



Food and Beverage Manager

Reports To: Chief Operating Officer

Summary

As an integral member of the Food and Beverage Management team, the primary responsibility is to provide a consistent level of service excellence to Members and their guests. The F&B Manager must possess a positive attitude and an attentive approach, with a regard for health and safety as per the Occupational Health and Safety Act and the health and safety policies and procedures of Bigwin Island Golf Club.

Under the guidance and supervision of the Chief Operating Officer, the Food and Beverage Manager will supervise and oversee all activities, organization execution, staffing, planning, purchasing and maintaining budgets of the Food and Beverage department and its staff.

Core Competencies

- Ability to perform job functions with attention to detail.
- Ability to enforce the Club's standards, policies and procedures with all Food and Beverage employees.
- Ability to promote positive work relationships with kitchen personnel and other departments.
- Ability to be a clear thinker; to analyze and resolve problems exercising good judgment.
- Ability to prioritize, organize and delegate work assignments.
- Ability to motivate Service Staff and maintain a cohesive team.
- Ability to promote positive work relationships with kitchen brigade and other departments.
- Ability to ascertain staff training needs and to provide such training.
- Ability to operate, clean and maintain all equipment required in job functions.
- Ability to assist in planning and executing theme / event nights.
- Ability to maintain good coordination.
- Ability to perform job functions without direct supervision.



- Ability to direct performance of Service Staff and follow up with corrections where needed.
- Ability to work well under pressure.
- Ability to maintain good coordination and communication.
- Ability to work a minimum eight-hour shift five to six days per week in a fast-paced environment.
- Ability to ensure security of Club's products and property.

Job Duties

- Provide a consistent level of efficient, friendly, safe and professional service to Members and guests
- To represent high personal and company standards
- To arrive punctually for work following dress code guidelines; be clean and professional in appearance
- To have comprehensive knowledge of all food and beverage menu items being offered
- Provide, oversee and supervise the efficient delivery of Member services by all food and beverage staff both front and back of the house
- A full understanding of the features and operating procedures of our POS system
- Provide full Spring Training to all Food and Beverage staff members and continued support and training, which will be ongoing throughout the entirety of the season, as well as conducting periodical reviews of performance
- To balance End of Shift Reports as per Marine Dining Room, Halfway House, or Dockside Lounge policies
- Ensure a clean and professional appearance of the Clubhouse
- Participate in Job Fairs and oversee the recruitment of staff during the winter and spring
- When required, manage staff of all Food and Beverage outlets in a safe and efficient manner
- Ordering and receiving of stock on a regular weekly or daily basis



- Oversee all deliveries of non-alcoholic, alcoholic and sundry items and dry goods related to the service of food and beverage products provided in the Clubhouse and Halfway House.
- Inventory maintenance of stock in the Stockroom at all times and continued monitoring of inventory request sheets
- Participate in meetings as required, whether related to the Club, product upgrades, events, etc.

Essential Requirements:

- Hospitality Management certificate/diploma
- Passionate about the hospitality industry with a strong desire to enhance your skills
- Valid Driver's License
- Five years' experience in a similar position
- Smart Serve and Food Handler certified
- Ability to professionally communicate verbally and in writing in English with guests, co-workers, and management
- Knowledge and understanding of food and beverage cost controls
- Enjoy working with the public
- Reliable, hardworking, embraces a philosophy of lifelong learning, working variable shifts, weekends, and holidays throughout our season.

Working Conditions

- Fast-paced, high-stress environment
- Extreme temperature exposure both hot and cold
- Able to occasionally lift items as heavy as 25 lbs.
- Manual dexterity required to work in a restaurant.
- Overtime as required.

Compensation Package

- Annual Salary depending on experience
- Health benefits package
- Bonus potential