

Hospitality Manager

Kingswell Glen Golf Club

Location: Petrolia, Ontario

Department: Hospitality Manager

Reports To: General Manager

Classification: Full Time Hourly (must be available to work any shift including early mornings, evenings, weekends and holidays).

Summary:

The Hospitality / Food and Beverage Manager is responsible for the coordination and execution of all Dining Room, Special Events and Banquet functions; including food and beverage operations related to these events while working closely with Kingswell Glen's chef to plan and execute these functions. Documentation in the form of BEO's updated in a timely manner are to be prepared for all functions with full details provided. The Hospitality / Food and Beverage Manager will essentially be the "face of these operations" with a hands-on approach and understanding that full staff engagement is critical. The Hospitality / Food and Beverage Manager will consistently provide superb customer experiences for the Club's membership and guests. This senior level position will report to the General Manager.

Key Responsibilities:

- Be the primary coordinator of the hospitality department including hiring, training, and organizing staff, creating a team environment, including the supervision of all Front of House associates.
- Oversee the operation of the following facilities and functions: Clubhouse, Dining Room, Patio, Banquet areas, including all indoor and outdoor functions.
- Have a strong, highly visible, and respectful presence with the membership, be an exceptional communicator, have the maturity to instinctively know how to treat members and guest with a high-level of service. Further, he or she must be able to communicate these expectations to associates with and positively motivate them to understand and execute to those expectations.
- Report to the GM and lead a team comprised of the Front of House team partnering with the Chef and the Culinary Team.
- Develop interesting and innovative ways of promoting Kingswell Glen events and activities; Use relevant marketing techniques including social media to drive member usage of food and beverage operations.
- Work with management staff to plan the Club Events calendar and promotional events.
- Be responsive to members' requests for menu selections, event planning, etc., and strive to find creative ways to accommodate reasonable member requests.
- Work with appropriate member committees and recommend strategies that will achieve the goal of consistently providing outstanding dining experiences for members and their guests.
- Research new products and develop an analysis of the cost and profit benefits.
- Have a strong sense of urgency while maintaining quality and integrity.
- Recommend, monitor, and manage policies, operating procedures and staffing for all food and beverage operations.
- Ensure compliance with all health and safety, liquor consumption, and other food and beverage regulations; keep current on all matters pertaining to the food and beverage industry.
- Have responsibility over all beverage inventories and purchases.
- Maintains appearance, upkeep and cleanliness of all food and beverage equipment and facilities.
- Monitors employee dress codes according to policies and procedures.
- Ensure that an accurate dining room reservation system is in place.
- Complete periodic inventories related to food and beverage including glassware, flatware, and plating.

- Approves design of all food and beverage and banquet menus with the Executive Chef and General Manager.
- Establishes and maintains professional business relations with vendors.
- Recommends to the General Manager operating hours for all food and beverage outlets.
- Serves as Manager on Duty on a scheduled basis, understanding ability to work weekends and holidays are required based on reservations and seasonality.
- Helps develop beverage offerings and promotion programs.
- Is committed to improving all aspects of the operation.

Qualifications:

- College diploma or equivalent related to the hospitality industry.
- 3-5 years experience working within the hospitality industry at a management level.
- Must be self motivated to work as a team member and be able to work independently.
- Strong passion for providing exceptional customer service.
- Smart Serve and Food Handler certification required.
- Proficient with POS systems and Food & Beverage programs.

While this is not all encompassing, the nature of this job description is to provide a basic understanding of the role and responsibilities of our Hospitality Manager position and does not necessarily include all other job-related duties.

Apply:

Please submit your resume and cover letter in confidence to Andrew Palmer by email at manager.forest@golfnorth.ca
Please write "Kingswell Glen - Hospitality Manager" in the subject line.