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SPHM
HOSPITALITY

FOOD & BEVERAGE



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Series 200

Food & Beverage

Job Descriptions

JD-201

A. Position. Food and Beverage Director

B. Essential Function. Responsible for all food and beverage production and service for the club.

C. Duties and Responsibilities

1. Develops an operating budget for each of the department's revenue outlets; after approval, monitors and takes corrective action as necessary to assure that the budget's sales and cost goals are attained.
2. Assures that effective orientation and training for new staff and professional development activities for experienced staff are implemented.
3. Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.
4. Assures that all standard operating procedures for sales and cost control are in place and consistently utilized.
5. Helps plan and approve external and internal marketing and sales promotion activities for the food operation.
6. Helps plan and approve the organizational chart, staffing, and scheduling procedures, job descriptions/ specifications for all department staff.
7. Manages the long-range staffing needs of the department.
8. Approves the menus proposed by the Executive Chef for all outlets and special events.
9. Establishes quantity and quality output standards for personnel in all positions within the department.
10. Ensures that all legal requirements are consistently adhered to, including wage and hour and federal, state, and/or local laws pertaining to alcoholic beverages.
11. Researches new products and develops an analysis of the cost/profit benefits.
12. Maintains documentation of food and beverage personnel records.
13. Implements policies and procedures for food and beverage departments.
14. Monitors the ordering and receiving program for products and supplies to ensure proper quantity and price on all purchases.

15. Reviews new techniques for food preparation and presentation in a manner and variety to maximize member and guest satisfaction and to minimize food cost.
16. Consults with the Executive Chef, Catering Director and Purchasing Agent daily to help assure the highest level of guest satisfaction at minimum cost.
17. Greets guests and oversees actual service on a routine, random basis.
18. Helps develop wine lists and bottle/glass wine sales promotion programs.
19. Develops on-going training programs for food production, service, and bar production/service personnel.
20. Continually works to ensure correct handling procedures to minimize china and glassware breakage and food waste.
21. Personally handles selected member and guest complaints and advises the General Manager about appropriate corrective actions taken.
22. Develops interesting ways of promoting club functions in the dining room and lounges.
23. Maintains responsibility for sales, expenses and profit goals as outlined in the Food and Beverage Department's operating plans/budgets.
24. Serves as an ad-hoc member appropriate club committees.
25. Assists in planning and implementation of procedures for special club events and banquet functions

D. Reports to. General Manager

E. Supervises. Executive Chef; Catering Manager; Beverage Manager; Banquet Manager; Dining Room Manager; Outlet Manager; Lodge Manager.

F. This position is exempt from overtime.

Job Descriptions

JD-202

- A. Position. Catering Manager
- B. Essential Job Function. Promotes the club's dining facilities for private banquets, business and social meetings, and other member-related activities. Develops contracts for and oversees all administrative and operational aspects of preparing and serving events.
- C. Duties and Responsibilities
 - 1. Promotes the club social event facilities to all members.
 - 2. Helps guests arrange banquets, luncheons, meetings, weddings, dances, and other social events; obtains pertinent information needed for guest planning.
 - 3. Provides guest tours and offers suggestions in efforts to sell the merits of the club's facilities for the occasion being planned.
 - 4. Works with Chef to determine selling prices in efforts to sell the merits of the club's facilities for the occasion being planned.
 - 5. Suggests menu and helps guests plan menu in conjunction with the Executive Chef and/or other culinary personnel.
 - 6. Transmits necessary information to and conducts event planning with production, serving and housekeeping staffs; arranges for printing of menu and procuring of decorations and entertainment.
 - 7. Inspects finished arrangements; may be present to oversee the actual service and greeting the guests.
 - 8. Checks special function sheets against room set-up, oversees personnel scheduling for special functions and may help supervise service personnel.
 - 9. Oversees scheduling of periodic food and beverage service employee meetings to assure correct interpretation of club policies.
 - 10. Handles client complaints.
 - 11. Maintains past and potential client files; schedules calls/ visits to assess on-going needs of prospective clients for catering services.
 - 12. Helps develop catering sales budgets; reviews financial reports and takes corrective actions as appropriate.

13. Helps guest with parking, entertainment, decorations, audio/ visual and any other requirements integral to events being planned.

D. Reports to. Food and Beverage Director

E. Supervises. No supervisory duties are included in this position.

F. This position is subject to overtime.

Job Descriptions

JD-203

A. Position. Private Party Coordinator

B. Essential Job Function. Promotes the club's dining facilities for private banquets, business and social meetings, and other member-related activities. Develops contracts for and oversees all administrative and operational aspects of preparing and serving events.

