



## GIBSON ISLAND CLUB

Gibson Island, Maryland

### Restaurant Manager

Gibson Island Club seeks an experienced Restaurant Manager who understands the nuances of great service, dining basics, private club relations, and who is committed to providing the best in class service for Club Members and their guests. This Manager will provide innovative ideas while staying true to the traditions of the Club. Providing a consistently superior Member experience is the objective of this critically important and highly visible leadership position.

#### **POSITION RESPONSIBILITIES**

The primary responsibility of this position will be to effectively oversee the Front of the House service operations, managing both ala carte and catered events. The Restaurant Manager will directly supervise the entire Food and Beverage service staff along with the various dining outlets i.e., The Grill Room, Bay Bar, Rotunda Dining Room, Boat House, The Point, and Snack Bar. The Restaurant Manager will actively interact with Members and their guests to provide a sound service-oriented environment. The Restaurant Manager will hire, train, and supervise, and schedule staff to make sure that consistent and exceptional service levels are delivered as well as implement and monitor departmental budgets with the Club Manager. Job responsibilities for staffing include onboarding and training, coaching, performance reviews, daily supervision, daily reporting, payroll and corrective action with documentation.

#### **DUTIES DESCRIBED**

Participates on House Committee, Culinary Committee, and Wine Committee; implements committee objectives when needed and provides feedback on questions/concerns

Increases the level of food service quality and enhance overall member dining experiences at Club functions

Accountable for successful oversight of all social events – planning and implementation of daily restaurant service, weddings, catered events, banquets, meetings, etc...; effectively communicates and coordinates with other departments to ensure member and guest expectations are met or exceeded

Develops new and innovative member social offerings and activities to increase participation in Club events in coordination with Catering Sales Manager

In coordination with Catering Sales Manager, sets-up banquets and special functions according to detailed plans; ensures media equipment is tested and ready for use

Greets members and their guests while always maintaining hospitable and friendly demeanor; becomes familiar with their preferences and needs

Provides effective problem resolution outcomes while on duty and informs the Club Manager of all resolved and potential issues

Develops beverage promotions and GIC Wine Programs. Assists with enhancements to beverage services to include purchasing, inventory management, and special beverage promotions; adheres to state and local alcohol laws; enhances bartending skills

Provides excellent and accurate Reception Desk reservation services for dining reservations and to-go services.

Coordinates and prepares operating budget and manages within approved directives from the Club Manager. Assures revenue and cost controls are in place and are consistently utilized. Provides management reporting and analysis from computer systems

Creates, installs and monitors Jonas menu boards and all Jonas F and B billings; researches billing errors and interfaces with Finance Department to make adjustments

In coordination with Marketing Communications Director, develops content for weekly newsletter to promote activities and events; update and enhance food menus; meets communication deadline requests of Communications Director

Communicates departmental goals to staff and develops employees' skills and abilities to achieve stated objectives

Prepares and issues all front of house staff schedules in accordance to sound fundamentals and the current fiscal year payroll budget; assists with weekly payroll processing

Holds all daily staff line up meetings and manages distribution of employee uniforms

Develops policies and standard operating procedures and creates documents (check lists) for department staff to utilize and follow

Trains employees on policies, rules, menus, operating procedures, standards of dress, etiquette, food/beverage service standards, room and function set-ups

Manages the employee life cycle in FOH: hiring/staffing, training, development, scheduling, approving vacation request, performance management reviews, and disciplinary actions

Assists in managing operations of facilities and ensure all safety, sanitation, energy management, preventative maintenance, and other standards are consistently met

Assists in effective management of Snack Bar operations in the summer months

Assists with venue and function set-up when needed

## **EXPERIENCE AND QUALIFICATIONS**

A minimum of 3 years of club dining and/or fine dining restaurant management experience with progressive upward promotion, required

Candidate must have served in a previous leadership role exercising responsibility within the club or similar industry

Proven success with member satisfaction, process development, revenue generation, cost management, and budget preparation experience, required

Dining room service and event execution experience is essential

Outstanding written and verbal communication skills are extremely important

Must be able to both give and follow clear direction, and work as part of a team

Candidate should be comfortable and professional when interacting with members, as well as have the ability to properly maintain records of special events, house counts, food covers, etc.

Must have the ability to develop and refine policies, procedures and training manuals

Demonstrable effective and strong leadership skills are necessary, as well as previous success in developing and coaching employees

Exemplary computer skills such as Word, Excel, and Point-of-Sale systems are a must. Jonas software systems experience is a plus, along with the ability to provide technical support for audio and visual

Established business/financial acumen as it relates to F&B operations such as preparing and adhering to operational budgets, purchasing and maintaining inventory, audit, approve and manage payroll is essential

Good driving record to operate company vehicle and ability to pass employment drug testing

Job will require on occasion to lift or move equipment and furniture; bending, reaching, walking, and standing required

### **REQUIRED COMPETENCIES STATEMENT**

The incumbent must work well under pressure, have good organizational and planning skills, and demonstrate self-motivation to achieve departmental objectives. The Manager must possess good time management and problem-solving skills to address complex issues in a timely manner. Effective communication in both written and verbal form is expected. Having a command of financial statements and operational procedures is required for the success of the food and beverage organization. The candidate will convey enthusiasm to others in a professional manner, taking pride in the work to be accomplished and goals to be achieved. The Restaurant Manager must work a flexible schedule including weekends, holidays, and nights in order to adapt to the needs of the Club, leading the staff by example. The incumbent must be skilled at delivering continuous process development to ensure the membership experience is constantly improved. This position will lead through example and exemplify professionalism among the food and beverage staff. The candidate will develop effective training programs and develop skills of both seasonal and career staff members. Ensuring the food and beverage team works in a professional environment is critical to producing the highest quality membership service experience.

### **EDUCATIONAL QUALIFICATIONS**

Associates or bachelor's degree required; Hospitality Management degree preferred

Certified Club Manager (CCM) designation from Club Management Association of America, preferred

### **COMPENSATION & BENEFITS**

This position is a mid-level career management position with opportunity for growth.

Compensation: commensurate with education, work experience, skills, and abilities.

Benefits: Medical, dental, vision, 401K retirement plan with generous match, paid vacation and personal/sick days, bonus, life insurance/accidental death benefits, and family meals.

### **CLUB INFORMATION**

Gibson Island was purchased in 1921 by Stuart Symington for development as a private summer community where members could enjoy summer activities such as golf, sailing, swimming, and tennis. The club's initial members were mostly prominent businessmen, socialites and politicians from the Baltimore area, although members hailed from Wilmington, Philadelphia, New York, Boston and other cities. During the 1920's, Gibson Island was touted as "the Newport of the South" and continues to maintain an image of wealth and sophistication.

The Gibson Island Club takes full advantage of the Island's exquisite terrain and offers an abundance of fine amenities that set it apart from other clubs; Casual and fine dining overlooking the Chesapeake Bay, an award-winning nine-hole golf course designed by Charles Blair Macdonald, a vibrant Yacht Squadron and full-service Boat Works facility, multiple tennis courts, platform tennis, croquet, a fully equipped fitness center, large swimming pool, and so much more. A strong sense of community prevails and year-round family activities and social events offer something for people of all ages.

### **APPLICATION PROCESS**

Interested candidates should submit their resume and cover letter to the Human Resource Director at Gibson Island Club: [jobs@gibsonisland.com](mailto:jobs@gibsonisland.com). Please ensure email address and phone number are included. Visit [gibsonisland.com](http://gibsonisland.com) for organization and career information.

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