

Outlet Manager Job Description

Reporting to the Assistant General Manager, the food and beverage outlet manager position requires a hard-working, dedicated, and enthusiastic individual to oversee the operations of the daily activities and processes of the Driving Range and Snack Bar food and beverage outlets. This is a fast-paced environment that requires exceptional interpersonal skills, as well as someone who is able to maintain composure in stressful situations.

As the manager of these food and beverage outlets, you will be responsible for all activities involved with day to day operations, such as food inventory, sales goals, customer service, food quality checks, professionalism, employee conduct, financial activities, building maintenance, and marketing. You will also be responsible for building professional relationships with the membership and ensuring the success of the business by providing high-quality service that reflects the standards of the Washington Golf and Country Club.

As the manager, you will be required to oversee and coach all employees regarding conduct, professionalism, job requirements, and scheduling. The typical workday for a manager in the food and beverage industry can range anywhere from early in the morning to past midnight, depending on the shift being worked.

Due to the responsibilities tied to this position, a bachelor's degree or equivalent is required, as well as having at least five years of experience in the food and beverage industry. Prior management experience is required, as well as prior involvement in the food and beverage industry.

This position is a Full-Time year-round position. Annual Base Salary will be \$50,000. Resumes will be accepted until May 15, 2019. Please send resumes to slawson@washingtongolfcc.org.

Persons with mental or physical disabilities as defined by the Americans With Disabilities Act are eligible for this position if they can perform the essential functions of the job after reasonable accommodations are made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible for this position.

Washington Golf provides equal employment opportunity to all individuals. We do not discriminate based on race, color, genetic information, religion, creed, national origin, sex (including pregnancy, childbirth, or related medical conditions), age, marital status, citizenship status, personal appearance, sexual orientation, family responsibilities, disability, matriculation, political affiliation of any individual, or any other category protected under applicable federal, state, or local law.

The above-referenced job details are a guideline designed to present an overview of the position and are not intended to be a comprehensive list of responsibilities and requirements.

Outlet 1

Washington Golf and Country Club Champions Grill. This outlet primarily services the club's pool guests and members. Opening in late May each year and functions seven days a week the Snack Bar currently has revenues over \$100,000 annually. The Snack Bar has two full service bars and the Outlet manager must be familiar with safe alcohol service and a professional understanding of bar operations.

Outlet 2

A brand-new facility located at the driving range featuring nearly 80 seats, opening in Mid-Summer, showcasing two state-of-the-art golf simulators, indoor chipping and putting green. This new facility has been budgeted for over \$150,000 in annual sales and is sure to be the most desired location of our members.

Food & Beverage Outlet Manager Tasks

- Assist in the creation of the annual operating budgets, including the monitoring of 2 outlets and their labor and supplies budget; make adjustments to achieve financial goals; plan operating budget for dining service responsibilities
- Hire, train, supervise, schedule and evaluate outlet(s) personnel, set up based upon anticipated guest counts and client needs, including providing appropriate reports concerning employee hours, schedules, pay rates, job changes, tip pools, etc.
Greet and seat members and guests
- Supervise staff to help ensure proper service; pour coffee and take orders when necessary
- Inspect employees to ensure that they are in proper and clean uniforms at all times
- Receive and resolve complaints concerning food, beverages and service and communicate resolutions to the Assistant General Manager.
- Effectively communicate with front and back of house and serve as a liaison between the dining room and kitchen staff
- Maintain Alcohol Best Practices training as well as Food Managers License
- Ensure that all side work is accomplished and that all cleaning of equipment and storage areas are completed according to schedule
- Ensure correct appearance, cleanliness and safety of dining room areas, equipment and fixtures; check maintenance of all equipment in the dining room and report deficiencies and maintenance concerns
- Regularly inspect all front- and back-of-the-house service areas and equipment to ensure that sanitation, safety, energy management, preventive maintenance, and other standards of the department are met
- Make suggestions about improvements in dining room service procedures and layout
- Produce daily or meal-period revenue analyses and other reports from point-of-sale systems used in the dining room
- Organize, take beverage inventory and purchase beverages both related to ABC and non-alcoholic and ensure that all local and state laws and the Club's policies and procedures for the service of alcoholic beverages are consistently followed; suggest and implement wines, beer and ABC
- Develop and continually update and refine policy and procedure manuals
- Attend scheduled staff meetings
- May serve as Club's opening and closing manager or manager on duty
- Confirm that all outlet(s) room closing procedures have been completed and ensure that the dining room and other Club areas are secure at the end of the business day
- Other duties as assigned

I. MINIMUM REQUIREMENTS

- High school diploma or GED; academics equivalent to a 4-year college degree or certification preferred
- Demonstrated ability to hire, supervise and train employees, including organizing, prioritizing and scheduling/planning and demonstrated leadership skills in managing issues at all levels
- Ability to manage food and beverage cost controls and operating procedures
- Demonstrated accounting skills
- Demonstrated polished, professional appearance and presentation
- Demonstrated organization and coordination skills and ability to meet deadlines
- Ability to maintain quality and safety standards
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations
- Demonstrated strong oral and written communication skills to a wide variety of constituents
- Excellent interpersonal/relationship-building skills
- Proven record of providing excellent internal and external customer service
- Develop and monitor compliance with service expectations, as well as health, fire, and food safety regulations.
- Manage, track, and control budget and quality, including addressing member concerns.
- Maintain and manage inventories, deliveries and building presentation standards.
- Assign and schedule workers to handle bar and service expectations.