C. Duties and Responsibilities

1. Books all private parties.
2. Solicits parties for the Club.
3. Ensures the highest quality for every party booked.
4. Types any special menus needed for a private party.
5. Makes all the special arrangements for private parties, including rental arrangements.
6. Keeps an organized "Master File" (hard copy) in the filing cabinet system on all upcoming and past events.
7. The workday following a private event, double-checks the charges to make sure everything was charged correctly and then file away a copy of the actual receipt.
8. The workday following a private event, contacts the host to follow up and ensure they were pleased with the event.
9. Within a week after the private event occurs, sends card to the host thanking them for their business.
10. Runs the weekly Food and Beverage meeting, going over all events within the next week and giving an overview is scheduled in the next four weeks.
11. Helps plan "Club Events."
12. Keeps Master Calendar for the club with all the upcoming events listed on it.
13. If needed, helps out in any department by being a team player.

D. Reports To. General Manager

- E. Supervises. No supervisory duties are included in this position.
- F. This position is subject to overtime.

Job Descriptions

JD-204

A. Position. Banquet Manager

B. Essential Job Function. Responsible for the banquet service function in the club.

C. Duties and Responsibilities

1. Works with the Catering Manager, Banquet Chef and others to schedule and coordinate personnel requirements for private functions.
2. Develops detailed plans for each catered event in conjunction with the club's function committee (Food and Beverage Director, Executive Chef, Banquet Chef, Catering Manager, and Executive Housekeeper, as necessary).
3. Serves as a liaison between banquet services personnel and other staff members on the club's function committee.
4. Diagrams buffet tables, guest tables and other function room set-up needs for special events.
5. Holds pre-function meetings with servers to ensure smooth, efficient service; assigns server stations and coordinates the timing of courses.
6. Ensures that all banquet staff is well-groomed and in proper uniform (including nametag).
7. Assists with on-going sales efforts for groups and local banquet business.
8. Assists in the preparation of the marketing plan and annual budget to increase the profitability of the banquet operation; monitors performance against budgets, recommends advertising.
9. Assures proper inventory of all banquet server equipment and supplies to meet required needs.
10. Acts as a Head Waiter at special, private functions and may greet and seat guests as necessary.
11. Handles complaints/comments.
12. Hires, trains and supervises banquet service staff.
13. Regularly inspects all front and back-of-the-house service areas and equipment to assure that sanitation, safety, energy management, preventative maintenance and other standards for the department are met.

D. Reports To. Food and Beverage Director

- E. Supervises. Banquet Captain
- F. This position is subject to overtime.

A. Position. Executive Chef

B. Essential Job Function. Responsible for all food and pastry production including that used for restaurants, banquet functions, and other outlets.

C. Duties and Responsibilities

1. Hires, trains, and supervises the work of management staff in the food and pastry production departments.
2. Plans menus (with Food and Beverage Manager) for all restaurant outlets in the club considering guests, marketing conditions, popularity of various dishes, holidays, costs, and a wide variety of other factors.
3. Schedules and coordinates the work of chefs, cooks, and other kitchen employees to assure that food preparation is economical and technically correct.
4. Approves the requisition of products and other necessary food supplies.
5. Ensures that high standards of sanitation and cleanliness are maintained throughout the kitchen areas at all times.
6. Establishes controls to minimize food and supply waste and theft.
7. Safeguards all food preparation employees by implementing training to increase their knowledge about safety, sanitation, and accident prevention principles.
8. Develops recipes and techniques for food preparation and presentation which help to assure consistent high quality and to minimize food costs; exercises menu selling prices.
9. Prepares all necessary data for the budget in his/her areas of responsibility; projects annual food and labor costs and monitors actual financial results; takes corrective action where necessary to help assure that financial goals are met.
10. Attends General Manager's Food and Beverage meetings.
11. Consults with the banquet function committee about food production aspects of special events being planned.
12. Cooks or directly supervises the cooking of items that require skillful preparation.
13. Evaluates food products to assure that quality standards are consistently attained.

13. Interacts with Restaurant Manager and Banquet Manager to assure that food production consistently exceeds the expectations of members and guests.
14. Plans and manages the employee meal program. C. Reports To. Food and Beverage Director

E. Supervises. Steward; Banquet Chef; Sous Chef; Pastry Chef.

F. This position is exempt from overtime.

Job Descriptions

JD-206

A. Position. Sous Chef

B. **Essential Job Function.** Serves as “second-in-command” of the kitchen: assists the Executive Chef supervising production for all food outlets, banquet events and other functions at the club.

C. Duties and Responsibilities

1. Prepares or directly supervises the daily preparation of soups, sauces, and “specials.”
2. Assists the Executive Chef with monthly inventories, pricing, cost controls, requisitioning and issuing for food production.
3. Assumes complete charge of the kitchen in the absence of the Executive Chef.
4. Assists Executive Chef with supervision of employees, sanitation and safety, menu planning, and related production activities.
5. Consistently maintains standards of quality, cost, eye appeal, and flavor of foods.
6. Ensures proper staffing for maximum productivity and high standards of quality; controls food and payroll costs to achieve maximum profitability.
7. Makes recommendations for maintenance, repair, and upkeep of the kitchen, its equipment, and other areas of the club.
8. Prepares reports, costs menus, makes schedules, and performs administrative duties as assigned by the Executive Chef.
9. Personally works in any station assigned by the Executive Chef.

