



JOB POSTING – The Okanagan Golf Club and Sarazen’s Restaurant

Position Title:	Director of Food & Beverage Services	<i>The Okanagan Golf Club boasts 36 holes of spectacular championship golf. The Quail Course, designed by renowned golf architect Les Furber, was built in 1994, and features dramatic elevation changes and breathtaking views. The Bear Course, built in 1998 by Jack Nicklaus Golden Bear Designs, is the jewel of the Okanagan Valley.</i>
Department:	Food & Beverage	
Reports to:	General Manager	
Job Type:	Full-time, Salary	
Application Deadline:	December 15, 2018	

POSITION OBJECTIVE

1. To ensure the proficient operation of the Food and Beverage department, overall guest satisfaction and Team Member morale.
2. To ensure the Food and Beverage Departmental Service Standards are exceeded and exceptional guest service is provided.
3. To coach, develop and train Team Members. To ensure an “up sell” program is in place and regularly delivered by the Team.
4. To manage the food and beverage operation as profitably as possible.

STRUCTURE

Reports to: General Manager
Works Closely With: Executive Chef, Sales & Events Manager, Head Golf Professional
Direct Reports: Executive Chef, Food and Beverage Supervisors

DUTIES AND RESPONSIBILITIES

1. **Restaurant, Banquet, Events, and On-Course Services**
 - Ensuring that all budgets are adhered to during appropriate time periods and driving revenues.
 - Ordering, receiving, pricing
 - Maintaining inventory controls (at the approved levels by the General Manager) and monthly inventory counts.
 - Maximizing revenue potential of the Food and Beverage department through suggestive selling techniques and team member training.
 - Supervising, training and developing Supervisors in both the Front of House and Back of House team members as well as ongoing training programs for food, service, bar production, and on-course services.
 - Ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.

- Establish quantity and quality output standards for personnel in all positions within the department.
- Ensure that all legal requirements are consistently adhered to, including wages, federal/provincial and or local laws pertaining to alcoholic beverages.
- Assist in researching new products and help develop an analysis of the cost/profit benefits.
- Implement policies and procedures for food and beverage department.
- Greets guests and oversees service on a routine and random basis.
- Continually work to ensure the minimization of china and glassware breakage.
- Personally handle guest complaints advising the General Manager about appropriate corrective actions taken.
- Lead by example in promoting the company goals of customer service, satisfaction and teamwork.
- Administering bi-weekly payroll for the FOH Team including hours worked, bonuses, and gratuities.
- Effectively communicating with the General Manager, Kitchen and Sales & Events Manager to ensure guest satisfaction and efficient timing.
- Working effectively with other team members in all departments.
- Assisting with large groups and events to ensure that guests' expectations are exceeded.
- Overseeing guest and member tournaments to ensure proper execution.
- Administering team meetings on a scheduled basis.

2. Team Member Development

- Interview, hire, train, direct, and supervise Food and Beverage Supervisors and the Front of House Team Members.
- Providing leadership, motivation, and direction to Team.
- Administering timely and ongoing training of direct reports.
- Providing regular and effective communication and feedback to Team.
- Conducting formal performance evaluations during appropriate timeframe.
- Developing a team oriented environment, dedicated to exceeding guest expectations.
- Ensuring that GolfBC human resource policies promote fair treatment to all team members.

3. Guest Experience

- Interview, hire, train, direct, and supervise Food and Beverage Supervisors and the Front of House Team Members.
- Providing leadership, motivation, and direction to Team.
- Administering timely and ongoing training of direct reports.
- Providing regular and effective communication and feedback to Team.
- Conducting formal performance evaluations during appropriate timeframe.
- Developing a team oriented environment, dedicated to exceeding guest expectations.
- Ensuring that GolfBC human resource policies promote fair treatment to all team members.

4. Sales and Events

- Conduct site inspections and FAM tours
- Lead with the departmental budget preparation
- Prepare monthly departmental reports

GolfBC's Mission

To be the recognized leader in providing **great golf experiences, exceptional team performance,** and a **sound return on investment...**every day

- To work in cooperation with all Department Managers to implement the approved Sales and Marketing plan of action with the immediate objective of increasing sales in the current season.
- Participate in weekly departmental meetings summarizing future events and their details
- Build banquet, tournament and wedding packages catering to the needs of the guest
- Be conversant with all liquor, fire and safety regulations as they apply to the operation of the clubhouse
- Assist with preparation of post event evaluation reports
- Handle confirmed group bookings

5. Human Resources

- Employ personnel that meet set expectations and are suited to working in a golf course and F&B environment.
- Orientate and train Team Members to ensure that each individual has a complete understanding of the golf course's core standards and policies.
- Maintain current departmental manual for the food & beverage department.
- Build an efficient Team by taking an active interest in their welfare and development.
- Conduct regular Team Member performance appraisals.
- Terminate employment of personnel when or as required with the approval of the General Manager.
- Monitor, direct and co-ordinate all food & beverage related activities in a proficient and pleasant method.
- Supervise and monitor opening and closing duties for Food & Beverage department.
- Ensure that POS system is always operational and accurate.
- Provide co-ordination and services for all clubhouse events.
- Report on time and in proper uniform.

6. Financial Assistance

- Ensure that department budget is strictly adhered to and that all costs are controlled.
- Collect charges or fees for all food & beverage related activities and produce daily sales and activity reports for the accounting department.
- Balance all cash at days end or provide corrections when not balanced by days end.

7. Administration Assistance

- Order supplies associated with the food & beverage department activities.
- Maintain an attractive and an orderly appearance in the clubhouse.
- Record daily sales, demographics, room usage, etc. as required.
- Ensure proper ordering, receiving, storage procedures are being followed.

8. Promotion Assistance

- Promote the golf course, clubhouse and GolfBC throughout the community.
- Attend industry trade shows or tastings as required.
- Attend to guest requests and attend to guest complaints as required.
- Attend/conduct operation and department communication meeting as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES

1. Technical Skills and Knowledge

- Solid understanding of the food and beverage, golf and event environment
- Education related to the industry
- Problem solving and decision-making abilities

2. Abilities

- High level of organizational skills
- Exceptional communication skills
- Quick evaluation and decision-making abilities
- Strong comprehension of English Language (oral and written)
- Must be able to work in a fast-paced environment
- Must be organized and maintain a positive attitude

WORK CHARACTERISTICS

- Will be required to work on a shift basis, including weekends, evenings and holidays when necessary.
- Primarily inside work within a restaurant environment, some outside work required.
- Non-smoking environment inside the clubhouse.
- Must be able to work in a fast-paced environment and be able to maintain organization.
- Must be able to meet deadlines as required.
- Work efficiently in a non-supervised position
- May require heavy lifting

TO APPLY

Please send your resume and cover letter to:

General Manager, Dan Matheson
dmatheson@golfbc.com

Posting closes: December 15, 2018

OUR CORE STANDARDS

Live our core standards – F.I.R.S.T.!

- Friendly and Helpful
- Initiative and Action
- Respect and Dignity
- Sales and Service
- Team and Facility Appearance