

Hospitality Manager

Dundee Golf Club

Location: *New Dundee*, Ontario, Canada

Department: *Food & Beverage*

Reports To: General Manager

Classification: Full Time Seasonal (must be available to work any shift including early mornings, days, weekends & holidays)

Summary: The Hospitality Manager is responsible for the management and execution of all aspects and areas of the Food and Beverage department. The Hospitality Manager is also responsible for all aspects of planning, coordinating and execution of activities related to external event bookings including Weddings, Meetings, Conferences, Receptions and Holiday Parties

Primary Responsibilities:

- Responsible for all functions and duties related to the management and operations of the facilities food and beverage service.
- Monitor Labour and Food costs, revenue goals and the expenses for the food and beverage department
- Direct and assist in the development and implementation of innovative promotional and sales initiatives.
- Develop a Policies and Procedures Manual for the Food and Beverage Department and ensuring that all Club Core requirements are complete for all staff.
- Engage new external contacts to increase event bookings and revenue; provide prompt and detailed responses to all external inquiries.
- Negotiate contracts and book events space, arrange food and beverage, and oversee set-up, to meet expectations of event organizer(s)
- Create and maintain positive working relationships with all primary event contacts through the pre-planning stages leading up to a special event delivery.
- Oversee the special event delivery, be visible and available to the onsite event contact along with facility staff for issues/adjustments that may arise.
- Promptly seek feedback from primary event contact through follow-up and ensure accurate invoice details prior to final invoice preparation and delivery.

- Monitor productivity and payroll daily to ensure budgets are always followed.
- Provide leadership and support for all Food and Beverage staff.
- Provide assistance and feedback for all Food and Beverage menus.
- Ensure ongoing measures are taken to deliver and maintain high levels of employee satisfaction.
- Ensure compliance with provincial and territorial liquor legislations and regulations.
- Responsible for interviewing, hiring, training, and scheduling Food and Beverage staff.
- Organize and maintain staff incentives.
- Responsible for marketing and advertising (social media) projects pertaining to Food and Beverage.
- Responsible for opening and closing the clubhouse.
- Responsible for handling cash and floats
- Always provides a professional image through appearance and dress.
- Any other duties or responsibilities outlined by the General Manager.

Qualifications:

- Proven Food and Beverage Management experience
- Working knowledge of various computer software programs and file sharing (MS Office, Google Drive, POS, iPad)
- Ability to spot and resolve problems efficiently.
- Ability to delegate and multi-task
- Communication and leadership skills
- Up to date with Food and Beverages trends
- Ability to manage personnel and meet financial targets.
- Guest-oriented and service-minded

Apply:

Please submit your resume & cover letter to Frank Bester, General Manager at fbester@golfnorth.ca.

Please write "Dundee Golf Club – Hospitality Manager" in the Subject line.