

Club Name: Claremont Country Club

Club City/State: Oakland, CA

Job Opening: Food & Beverage Director

Position Open: Immediately

Claremont Country Club is a welcoming and unique property located in the Oakland Hills. It was founded in 1897 as the Oakland Golf Club down by Lake Merritt and moved up the hill to its current home in 1903. Claremont is a member owned club with 825 Members. Our Golf course is an Allister Mackenzie course which was completely refurbished 10 years ago. We also have 7 Tennis courts, a large Aquatics Complex, Fitness Facility and a very social membership with a busy events schedule. Claremont is rich in History and Tradition with a tradition of being warm and welcoming to members and guests.

#### Summary:

The Food & Beverage Director is responsible for the club's dining services and all food and beverage production throughout the club. Directly supervises the Beverage Manager, Banquet Manager and Dining Room Manager. Works closely with as an executive leadership team with the Executive Chef and Catering Director. Plans, implements and monitors departmental budgets. Hires, trains and supervises subordinates and applies relevant marketing principles to assure that the wants and needs of club members and guests are consistently exceeded.

#### Duties & Responsibilities:

- Develops an operating budget for each of the department's revenue outlets; monitors and takes corrective action as necessary to help assure that budgeted sales and cost goals are attained.
- Develops a capital budget for all necessary food and beverage equipment and recommends facility renovation needs.
- Ensures that adequate cash procedures are followed and that documentation is reported in an accurate and timely manner.
- Responsible for proper cash and charge procedures, guest check analysis, tip reports, ticket controls and daily sales reports and analysis.
- Manages the department's long-range staffing needs.
- Assists in recruitment, training, supervision and termination of food and beverage staff.
- Helps plan and approves the organizational chart and staffing and scheduling plans.
- Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- Monitors employee records to minimize overtime and keep labor costs within budget.
- Assures that all standard operating procedures for revenue and cost control are in place and consistently followed.
- Assures that all applicable club policies and procedures are followed.
- Helps plan and approves external and internal marketing and sales promotion activities for the department's outlets and special club events.
- Approves menu items, pricing, and menu designs for all outlets, special events and banquet events.
- Establishes quantity and quality output standards for personnel in all positions within the department.
- Ensures all legal requirements are consistently followed, including wage/ hour and federal, state or local laws for food safety and the sale/consumption of alcoholic beverages.
- Ensure all energy management, preventive maintenance and other standards are consistently met.
- Ensures that all new employees receive the appropriate safety instructions and training; establishes and enforces all safety policies and procedures including OSHA regulations and ensures that appropriate proof of training is documented to the employees' personnel files.
- Researches new products and evaluates their cost and profit benefits.
- Maintains food and beverage personnel records.
- Monitors purchasing and receiving procedures to ensure proper quantity, quality and price for all purchases.
- Reviews new techniques for food preparation and presentation to maximize member and guest satisfaction and minimize food costs.

- Consults daily with the Executive Chef, Catering Director and other club administrators to help assure the highest level of member satisfaction at minimum cost.
- Greets guests and oversees actual service on a routine, random basis.
- Helps develop wine lists and wine sales promotion programs.
- Establishes, updates and maintains all written standards and procedures for the department as needed.
- Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken.
- Serves as an *ad hoc* member of appropriate club committees.
- Monitors appearance, upkeep and cleanliness of all food and beverage equipment and facilities.
- Monitors employee dress codes according to policies and procedures.
- Approves all product invoices before submitting to the Accounting Department.
- Monitors or manages physical inventory verification and provides updated information to the Accounting Department.
- Responsible for the proper accounting and reconciliation of the point-of-sale and member revenues.
- Maintains records of special events, house counts, food covers and daily business volumes.
- Ensures that an accurate reservation system is in place.
- Audits and approves weekly payroll.
- Approves all entertainment.
- Responsible for long-range planning for the department in concert with the club's planning process.
- Establishes and maintains professional business relations with vendors.
- Works with the club's Controller to identify and develop operating reports and for ongoing control of the department.
- Recommends operating hours for all food and beverage outlets.
- Serves as manager-on-duty on a scheduled basis.
- Ensure timely correspondence with all catering guests including inquiry, follow-up, contracts, billings and thank-you letters.
- Complete periodic china, glass, and silverware inventories.
- Implement and monitor sanitation and cleaning schedules.
- Completes other appropriate assignments from the General Manager.

#### Essential Physical Requirements

Qualified candidate, with or without reasonable accommodations must be able to:

- Ability to work in a fast paced environment
- Ability to work various shifts including weekends, holidays and special events.
- Ability to work 50 hours a week or more depending on business levels.
- Ability to be continuously mobile on the floor for an entire eight hour shift or up to twelve hours during special events or as business demands.
- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach
- Ability to grasp, bend, and stoop: push, pull, or carry heavy loads weighing up to 50 lbs.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Qualifications:

- Degree in Hospitality Management or related degree or equivalent experience.
- At least 5 years of related experience in a private member-owned premier club or a similar position in a fine dining situation.
- Strong general management skills with leadership strengths in building strong working relationships across all levels of the organization.
- Extensive experience in Food and Beverage operations.
- Experience developing wine lists and wine sales promotion.

- High standards of professionalism with excellent interpersonal and communication skills, both written and verbal that allow for smooth interactions with members, staff, and vendors.
- A strong desire to be visible to membership and provide optimal member service at all times.
- Excellent organizational skills and the ability to empower others to be successful and supportive of the overall operation.

Licenses & Special Requirements:

- Food Safety Certification
- Alcoholic Beverage Certification

Reports to: General Manager

Supervises: Dining Room Manager, Banquet Manager and Bar Manager

Compensation: Excellent compensation package provided to include competitive salary, bonus opportunity, Medical, Dental, Vision and Life Insurance Package, 401K, Vacation/Sick, and employee meal program. Commensurate with Experience

Apply: Send cover letter, resume, salary requirement and references.

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