D. Reports To. Executive Chef

E. **Supervises.** Pastry Chef; A.M. Cook; A.M. Dishwasher; P.M. Lead Cook; P.M. Prep; P.M. Dishwasher; Kitchen Float; Banquet Float; Breakfast Cook.

F. This position is subject to overtime.

Job Descriptions

JD-207

- A. Position. Banquet Chef
- B. Essential Job Function. Responsible for production of all food needed for banquet functions/ private parties. Accountable for all food costs for banquet functions. Supervises production used for banquet events.
- C. Duties and Responsibilities
 - 1. Manages food production for banquet functions including menu planning and personnel supervision.
 - 2. Manages food production for holiday buffets, Sunday brunch, and other special occasions including menu development, costing, and execution.
 - 3. Assists with production of daily specials when requested.
 - 4. Assists in the hiring, orientation, training, and on-going supervision of all employees involved with banquet food production.
 - 5. Establishes and maintains professional standards of conduct and appearance at all times.
 - 6. Assists/ relieves the Sous Chef whenever reduced banquet volume allows.
 - 7. Serves on the banquet function committee to assist in the planning of food-related aspects of each special event.
 - 8. Establishes and adheres to food cost goals for banquet functions; takes corrective actions as necessary to assure that financial goals are attained.
 - 9. Performs other special, ad-hoc duties as requested by the Executive Chef.
 - 10. Assists Sous Chef with Executive Chef's responsibilities during the latter's absence.
- D. Reports To. Executive Chef
- E. Supervises. Banquet Food Production Staff
- F. This position is subject to overtime.

Job Descriptions

JD-208

A. Position. Baker

B. Essential Job Function. Responsible for all pastry production for the dining room and all other functions in the club.

C. Duties and Responsibilities

1. Develops pastry-related recipes and ingredient purchase specifications.
2. Decorates pastry items for special events such as buffets and receptions.
3. Supervises bakery employees.
4. Assists in budget development and monitoring for bakery.
5. Maintains highest professional food quality and sanitation standards.
6. Hires, trains, and supervises all subordinate bake shop personnel.
7. Plans, prepares, and/or decorates special pastry items as necessary.
8. Approves the requisitioning of all products and supplies needed for the bakery.
9. Ensures the high standards of sanitation and cleanliness are maintained throughout the bake shop at all times.
10. Establishes controls to minimize food supply waste and theft.
11. Safeguards all bake shop employees by implementing training to increase their knowledge about safety, sanitation and accident prevention principles.
12. Develops bake shop recipes and techniques for pastry production which help to assure consistent high quality; exercises portion control over bake shop items.
13. Prepares preliminary budget for the bake shop; projects annual food and labor costs; monitors financial results; takes corrective action when necessary to help assure that financial goals are met.
14. Attends regular meetings with Executive Chef, Food and Beverage Director and/or other managers and employees.
15. Consults with banquet function committee about pastry-related aspects of special events being planned.

16. Evaluates bake shop products to assure that quality standards are consistently attained.

D. Reports To. Executive Chef

E. Supervises. No supervisory duties are included in this position.

F. This position is subject to overtime.

Job Descriptions

JD-209

A. Position. Pantry Worker

B. Essential Job Function. This positions primary function is preparation and operation of the *Garde Manger* Station of the Kitchen as well as preparation of daily breads and Desserts for service.

C. Duties and Responsibilities

1. Prepares dressings for daily service as deemed by Menu/Recipe and or the demands of business.
2. Prepares and presents appetizers/salads/ desserts/platters/etc. a la carte or banquet as ordered in an attractive and efficient manner.
3. Prepares breads, muffins, etc. for daily service; ensures enough quantity for corresponding shift.
4. Sets up and operates *Garde Manger* Station for daily service.
5. Maintains coolers, cold line station, individual work station and general prep areas in a neat, orderly fashion.
6. Adheres to and practices all Federal, State, Local and HAACP Sanitation Standards as well as safety regulations set forth by the company, OSHA and/or individual department.
7. Maintains neat and professional appearance and work station at all times.
8. Covers, dates, and neatly stores all prepared or re-usable items.
9. Assists in preparation of cold food/ breads/desserts for banquets and catered events.
10. Assists lead line cook in preparations of employee meals and/or line set up.
11. During Downtime begins preparations for ensuing shifts, or upcoming events.
12. Notifies chef, sous chef, receiving of any expected shortages.
13. Assists chefs, line cooks, utility persons in other projects as directed.
14. Assists in breakdown and cleaning at end of shift.

