



## **JOB POSTING – Mayfair Lakes Golf & Country Club and The Lakeside Grill**

<b>Position Title:</b>	Food & Beverage Services Manager	<i>The Lakeside Grill at Mayfair Lakes' relaxed atmosphere perfectly complements the exquisite West Coast fare, where everything is prepared with the freshest ingredients, a refreshing twist and then served with care. The Lakeside Grill is open daily all year round for breakfast, weekend brunch, lunch and après-golf. Featuring a lounge/dining room, wedding and banquet facilities, and a large patio with scenic views of the golf course and North Shore mountains.</i>
<b>Department:</b>	Food & Beverage	
<b>Reports to:</b>	General Manager	
<b>Job Type:</b>	Full-time, Salary	
<b>Application Deadline:</b>	October 4, 2017	



### **POSITION OBJECTIVE**

1. To ensure the proficient operation of the Food and Beverage department, overall guest satisfaction and Team Member morale.
2. To ensure the Food and Beverage Departmental Service Standards are exceeded and exceptional guest service is provided.
3. To coach, develop and train Team Members. To ensure an “up sell” program is in place and regularly delivered by the Team.
4. To manage the food and beverage operation as profitably as possible.

### **STRUCTURE**

Reports to: General Manager  
Works Closely With: Executive Chef, Sales & Events Manager, Head Golf Professional  
Direct Reports: Food and Beverage Supervisors

### **DUTIES AND RESPONSIBILITIES**

1. **Restaurant and Full Meeting Banquet Facilities**
  - Ensuring that all budgets are adhered to during appropriate time periods and driving revenues.
  - Ordering, receiving, pricing (using bar manager)
  - Maintaining inventory controls (at the approved levels by the General Manager) and monthly inventory counts
  - Maximizing revenue potential of the Food and Beverage department through suggestive selling techniques and team member training
  - Supervising, training and developing Supervisors and the Front of House team members as well as ongoing training programs for food, service and bar production
  - Ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met

- Establish quantity and quality output standards for personnel in all positions within the department
- Ensure that all legal requirements are consistently adhered to, including wages, federal/provincial and or local laws pertaining to alcoholic beverages
- Assist in researching new products and help develop an analysis of the cost/profit benefits.
- Implement policies and procedures for food and beverage department
- Greets guests and oversees service on a routine and random basis
- Continually work to ensure the minimization of china and glassware breakage
- Personally, handle guest complaints advising the General Manager about appropriate corrective actions taken
- Lead by example in promoting the company goals of customer service, satisfaction and teamwork
- Administering bi-weekly payroll for the FOH Team including hours worked, bonuses, and gratuities
- Effectively communicating with the General Manager, Kitchen and Sales & Events Manager to ensure guest satisfaction and efficient timing
- Working effectively with other team members in all departments
- Assisting with large groups and events to ensure that guests' expectations are exceeded
- Overseeing guest and member tournaments to ensure proper execution
- Administering team meetings on a scheduled basis

**2. Team Member Development**

- Interview, hire, train, direct, and supervise Food and Beverage Supervisors and the Front of House Team Members
- Providing leadership, motivation, and direction to Team
- Administering timely and ongoing training of direct reports
- Providing regular and effective communication and feedback to Team
- Conducting formal performance evaluations during appropriate timeframe
- Developing a team oriented environment, dedicated to exceeding guest expectations
- Ensuring that GolfBC human resource policies promote fair treatment to all team members

**3. Guest Experience**

- Ensure that Team Members are trained to exceed guest expectations to 98% of met or exceeded expectations per the guest comment card
- Develop a team that is knowledgeable and able to answer questions about the property and company
- Ensure all Food and Beverage Departmental Service Standards are met

**4. Sales and Events**

- Conduct site inspections and FAM tours
- Lead with the departmental budget preparation
- Prepare monthly departmental reports

- To work in cooperation with all Department Managers to implement the approved Sales and Marketing plan of action with the immediate objective of increasing sales in the current season
- Participate in weekly departmental meetings summarizing future events and their details
- Build banquet, tournament and wedding packages catering to the needs of the guest
- Be conversant with all liquor, fire and safety regulations as they apply to the operation of the clubhouse
- Assist with preparation of post event evaluation reports
- Handle confirmed group bookings

**5. Human Resources Assistance**

- Employ personnel that meet set expectations and are suited to working in a golf course and F&B environment
- Orientate and train Team Members so as to ensure that each individual has a complete understanding of the golf course's core standards and policies
- Maintain current departmental manual for the food & beverage department
- Build an efficient Team by taking an active interest in their welfare and development
- Conduct regular Team Member performance appraisals
- Terminate employment of personnel when or as required with the approval of the General Manager
- Monitor, direct and co-ordinate all food & beverage related activities in a proficient and pleasant method
- Supervise and monitor opening and closing duties for Food & Beverage department
- Ensure that POS system is operational and accurate at all times
- Provide co-ordination and services for all clubhouse events
- Report on time and in proper uniform

**6. Financial Assistance**

- Ensure that department budget is strictly adhered to and that all costs are controlled
- Collect charges or fees for all food & beverage related activities and produce daily sales and activity reports for the accounting department
- Balance all cash at days end

**7. Administration Assistance**

- Order supplies associated with the food & beverage department activities
- Maintain an attractive and an orderly appearance in the clubhouse
- Record daily sales, demographics, room usage, etc. as required
- Ensure proper ordering, receiving, storage procedures are being followed

**8. Promotion Assistance**

- Promote the golf course, clubhouse and GolfBC throughout the community
- Attend industry trade shows or tastings as required
- Attend to guest requests and attend to guest complaints as required
- Attend/conduct operation and department communication meeting as required

**REQUIRED SKILLS, KNOWLEDGE AND ABILITIES**

**1. Technical Skills and Knowledge**

- Solid understanding of the food and beverage, golf and event environment
- Education related to the industry
- Problem solving and decision making abilities

**2. Abilities**

- High level of organizational skills
- Exceptional communication skills
- Quick evaluation and decision making abilities
- Strong comprehension of English Language (oral and written)
- Must be able to work in a fast-paced environment
- Must be organized and maintain a positive attitude

**WORK CHARACTERISTICS**

- May require heavy lifting
- Will be required to work on a shift basis, including weekends, evenings and holidays when necessary.
- Primarily inside work within a restaurant environment, some outside work required.
- Non-smoking environment inside the clubhouse.
- Must be able to work in a fast paced environment and be able to maintain organization.
- Must be able to meet deadlines as required.
- Work efficiently in a non-supervised position

**Please send your resume and cover letter to:**

General Manager: Mike Smedstad  
msmedstad@golfbc.com

**Posting closes: October 4, 2017**

**OUR CORE STANDARDS**

Live our core standards – F.I.R.S.T.!

- Friendly and Helpful
- Initiative and Action
- Respect and Dignity
- Sales and Service
- Team and Facility Appearance