

Tam-O-Shanter Country Club
Job Description
Clubhouse Manager

I. Job Summary

Responsible for managing all daily Clubhouse services throughout all dining and kitchen areas, Catering, Banquets, Front Office, and non-golf related activities of the Golf House, and assuring that the wants and needs of the club members and guests are consistently exceeded. Provide for a cohesive environment bringing together all divisions of Clubhouse operations. Plan and implement budgets, hire, train, and supervise subordinates.

II. Essential Duties and Responsibilities

- 1) Develops an operating budget for each of the department's revenue outlets; after approval, monitors and takes corrective action as necessary to help assure that budget goals are attained.
- 2) Assures that all standard operating procedures for revenue and cost control are in place and consistently utilized.
- 3) Increase levels of food service quality and enhance overall ambiance of member dining experiences.
- 4) Helps plan and approves internal marketing promotion activities for the food and beverage department.
- 5) Manages the long-range staffing needs of the department.
- 6) Manages the overall operation of the Clubhouse.
- 7) Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- 8) Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.
- 9) Establishes quantity and quality output standards for personnel in all positions within the department.
- 10) Develops and implements policies and procedures for food and beverage departments.
- 11) Assists in planning and implementing procedures for special club events and banquet functions.
- 12) Greets guests and oversees actual service on a routine, random basis.
- 13) Helps develop wine lists and bottle/glass wine sales promotion programs.
- 14) Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken.
- 15) Develops new and innovative ways in which to stimulate member activities and participation in Club events.
- 16) Maintains appearance, upkeep and cleanliness of all food and beverage equipment and facilities.
- 17) Approves all product invoices before submitting to the accounting department.
- 18) Maintains records of special events, house counts, food covers and daily business volumes.
- 19) Works with other department heads on special projects assigned by the General Manager.

III. Clubhouse Manager Supervisory Responsibilities

- 1) All Food and Beverage Supervisors and Managers, Catering Manager and Dining Room Manager report to the F&B Director.
- 2) Supervise Front Office Coordinator.
- 3) Interview, select, train, supervise, counsel and discipline all service employees in the department.
- 4) Develops on-going professional development and training programs for service staff.

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- 5) Ensures that all legal requirements are consistently adhered to including wage and hour and federal, state and/or local laws pertaining to alcoholic beverages.
- 6) Ensure that all services to members and guests are conducted in a highly professional manner.
- 7) Ensure a safe working environment.

IV. Other Skills and Abilities

- 1) Ability to interact positively with supervisor, management, coworkers, members, and the public to promote a team effort and maintain a positive and professional approach.
- 2) Ability to seek out new and innovative ways to meet, and respond to, the needs and demands of an ever changing, diverse membership.
- 3) Ability to come to work regularly and on time, to follow directions, to take criticism, to get along with co-workers and supervisors, to treat co-workers, supervisors and member/guests with respect and courtesy, and to refrain from abusive, insubordinate and/or violent behavior.

V. Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1) A minimum of 5 – 8 years related experience in an upscale environment. Private club, resort and/or hospitality experience required.
- 2) Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively to vendors/suppliers, members, and other employees of the Club.
- 3) Proficient in Outlook and Internet applications. Working knowledge of Word Processing and Spreadsheet applications. Familiarity with various Graphic's programs desirable.
- 4) Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios and percentages and to draw and interpret bar graphs.
- 5) Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

VI. Reports to

General Manager
Assistant Manager

Email Bashar Tobia, General Manager - bwtobia@tamoshantercc.org

Salary is based on experience and is 12 months a year.