D. Reports To. Chef, Sous Chef, Lead Line Cook.

E. Supervises. There is no supervisory role for this position

F. This position is subject to overtime.

A. Position. Line Cook

B. Essential Job Function. Prepares food in accordance with club recipes and standards.

C. Duties and Responsibilities

1. Prepares all required items.
2. Sets up service units with needed items.
3. Serves items in accordance with established portions and presentation standards.
4. Notifies Sous Chef of expected shortages.
5. Ensures that assigned work areas and equipment are clean and sanitary.
6. Assists the Sous Chef in maintaining security and safety in the kitchen.
7. Maintains neat and professional appearance and observe personal cleanliness rules at all times.
8. Sets up, maintains and breaks down cook stations.
9. Requisitions items needed to produce menu items.
10. Adheres to state and local health and safety regulations.
11. Covers, dates, and neatly stores all leftover products that are re-useable.
12. Maintains the highest sanitary standards.
13. Assists with other duties as assigned by Sous Chef.

D. Reports To. Sous Chef

E. Supervises. No supervisory duties are included in this position.

F. This position is subject to overtime.

Job Descriptions

JD-211

A. Position. Prep Cook

B. Essential Job Functions. Assists in the pre-preparation of food products; obtains necessary ingredients and cleans food preparation equipment, utensils and work areas.

C. Duties and Responsibilities

1. Assists cooks in their tasks.
2. Obtains necessary products and small equipment items required for food preparation.
3. Carefully follows standard recipes while preparing all assigned items.
4. Follows manufacturers' instructions when operating food production and serving equipment.
5. Consistently uses safe and sanitary food handling practices.
6. Returns soiled food preparation utensils and other small ware items to the proper areas.

D. Reports To. Executive Chef or Sous Chef

E. Supervises. No supervisory duties are included in this position.

F. This position is subject to overtime.

Job Descriptions

JD-212

- A. Position. Sauté Cook
- B. Essential Job Functions. Prepares and operates the Sauté area of the line according to par stock and /or instructions from Chef/Sous Chef/Lead Line Cook and insures that quality standards are met on each preparation.
- C. Duties and Responsibilities
 - 1. Requisitions and gathers ingredients necessary to set his/her work station up for service period.
 - 2. Prepares meats, seafood, vegetables, starches, sauces, etc., as necessary for successful Sauté setup for each shift.
 - 3. Insures that all equipment, utensils, etc., necessary for operation of said station are available readily and operating properly for service; informs Chef, Sous Chef and/or Lead Line Cook of any malfunctions or needs.
 - 4. Prepares in coordination with Chef/Sous Chef/Lead Line Cook any features that may come from his/her station.
 - 5. Notifies Chef/Sous Chef/Lead Line Cook/Receiving of any expected shortages in advance.
 - 6. Ensures that assigned workstation and equipment are clean and sanitary at all times.
 - 7. Maintains Security and Safety in work areas at all times.
 - 8. Covers, dates, and properly stores all leftover or prepared items or products that may be re-used or prepared for banquets or other functions properly.
 - 9. Adheres to all federal, state, and local sanitation and food preparation standards.
 - 10. Assists in preparation of banquet or other functions.
- D. Reports To. Chef ; Sous Chef ; Lead Line ; F&B Mgrs.
- E. Supervises. No supervisory duties are included in this position.
- F. This position is subject to overtime.

- A. Position. Steward
- B. Essential Job Functions. Wash and properly store all cooking utensils, china equipment, flatware, and glassware.
- C. Duties and Responsibilities
 - 1. Washes all wares in dishwashing machine or by hand.
 - 2. Collects trash from kitchen areas; empties garbage barrels, washes and re-lines with new bags.
 - 3. Examines garbage for silverware, dishes, and glassware.
 - 4. Washes and polishes all stainless steel in kitchen, including shelves, dish cabinets, ice machines, coffee refrigerators, walk-ins, etc.
 - 5. Washes or cleans receiving area and trash areas.
 - 6. Sweeps and mops kitchen floors.
 - 7. Stores all dishes and other wares in proper areas.
 - 8. Cleans dish machine after each meal period.
 - 9. Performs other tasks such as assisting in food preparation, putting away deliveries, cleaning coolers, freezers, and store rooms.
- D. Reports To. Sous Chef or Executive Chef
- E. Supervises. No supervisory duties are included in this position.
- F. This position is subject to overtime.

A. Position. Dining Room Manager

B. Essential Job Function. Responsible for management of dining room service.

C. Duties and Responsibilities

1. Assures a high standard of appearance, hospitality, and service in personnel and cleanliness of dining room.
2. Supervises and trains dining room staff and bar staff.
3. Develops/implements programs to increase sales (repeat business and higher check averages).
4. Schedules personnel and plans room set-up based upon anticipated guest counts and clients needs.
5. Takes reservations and checks table reservation schedules.
6. Greets and seats members and guests.
7. Carefully supervises to help assure proper service; pours coffee and takes orders when necessary.
8. Inspects dining room employees to ensure that they are in proper and clean uniforms at all times.
9. Hires, trains and supervises dining room staff.
10. Provides appropriate reports concerning employee hours, schedules pay rates, job changes, tip pools, etc.
11. Receives and handles complaints concerning food, beverages, or service.
12. Serves as liaison between the dining room and kitchen staffs.
13. Assures that all side work is accomplished and all cleaning of equipment and storage areas is completed according to schedule.
14. Directs pre-meal meetings with dining room personnel. Relays information and policy changes and briefs personnel.
15. Assures the correct appearance, cleanliness, and proper set-up of the dining rooms. Checks the maintenance of all equipment in the dining room and reports deficiencies.

