



F&B Assistant Manager

Reports to: Grille Service & Beverage Manager

Supervises: A la Carte Servers, Bartenders, Busboy, Host/ess, Food Runners

Classification: Full Time, Salaried

Education and/or Experience

- Bachelor's Degree in Hospitality Management
- Two years Food & Beverage management experience

Job Knowledge, Core Competencies and Expectations

- Attention to detail and a strong focus on member service.
- Strong interpersonal skills.
- Polished, professional appearance and presentation. Business professional uniform according to Club dress code.
- Self-driven, autonomous individual.
- Manage stress and time.
- Train and evaluate assigned shift associates.
- Knowledgeable of all aspects of Club outlet F&B services and daily club operations, including scheduled events and operating hours.
- Presence *on the service floor* during all scheduled shifts.
- Weekend and holiday availability.
- Ability to stay late and perform duties in emergency situation.

Job Summary (Essential Functions)

The F&B Assistant Manager works as a prominent leader during scheduled shifts, apparent to both members and associates. The Assistant Manager understands business volume and is knowledgeable about reservations and planned events.

The F&B Assistant Manager is able to perform all basic tasks during an assigned shift and has been certified by the Grille Service & Beverage Manager in those positions. The Assistant Manager reports to the Grille Service and Beverage Manager and actively seeks training. The F&B Assistant Manager understands BHCC Culture and that all employees' basic job description is simple—member service. This position is very hands on and visible during posted Food and Beverage Operating Hours.

Job Tasks/Duties

- Trained and certified by Grille Service & Beverage Manager in each hourly associate position within the service areas to include: host, food runner, server, bartender, etc.
- Assigns shift tasks to associates.
- Receive reservations and checks table reservations when available.
- Communicates with Members and guests as they arrive to shift's service area.
- Carefully supervises associates to assure proper service. The Assistant Manager is proactive.
- **Assists** service associates with sequence of service.
- Inspect dining room employees to ensure proper appearance based on the standards at all times.
- Trains and provides feedback to assigned shift's associates and the Grille Service & Beverage Manager.
- Receives and resolves food and service complaints/ feedback during assigned shifts. First resolves issue with the member, then problem solves the issue with the Grille Service & Beverage Manager.
- Serves as a liaison between the front and back of the house during assigned shift.
- Develop, implement and follow up on all side work duties and the responsible personnel.
- Attends and leads pre shift meetings.



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- Assures the sanitary and orderly appearance of all physical elements in the assigned dining areas and taking the appropriate measures by following through with work orders.
- Knowledgeable about all SOP's related to F&B service.
- Make suggestions to improve procedures or layouts to better facilitate service in any way possible. Works closely with Grille Service & Beverage Manager to establish SOP's.
- Learn POS systems and continually monitor functions. Seek training in using the JONAS software. Monitor menus in the POS system and update as necessary (primarily daily Chef's features).
- Maintain inventory of special dining room items specific to the dining room. (Silver, Glass and China).
- Attends Food and Beverage meetings as requested by the Director of F&B Operations.
- Coaches and counsels dining room service staff with the Grille Service & Beverage Manager. Properly documents all coaching sessions.
- Assures that all standard operating procedures for revenue and cost control are in place and consistently followed.
- Assures that all standard operating procedures for quality and service are in place, trained and consistently followed.
- Assures that all applicable club policies and procedures are followed.
- Ensures all legal requirements are consistently followed for food safety and the sale/consumption of alcoholic beverages.
- Any other tasks deemed necessary by the Grille Service & Beverage Manager or the Director of F&B Operations.
- This position works closely with the whole Food & Beverage team, to include Banquets and Catering.

Licenses and Special Requirements

- Food safety certification.
- Alcoholic beverage certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Applicant Instructions: Please send resumes and cover letters to the Assistant General Manager at mkeith@bellehavenc.com.

Michael A. Keith, CCM

Assistant General Manager

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