operations & Dining Manager

Position Summary: The Outside Operations & Dining Manager will be responsible for the overall operations, staff, and events for the outdoor dining areas. They will assure a high standard of appearance, hospitality and service in personnel and cleanliness. They will provide service and support to our members and entire staff. Ensures timeliness of food service and trains and supervises the staff. Manage within budgetary restraints. This position requires evenings, holidays, and weekend shifts. Must be flexible and extensive experience is required.

Job Responsibilities/Duties:

- Responsible for management of all outdoor dining including the beach, pavilion, and pool decks. Provides further support to the main Dining/Grill room in the main clubhouse.
- Promote and oversee administration of daily operations, banquets, and club events.
- Supervise and co-manage all Banquet and Special Events Staff.
- Maintains a high level of member contact and service support.
- Designs floor plans according to reservations and special events.
- Inspects employees to ensure that they are in proper and clean uniforms at all times.
- Responsible for staffing which includes hiring, training, performance reviews, corrective action, and terminations.
- Creates department work schedules; confirms time, attendance and hours worked and approves weekly departmental payroll prior to submitting it to Human Resources.
- Trains staff on all aspects of the POS system.
- Resolves customer concerns and complaints.
- Serves as liaison between the pool dining and kitchen staff.
- Assures that all side-work is accomplished and that all cleaning of equipment and storage areas is completed according to schedule.
- Directs pre-meal meetings with dining room personnel; relays pertinent information such as house count and menu changes, special member requests, etc.
- Makes suggestions about improvements in dining service procedures and layout.
- Responsible for beach concierge service and upkeep of the beach areas.
- Monitors staff labor and supplies budget; makes adjustments to achieve financial goals.
- Maintains an inventory of dining items including silverware, coffee pots, water pitchers, glassware, flatware, salt and pepper holders, sugar bowls, equipment, etc.
- Utilizes computer to accurately charge members, create forecast and revenue reports and write correspondences.

- Develops and continually updates and refines policy and procedure manuals for service staff to increase quality and to control costs.
- Assists in service and tableside cookery, as needed.
- Assures that local and state laws and the club's policies and procedures for the service of alcoholic beverages are consistently followed.
- Ensures that all safety measures, sanitization, and policies are adhered to.
- Establish, monitor, and evaluate operational procedures which includes creating formal process documents. Enforces established rules, regulations and policies.
- Vendor relations which include acquiring vendor supplies and agreements; obtaining proposals and purchase order approvals.
- Assures that local, state, and federal laws and the club's policies and procedures are followed and proper distribution guidelines for the service of alcoholic beverages are consistently followed.
- Serves as an *ad hoc* member of appropriate club committees.
- Knowledge of and ability to execute crisis and emergency plans of action.
- Completes purchase orders and coordinates purchase of items needed.
- Performs other duties as assigned.

Physical Demands and Work Environment:

- Required to stand and walk for long periods of time
- Crouch, reach, balance, stretch, and bend
- Frequently push, pull, carry, or lift up to 50 pounds
- Continuous repetitive motions
- Work in hot, humid, and noisy environment

License and Special Requirements:

- Food Safety Manager's Certification
- Alcoholic Beverage Certification

Reports to: General Manager

Supervises: All Pool & Beach Dining and Service Staff

Experience Skills: Requires a minimum of 5+ years in F&B including 3+years in Fine Dining Management within the Private Country Club or Hospitality industry. Ability to work flexible shifts including evenings and weekends. References required and drug-free workplace testing. Company is an Equal Employment Opportunity Employer.

Please forward all resumes to: Careers@TheDelrayBeachClub.com