16. Makes suggestions about improvements in dining room procedures and layout.
17. Produces daily reports from the point of sale system used in the dining room.
18. Assures that the dining room and other club areas are secure at the end of the business day.
19. Keeps an inventory of dining room items including silverware, coffee pots, water pitchers, salt and pepper holders, and sugar bowls.
20. Develops and maintains the guest dining room reservation system.
21. Develops and implements an on-going marketing program to increase dining room business.
22. Develops and supervises sales income control system.
23. Monitors dining room labor and supplies budget; makes adjustments as necessary to achieve financial goals

D. Reports To. Food and Beverage Manager

E. Supervises. Assistant Dining Room Manager, Servers, Bartenders, Hostess.

F. This position is subject to overtime.

- A. Position. Assistant Dining Room Manager
- B. Essential Job Function. Assists the Dining Room Manager in the management of dining room service.
- C. Duties and Responsibilities
 - 1. Interviews, hires, trains, supervises, counsels and disciplines dining room and bar staff for the efficient operation of the outlets.
 - 2. Organizes and conducts pre-shift meetings communication pertinent information to the staff, such as forecast, menu changes and future events.
 - 3. Schedules and directs staff in their assignments.
 - 4. Communicates effectively, both verbally and in writing to provide clear direction to the staff.
 - 5. Interacts positively with members and guests promoting facilities and services.
 - 6. Fields customer complaints by conducting through research of the situation in order to choose the most effective solutions. Makes decisions and take actions based on previous experience and good judgment, sometimes revising procedures to accommodate unusual situations.
 - 7. Moves throughout the facility and kitchen areas to visually monitor and take action to ensure food quality and service standards are met. Judges appearance and tastes of products and check preparation methods to determine quality. Gives guidance toward improvement and make necessary adjustments for consistency.
 - 8. Assists with cost effectiveness of all aspects of the operation. Helps develop and implement cost savings.
 - 9. Ensures maintenance of equipment by calling for repairs and training staff on proper usage.
 - 10. Provides a clean and safe environment by assigning and assisting with cleaning.
 - 11. Assists staff in their job duties as necessary due to volume.
- D. Reports To. Dining Room Manager
- E. Supervises. Servers, Bartenders, Host and Hostess
- F. This position is subject to overtime.

A. Position. Banquet Server

B. Essential Job Function. Sets up and cleans banquet rooms and serves banquets.

C. Duties and Responsibilities

1. Performs related banquet (dining room) set-up tasks.
2. Provides immediate attention to all guests upon arrival.
3. Takes cocktail order and serves food in specified station.
4. Pours and refills wine, coffee, water, and/ or other beverages served with and after the meal.
5. Empties ashtrays and clears soiled dished as needed.
6. Cleans all assigned work areas in kitchen and dining room.
7. Advises supervisor of any member/guest complaints as soon as they occur.
8. Assists in closing functions by performing various tasks such as removing linen, bussing glasses, dishes, silverware, etc., and re-setting the room.

D. Reports To. Banquet Manager

E. Supervises. No supervisory duties are included in this position.

F. This position is subject to overtime.

A. Position. Server

B. Essential Function. Service of food and/or beverage to include the order taking and delivery of any food and/or beverage items.

C. Duties and Responsibilities

1. Checks station before, during, and after shift for proper set-up and cleanliness.
2. Greets members promptly and in a friendly and courteous manner. Addresses the member by name whenever possible. Explains specials and/or restaurant promotions to create member awareness.
3. Records food and beverage orders from the members accurately, repeating information back to the member to ensure proper order was taken.
4. Records orders into Point of Sale system accurately and in a timely fashion.
5. Checks completed orders for accuracy prior to serving. Delivers food promptly; serves hot food hot and cold food cold. Serves appropriate condiments.
6. Replenishes beverages as necessary and check with members for overall satisfaction.
7. Promptly presents member check and obtain appropriate signatures.
8. Assists the bus staff in cleaning and resetting tables.
9. Performs all assigned sidework to include replenishing condiments, restocking side tables, and folding napkins.
10. Performs any general cleaning tasks using standard cleaning products as assigned to adhere to health standards.
11. Completes other duties as assigned by supervisor, including cross training.

D. Reports to. Dining Room Manager

E. Supervises. No supervisory duties are included in this position.

F. This position is subject to overtime.

A. Position. Host or Hostess

B. Essential Function. Greets and escorts members to tables in the dining room, maintains flow of seating, and maintains a courteous and efficient operation of the dining room to ensure member satisfaction.

