

**THE RESERVE CLUB
JOB DESCRIPTION**

POSITION DESCRIPTION:

Position Title: Food & Beverage Manager
Department: Food & Beverage
Reports to: Executive Chef
Date Written/Revised: July 12, 2019
FLSA Designation: Exempt / Year-Round

THE RESERVE: Located in the City of Indian Wells and Palm Desert, California, is a premier private membership Club, with spectacular year-round weather, overlooking the breathtaking emerald masterpiece 21-hole Tom Weiskopf and Jay Morrish championship golf course, state-of-the-art Wellness and Fitness Center, fashionable Golf Shop, Lakehouse, and a newly remodeled Clubhouse.

FOOD & BEVERAGE REVENUE: \$1,400,000.00

DINING FACILITIES: Two casual dining rooms in the Clubhouse
Lakehouse seats 28 inside and 85 outside

MULTIPLE HOME CATERING: Private catering events

MEMBERSHIP: 225 Members

GOLF FACILITIES: 21-hole

FITNESS FACILITIES: Tennis, pickleball, swimming, group-X, Pilates, coaching, massages, personal training, and wellness programs.

JOB SUMMARY: Works closely with the General Manager, Executive Chef, and Catering & Events Director. Responsible for the general operation and supervision of staff functions relating to the Service and Beverage department, Catering, Locker Rooms, Valet, Front Desk, and Housekeeping. Plans and implements budgets, hires, trains and supervises subordinates and applies relevant marketing principles to assure that the wants and needs of club members and guests are consistently exceeded.

ESSENTIAL FUNCTIONS:

1. Responsible for developing plans, budgets, staffing and general operating procedures for the Service, Beverage, Housekeeping, Valet, Front Desk and Locker Room departments.
2. Prepares and monitors the budget and directs the taking of corrective action as necessary to assure that budget goals are attained.
3. Functions as the operational link and interfaces with all other departments.

4. Develops and implements long-range and annual plans, operating reports and forecasts.
5. Maintains contact with members and helps assure maximum membership satisfaction.
6. Receives, investigates and acts upon complaints from Club members, guests and employees under the direction of the General Manager.
7. Participate in on-going facility inspections throughout the Club to assure that cleanliness, safety and other standards are consistently attained.
8. Responsible for approving the ordering of all supplies relating to the departments that are overseen.
9. Develops and supervises the Club wine list and related programs.
10. Coordinates beverage and wine training programs.
11. The responsibility to ensure all member food and beverage charges are properly recorded on the point of sale machine.
12. Oversee the taking of wine, liquor and beer inventory along with the Head Bartender.
13. Works with the Chef and Catering Manager to ensure efficient operations in all of the Club's outlets and for special parties.
14. Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.
15. Assures that all standard operating procedures for sales and cost control are in place and consistently utilized.
16. Approves schedules of all direct report departments. Oversees the service and bar personnel, and room set-up based upon anticipated guest counts and member needs. This includes full-time, part-time, seasonal and staffing services.
17. Circulates through all occupied dining spaces during functions and ala carte dining.
18. Inspects wait staff employees to ensure that they are in proper and clean uniforms at all times. Oversees the ordering and repair of uniforms and name tags as needed for all clubhouse staff except the kitchen.
19. With the Chef, hires, trains and supervises all service and bar staff.
20. Works with Northstar, Microsoft excel, word, calendar creator, floor plan creator, and print master to develop documents and spread sheets including the layout of all Ala Carte menus.
21. Serves as liaison between the dining room and kitchen staffs.
22. Checks the maintenance of all equipment in the dining room and reports deficiencies to the engineering department.
23. Make suggestions about improvements in dining room procedures and lay out.
24. With the Chef, shares the responsibility for overseeing the programming, staff training, repair, and the updating and generating of necessary reports from the Point of Sale registers.
25. Maintains the ala carte reservation system, and with the front desk monitors reservations for special events.
26. Proactively monitors dining room labor budget; makes adjustments as necessary to achieve or exceed financial goals.
27. Conducts regular service staff meetings.
28. Assists in planning and implementing of procedures for the execution of special club events and banquet functions.
29. Is responsible for overseeing the setup and clean up and service of all club and member functions.

30. Is responsible for adequate supply of linens and uniforms. Works with Housekeeping to ensure clean supply of above for all functions.
31. Conducts monthly safety meetings with all staff. Records attendees and submits names with material presented to Human Resources.
32. Has knowledge of club bylaws and rules and enforces such. Reports violations to General Manager.
33. Able to explain material in employee benefit booklet to employees and follows procedures as described.
34. Continually works to ensure correct handling procedures to minimize china and glassware breakage and food waste.
35. Provides appropriate reports concerning employee hours, schedules, pay rates, job changes, etc., as directed by the General Manager and Human Resources.

SUPERVISES: Captains, Service Staff, Bussers, Bar Manager, Bartenders, Locker Room Staff, Front Desk Staff, Valet Staff and Housekeeping Staff.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

1. **Problem solving** – the individual identifies and resolves problems in a timely manner, gathers and analyzes information skillfully.
2. **Interpersonal skills** – the individual is engaging, gracious, professional and maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.
3. **Oral communication** – the individual must have excellent communication skills including written and oral aptitude and strong interpersonal skills, relates well to and can communicate effectively with current and potential members, staff, and speaks clearly and is persuasive in positive or negative situations and demonstrates group presentation skills.
4. **Written communication** – the individual edits work for spelling, grammar and overall message content, presents numerical data effectively and is able to read and interpret written information.
5. **Planning/organizing** – detailed oriented, the individual prioritizes and plans work activities and uses time efficiently.
6. **Quality control** – the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
7. **Adaptability** – the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.

8. **Dependability** – the individual is consistently at work and on time, visible to staff and members, follows instructions, responds to management direction and solicits feedback to improve performance.
9. **Safety and Security** – Observes safety and security procedures and uses equipment and materials properly.

QUALIFICATION STANDARDS:

Knowledge, Skill and Experience

1. **Minimum Education (or substitute experience) Required:** Four-year college degree or related field preferred in hospitality management, and continuous education with the Club Managers Association of America (CMAA).
2. **Minimum Experience Required:** A minimum of five years' experience in private equity country club setting preferred. Must have held a Food & Beverage management position, responsible for its operations as a pre-requisite for a period of not less than three years.
3. **Skills Required:** Experience with Northstar, Microsoft Office: Excel, Word, and Outlook.
4. **Licenses or Certificates Required:** First Aid CPR/AED certification.

PHYSICAL REQUIREMENTS: Individual must be able to lift up to 50 pounds.

OTHER DUTIES: Due to the nature of the club industry, associates may be required to work varying schedules to reflect the business needs of the club, including some weekends during season as necessary.

NOTICE: The Club business functions seven days a week, twenty-four hours a day. In addition, this is a resort business and a hospitable service atmosphere must be projected at all times.

Upon employment, all associates are required to fully comply with The Reserve Club's rules and regulations for the safe and efficient operation of club facilities. Associates who violate club rules and regulations will be subject to disciplinary action, up to and including termination.

Please email resumes to: hturner@thereserveclub.com

Heidi Turner
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The Reserve
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