

Birchwood Farms Golf and Country Club

600 Birchwood Drive
Harbor Springs, MI 49740
www.birchwoodcc.com

Position Available:

Dining Room Manager (DRM)

Brief Job Description:

The Dining Room Manager role is critical to the Club's dining operations and plays an important part in the overall success of the Club. The DRM works closely with the Clubhouse Manager, Executive Chef and management team to ensure a high quality experience for members and guests. The DRM is a highly visible "hands on" manager expected to engage members and lead/support service staff at all times. The DRM must be an excellent communicator, have excellent personal interactive skills and know how to make members and guests feel welcome and comfortable.

The DRM is responsible for operations of the Club's dining rooms and bars to remain within budgetary goals. The DRM is also responsible for recruiting, training, scheduling and discipline of the service staff, and ensuring that standard operating procedures are maintained. He or she must mentor service staff, and maintain a positive work environment and culture of excellence that motivates staff. The DRM must continually develop and refine the club's training programs and maintain an exemplary relationship with culinary and other clubhouse support staff. The DRM is also responsible for administering the club's POS system, and assist in purchasing alcoholic beverages while maintaining appropriate inventories and monitoring internal cost control procedures.

The DRM maintains a professional image that represents self to the best of abilities and ensures all members are happy at all times. It is expected that the DRM will focus on getting to know the membership by name and develop strong relationships.

Candidate Qualifications

The Club seeks a hospitality professional who aspires to bring service to a discerning clientele through hands-on leadership. A desire for promotion within the club industry is highly desirable.

- Management experience in upscale restaurants, hotels or country clubs.
- Full understanding of the customer service philosophy.
- Wine knowledge preferred.
- Must possess poise in front of guests and have a sense of humor and pleasant personality.
- Ability to handle fast-paced, constantly changing, high-end environment.
- Must be able to stand on feet for long periods of time and carry heavy service trays over 30 pounds.
- Ability to communicate with fellow managers, staff, vendors and membership to build relationships.
- Four year college degree preferred.

About the Club:

Birchwood Farms is both a club and a community consisting of 425 homes and a number of membership lots. The club has over 740 property owners/members who actively participate in golf, tennis, aquatics, Pickleball, and bocce throughout the summer, and a number of snow sports during the winter. The Club also has over 90 active social members. The Club features two member dining rooms, a ballroom for 200, a private dining room and several other F & B outlets. Annual food and beverage sales are \$1.1M.

Please send cover letter, resume, and references to:

Jeffrey D. Anderson, CCM
Chief Operating Officer/GM
birchwoodsearch@gmail.com

No phone calls please