C. Duties and Responsibilities

1. Meets and greets members as they arrive, offer choice of seating, and then escorts them to their table and present menu.
2. Reads, maintains, and makes daily entries in the logbook to coordinate communication between shifts and management.
3. Maintains proper setup and arrangement of the dining room.
4. Creates a seating chart and assigns server stations.
5. Receives, records, and makes any necessary arrangements for reservations and special functions in the dining room.
6. Assists staff with their jobs as necessary due to volume.
7. Assists members with coats, doors, and chairs.
8. Completes other duties as assigned by supervisor, including cross training.

D. Reports to. Dining Room Manager

E. Supervises. No supervisory duties are included in this position.

F. This position is subject to overtime.

A. Position. Beverage Manager

B. Essential Job Function. Responsible for management of all bar areas in a manner most pleasing to members and guest.

C. Duties and Responsibilities

1. Meets sales and expense budget goals.
2. Supervises beverage department personnel.
3. Monitors inventory levels and develops/implements operating procedures for the beverage department.
4. Designs and maintains a bar product/supplies inventory system for beverage supplies and mixers, glassware, paper goods and other supplies
5. Plans strategies and materials and develops recipes to help promote the beverage program to members and guest.
6. Maintains the cleanliness and sanitation of bar areas, glassware, and equipment through regular inspections.
7. Develops standard operating procedures to help assure that bars are set up and operated with efficiency and minimum labor cost.
8. Maintains and adequate supply of liquors, wines, beer, etc., through the use of an effective inventory management system.
9. Recruits, trains, schedules, and supervises bar personnel according to established club procedures.
10. Develops products/sales control systems and procedures to help reduce employee theft.
11. Assures that all laws applicable to beverage operations are consistently followed.
12. Works with Dining Room Manager, Banquet Manager, and others as part of responsibility to ensure efficient beverage service in all of the club's outlets and for special functions.
13. Interacts with purchasing department personnel relative to the procurement of beverage products and supplies.

14. Works with the Food and Beverage Director and others to develop the wine list(s).
15. Inspects to ensure that the club's sanitation, safety, energy management, preventive maintenance and other programs are implemented and complied with as they apply to beverage operation.
16. Develops the budget for beverage department, monitors financial information and takes corrective action as necessary to ensure financial goals are met.
17. Develops financial records and reports as required.
18. Works with the controller to ensure that all record keeping procedures are in compliance with the club's requirements.
19. Handles complaints from club members, guests and others relative to the beverage department.

D. Reports To. Food and Beverage Director

E. Supervises. Bartender, Beverage Servers, Wine Steward.

F. This position is subject to overtime.

Job Descriptions

JD-220

A. Position. Bartender

B. Essential Function. Prepares and serves beverages and/or food to the members and guests.

C. Duties and Responsibilities

1. Maintains proper and adequate setup of the bar on a daily basis, including requisitioning and stocking of all beer, wine, and spirits, paper products, straws and stirrers, condiments, and produce based on projections from forecasts.
2. Maintains stock, cuts and stores fresh fruit and vegetable garnishes, juices, and other perishables daily to ensure product quality.
3. Greets members in a courteous and friendly manner, addresses the member by name whenever possible. Promotes and documents orders for drinks. Mixes, garnishes, and presents drinks using standard ingredient recipes and practices prudent portion control.
4. Inputs orders into the Point of Sales system accurately and in a timely fashion. Maintains an accurate record of all beverage items served.
5. Presents member check in a timely fashion, obtaining appropriate signatures.
6. Performs general cleaning tasks using standard cleaning products as assigned by supervisor to adhere to sanitation standards.
7. Performs other duties as requested, such as cleaning unexpected spills, or special member requests, and cross training.

D. Reports To. Dining Room Manager

E. Supervises. No supervisory duties are included in this position.

F. This position is subject to overtime.

Job Descriptions

JD-221

A. Position. Cocktail Server

B. Essential Function. Serves beverage and/or food.

C. Duties and Responsibilities

1. Checks and maintains proper setup and cleanliness of service station before, during, and after shift.
2. Greets members in a friendly and courteous manner and explains all specials, promotions, and snacks.
3. Takes orders, using a member check, reciting selection of all call and premium brands as requested; requires memorization of all available drinks.
4. Provides order to bartender promptly, accurately, and clearly, noting any special requests.
5. Promptly picks up order, inspects for accuracy, and delivers it to member immediately.
6. Replenishes beverages as requested, inquires about the members' satisfaction, and frequently checks with the member to determine if anything else is needed.
7. Presents member check in a timely fashion, obtaining appropriate signatures.
8. Processes the transaction accurately and in a timely fashion.
9. Addresses the member by name when it becomes known.
10. Performs general cleaning tasks using standard cleaning products as assigned by supervisor to adhere to sanitation standards.
11. Performs other duties as requested to ensure total member satisfaction.
12. Adheres to all state and federal liquor regulations pertaining to serving alcoholic beverages to minors and intoxicated members to ensure all laws are being followed.

D. Reports to. Dining Room Manager

E. Supervises. No supervisory duties are included in this position.

F. This position is subject to overtime.

Job Descriptions

JD-222

A. Position. Bus Person

B. Essential Function. Sets up and clears tables, stocks all service stations, and assists food servers with table service.

