

Hospitality Manager – Waterloo Region

GolfNorth Properties

Location: 400 Golf Course Road

Department: Hospitality

Reports To: General Manager

Classification: Full-Time

Summary:

The Hospitality Manager is responsible for the management and operations of all aspects and areas of the Food and Beverage service. 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

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.
- 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 on a daily basis to ensure budgets are followed at all times.
- 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 legislation 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
- Provides a professional image at all times through appearance and dress.
- **Qualifications:**
 - Proven Food and Beverage & Event management experience (min. 3 years)
 - Working knowledge of various computer software programs and filing sharing (MS Office, Google Drive, POS, iPads)
 - 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

To Apply:

Please submit your resume and cover letter to Mike Turner at mturner@golfnorth.ca
Please write "GolfNorth - Hospitality Manager" in the subject line.

Job Posting

GolfNorth requires an outgoing leader with a vision of providing the best possible hospitality experience to clients. Mentoring, directing and leading a team of service minded individuals in a fast-paced environment will prove to be both rewarding and enjoyable.

GolfNorth Properties family of courses offering competitive wage packages, an incredible work environment, and career advancement opportunities.