

ASSISTANT CLUBHOUSE MANAGER, ST. PETERSBURG COUNTRY CLUB

This individual is a strategic business leader who is responsible for overseeing the daily operations in support of the General Manager. They will maintain a high standard of excellence while promoting a Member First Culture.

JOB SUMMARY

- Ensure all food and beverage operations and member services are coordinated to exceed member expectations
- Trains and monitors FOH employees and housekeeping staff while evaluating their performance and productivity
- Recruits, selects and develops staff while maintaining a positive and inclusive work environment
- Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented
- Helps plan and approves external and internal marketing and sales promotion activities for the food and beverage department
- Manages the long-range staffing needs
- Consults with the Executive Chef and other applicable club administrators daily to help assure the highest level of member satisfaction
- Greet guests and oversees actual service on a routine, random basis
- Develops on-going professional development and training programs for FOH service and bar production/service personnel
- Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken
- Develops interesting ways of promoting club functions in the dining room, lounge and other outlets
- Assists in planning and implementing procedures for special club events and banquet functions
- Maintains appearance, upkeep and cleanliness of all facility buildings, patios, parking lots and surrounding areas
- Monitors employee dress codes according to policies and procedures
- Responsible for the proper accounting and reconciliation of the Point of Sale systems and member revenues
- Ensures that an accurate reservation system is in place
- Occasionally will ensure timely correspondence with all catering guests including inquiry, follow-up, contracts, billing and thank you letters
- Complete periodic china, glass and silverware inventories
- Complete, food, beverage and linen inventory counts and ensure accuracy
- Implement and monitor sanitation and cleaning schedules
- Responsible for executing private and club events
- Ensures that all banquet staff are well-groomed and in proper uniform (including name tag)
- Holds pre-function meetings with servers to ensure smooth, efficient service

- Consistently checks diagrams for buffet tables, guest table and other function room set-up needs for special events and a la carte dining
- Assures proper inventory of all banquet service equipment and supplies to meet required needs
- Regularly inspects all front and back of house services and equipment to assure that sanitation, safety, energy management, preventive maintenance and other standards for the department are met
- Meet and greet guests upon arrival and make contact with host of the event
- Assures that all functions are properly staffed in accordance with the event
- Assumes opening or closing manager responsibilities when assigned
- Responsible for ensuring staff is aware and ready to execute daily assignments and side work to be completed in their respective areas consistently
- Notify GM of member/guest complaints at the time they occur
- Follows up with Housekeeping at end of shift to make sure facility is ready for guests

ABOUT YOU

- 3+ years in Hospitality Management
- Strong written and oral communication skills
- Exceptional leadership skills – self-motivated, strategic thinker, positive attitude
- Adaptable to change – can solve problems through an open-minded and all- inclusive approach
- Proficient with POS and Microsoft Office Products
- 3+ years of experience with private events, catering and a la carte dining

SALARY

- Base Salary of \$42,000 plus portion of banquet gratuity
- Health Benefits in accordance with company policy
- Vacation and sick pay
- Complementary employee meals

CONTACT INFORMATION

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