C. Duties and Responsibilities

1. Clears dirty table settings and prepares table for resetting. Promptly and consistently resets all service ware as prescribed.
2. Maintains stock and cleanliness of stations for all meal periods with necessary equipment including silverware, linen, and condiments.
3. Greets members in a pleasant and courteous manner, serves beverages, breads and butter, and replenishes as necessary.
4. Transports all dirty tableware from dining room to dishwashing area for proper cleaning.
5. Performs general cleaning tasks using standard cleaning products as assigned by supervisor to adhere to sanitation standards.
6. Folds napkins and polishes silverware for all meal periods throughout the day to maintain an adequate supply, restocking condiments, etc.
7. Performs other duties as requested, such as cleaning unexpected spills, or special member requests, and cross training.

D. Reports to. Dining Room Manager

E. Supervises. No supervisory duties are included in this position.

F. This position is subject to overtime.

Job Descriptions

JD-223

A. Position. Bar Back

B. Essential Function. Responsible for aiding the bartender and cocktail servers.

C. Duties and Responsibilities

1. Retrieves orders from storeroom. Visually checks stock received against written requisition with storeroom personnel to ensure order is accurate. Upon delivery to bar, re-checks items with bartender for completeness.
2. Cuts, slices, and peels perishables, garnishes and fruits, mixes and pours juices in sufficient amounts according to projected business. Stores backup supplies needing refrigeration in prescribed containers for later use.
3. Checks and assists bartender in maintaining adequate amounts of supplies, i.e., stirrers, napkins, matches, etc., for both the immediate bar and extended service areas.
4. Maintains cleanliness of bar area, beer lockers, refrigeration, and service areas.
5. Scoops ice from ice bins, transports to service areas, and replenishes ice containers for usage.
6. Boxes and saves empty liquor bottles as they accumulate for later returns and requisitions.
7. Performs other duties as assigned.

D. Reports to. Dining Room Manager

E. Supervises. No supervisory duties are included in this position.

F. This position is subject to overtime.

Job Descriptions

JD-224

A. Position. Snack Bar Attendant

B. Essential Function. Prepares and serves food and beverages to members and guests.

C. Duties and Responsibilities

1. Maintains proper set up and maintenance of the snack shop operations. This includes daily cleaning and inventory.
2. Greets members in a courteous and friendly manner, addresses the member by name whenever possible. Promotes and documents orders for food and drinks.
3. Inputs orders into the Point of Sales system accurately and in a timely fashion. Maintains an accurate record of all food and beverage items served.
5. Presents member check in a timely fashion, obtaining appropriate signatures.
6. Performs general cleaning tasks using standard cleaning products as assigned by supervisor to adhere to sanitation standards.
7. Performs other duties as requested, such as cleaning unexpected spills, or special member requests, and cross training.

D. Reports To. Chef.

E. Supervises. No supervisory duties are included in this position.

F. This position is subject to overtime.

Job Descriptions

JD-225

A. Position. Beverage Cart Attendant

B. Essential Function. Serves food and beverages to members and guests on the golf course.

C. Duties and Responsibilities

1. Maintains proper set up and maintenance of the beverage cart operations including daily cleaning and inventory.
2. Greets members in a courteous and friendly manner, addresses the member by name whenever possible. Promotes and documents orders for food and drinks.
3. Inputs orders into the Point of Sale system accurately. Maintains an accurate record of all food and beverage items served.
5. Presents member check in a timely fashion, obtaining appropriate signatures and member numbers.
6. Performs general cleaning tasks using standard cleaning products as assigned by supervisor to adhere to sanitation standards.
7. Performs other duties as requested, such as cleaning unexpected spills, or special member requests, and cross training.

D. Reports To. Chef.

E. Supervises. No supervisory duties are included in this position.

F. This position is subject to overtime.

- A. Position. Receiving/ Storeroom Clerk
- B. Essential Job Function. Ensures the procurement and reception of quality, cost effective products for the club and disperses them to individual departments throughout the property.
- C. Duties and Responsibilities
 - 1. Receives supplies.
 - 2. Checks supplies into storeroom, coolers, or freezers as delivered.
 - 3. Opens packaged goods to inspect condition and quantity of contents.
 - 4. Checks goods against invoices; inspecting quality, cuts, sizes, prices, weights and sizes of poultry, seafood, produce, dry goods, meats, etc.
 - 5. Inspects products twice before accepting, and informs Chefs prior to accepting or denying products also informing Chefs, F&B Mgrs. and Cooks of any shortages, outages or errors prior to driver leaving premises.
 - 6. Stores purchased goods properly and in accordance with predetermined storage guidelines.
 - 7. Ices seafood/poultry daily.
 - 8. Issues and delivers goods as requisitioned to various departments and outlets.
 - 9. Records physical inventory manually monthly and inputs data on inventory program.
 - 10. Records and inputs all received invoices daily on inventory program.
 - 11. Codes all invoices to proper departments and presents them to be paid to the Accounting Office (keep hard copy for F&B files).
 - 12. Records all requisitions to be transferred to other departments during the course of each month and retains hard copy for F&B files.
 - 13. Rotate Supplies (FIFO) first in first out.
 - 14. Maintains organization and cleanliness of walk-in coolers, freezers, dry storage, beverage storage, hallways, elevators, receiving office, and loading dock areas.
 - 15. Breaks down and disposes of cardboard recyclables properly as well as any other disposables.

16. Maintains perpetual daily inventory and running list of “to-order” items.
17. Monitors purchase orders to insure proper delivery.
18. Maintains current listings of vendors, their respective sales representatives and contact numbers.
19. Assists chefs in procurement of goods. Informs chefs and F&B mgrs. of market or quality fluctuations.
20. Works with chefs and other departments to insure quality and price per our specifications.
21. Prepares foods for outlets; fulfills requisitions for outlets on daily basis; delivers requisitions to outlets.
22. Assists chefs, cooks and utility staff.
23. Assists in minimizing losses from pilferage, spoilage, etc.
24. Maintains organization of item placement in coolers (i.e., raw and prepared, poultry and seafood, meats, etc., to avoid any cross contamination).
25. Monitors cooler/freezer temperatures and informs chefs and/or maintenance of any problems or fluctuations.
26. Stores, dates, and labels all received goods.
27. Maintains professional appearance, uniform, and neat work area as directed by chef and/or individual property or department requirements.
28. Follows standards of food storage as well as federal, state and local sanitation regulations.

D. Reports To. Chefs, Lead Line Cook, and F&B Mgrs.

E. Supervises. No supervisory duties are included in this position.

F. This position is subject to overtime.

- A. Position. Food Services Director
- B. Essential Job Function. Responsible for all food and beverage production and service for the club. Plans and implements 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.
- C. Duties and Responsibilities
 - 1. Develops an operating budget for each of the department's revenue outlets with GM; after approval, monitors with individual department heads and takes corrective action as necessary to help assure that budget goals are attained.
 - 2. Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
 - 3. Inspects to ensure that all safety, sanitation, energy management, preventive maintenance, and other standards are consistently met.
 - 4. Assures that all standard operating procedures for revenue and cost control are in place and consistently utilized.
 - 5. Helps plan and approves external and internal marketing and sales promotion activities for the food and beverage department.
 - 6. Helps plan staffing and scheduling procedures and job description/specifications for all department staff.
 - 7. Manages the long range staffing needs of the department.
 - 8. Monitors dress codes according to policies and procedures.
 - 9. Establishes quantity and quality output standards for personnel in all positions within the department.
 - 10. Ensures that all legal requirements are consistently adhered to, including federal and state wage and hour and state and/or local laws pertaining to alcoholic beverages.
 - 11. Works closely with Executive Chef in developing new products and menus to ensure the highest level of member and guest satisfaction.
 - 12. Researches new products and develops analysis of the cost/profit benefits.
 - 13. Maintains and upkeeps food & beverage personnel records with HR Director.
 - 14. Develops and implements policies and procedures for food and beverage departments.
 - 15. Monitors purchasing and receiving procedures for products and supplies to ensure proper quantity, quality, and price for purchases.

16. Reviews new techniques for food presentation in a manner and variety to maximize member and guest satisfaction and to minimize food costs.
17. Consults with Executive Chef and Catering Director and other club administrators daily to help assure the highest level of member satisfaction at minimum cost.
18. Greets guests and oversees actual service on a routine, random basis.
19. Helps develop wine lists and bottle/glass wine sales promotion programs.
20. Develops ongoing professional development and training programs for food production, service, and bar production/service personnel.
21. Ensures correct handling procedures to minimize china and glassware breakage and food waste.
22. Addresses member and guest complaints and advises General Manager about appropriate corrective actions taken.
23. Develops interesting ways of promoting club functions in the dining room, lounge, and other outlets.
24. Serves as ad hoc member of appropriate club committees.
25. Assists in planning and implementing procedures for special club events and banquet functions.
26. Maintains appearance, upkeep, and cleanliness of all food & beverage equipment and facilities.
27. Inventories, china, glassware, and silverware.
28. Approves all product invoices before submitting to the accounting department.
29. Responsible for the proper accounting and reconciliation of the Point of Sale systems and member revenues.
30. Maintain records of special events, house counts, food covers, and daily business volumes.
31. Ensures that an accurate reservation system is in place.
32. Approves all entertainment for dining services.
33. Oversees correspondence by Catering Manager with all catering guests including inquiry, follow-up, contracts, billings, and thank you letters.
34. Performs other duties as assigned.

D. Reports To. General Manager.

E. Supervises. Catering Manager, Activities Director (in relation to food & beverage products), Beverage Manager, Banquet Manager, Restaurant or Dining Room Manager, and managers of all other outlets such as snack bar and Pool Cabana.

F. This position is exempt from overtime.
