

THE CLUB AT Longview

The Club at Longview features the only gated residential golf course in the Charlotte region to earn a place in Golf Digest's prestigious 'Best in State' rankings, where it has been a fixture among North Carolina's top 20 ever since its 2003 opening.

The Club at Longview offers manor-style luxury estates in the Charlotte-areas only gated residential community with a Jack Nicklaus Signature Golf Course. Located in south Charlotte, North Carolina, minutes from I-485 and just across the Union County line, this private, gated enclave is convenient to all that Charlotte has to offer yet provides the perfect retreat in which to escape the ordinary.

Department: Food and Beverage

Job Title: Food and Beverage Manager

Reports To: The General Manager

Supervises: Restaurant Captains, Restaurant Servers, Restaurant Bartenders, Host/Hostess, Banquet Servers and Food Runners

Job Description

The Food and Beverage Manager is responsible for assisting the other Food and Beverage Managers with the overall operation of the FOH operation in accordance with The Club at Longview standards.

General Requirements

- Complies with The Club at Longview Vision & Values
- Reports to work at the scheduled time, neatly groomed and dressed in accordance with The Club at Longview appearance standards.
- Exceptional attention to details.
- Anticipate guest and contact needs, ascertain satisfaction, and respond urgently and appropriately to concerns and requests.
- Exceptional communication abilities when interacting and directing associates, guests and internal departments to build relationships.
- Able to consistently perform tasks with little direct supervision.
- Works harmoniously and professionally with co-workers.

Job Requirements

- Knowledge of management requirements for F&B a la carte operations, catering and member events.
- Must demonstrate attention to detail, organization and management skills.
- Assists General Manager with the department's long range staffing needs and assists in recruitment, training, supervision of staff.
- Assists General Manager with effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.

- 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.
- Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken.
- Assists General Manager with monitoring internal cost control procedures.
- Assists General Manager with developing and implementing long-range and annual business plans, operating reports, forecasts, and budgets.
- Assists General Manager to monitor safety conditions and employees' conformance with safety procedures, updates emergency plans and procedures and assures the effective training for these programs is conducted in all departments.
- Maintains contact with members and helps to assure maximum satisfaction.
- Receives and resolves complaints from club members, guests and employees.
- Attends Management and staff meetings as scheduled.
- Interact with members answering questions, solving problems, overseeing services and cleanliness and showing the club facilities to guests.
- Counsels with other managers and employees about employee grievances and complaints, direct problem correction where possible.
- Monitor labor, evaluates scheduled and actual labor hours and costs.
- Reviews all accidents and works with HR in completing accident reports.
- Oversees daily club operations.
- Research new products and develops an analysis of their costs and benefits.
- Monitors employees dress codes and member dress codes as applicable.
- Assists other Food & Beverage Managers with training and other meetings with department staff.

F&B Specific Requirements

- Oversees the FOH F&B operation to include Restaurants, Bars, Banquets, Catering and Member Events to first class level
- Develops best in class dining and training programs for the F&B department, experience in executing fine dining restaurant service is required.
- Greets members and oversees actual service on a routine basis.
- Serves as manager-on-duty on scheduled basis.
- Train and monitor all associates' performance with assistance to the General Manager to ensure the restaurants are consistently meeting The Club at Longview standards.
- Inspects dining room, banquet rooms and daily prior to each shift for setup, cleanliness and organization.
- Conduct daily pre-shift meetings.
- Direct associates to maintain the BOH cleanliness and safety.
- Performs administrative duties including daily logs, inventory and preparing supply requisitions/ordering, payroll and associate reviews.
- Actively manage and be present for all club events and large events when needed.
- Advanced understanding of executing a high-quality craft cocktail, beer and spirit program highly desired.
- Exceptional knowledge of all Beverage and Wine standards and operating procedures.
- Keeps current with changing member preferences and industry trends relative to the wine operation.
- Plans and executes wine related events such as wine dinners and tastings.

Physical Requirements

- Must have full availability.
- Must be able to continuously sit, stand and walk a minimum of eight hours.
- Must be able to bend, kneel, push and pull over the course of a shift.
- Will be occasionally required to perform job functions outdoors and be exposed to sun, heat, humidity and other elements.
- Must be able to work flexible shift that includes early mornings, weekends, holidays, split shift, and extended shift.
- Must have a reliable form of transportation to and from work.
- Ability to read, write, and communicate effectively in English, both written and oral.

Education:

Bachelor's Degree from a four year college or university (hospitality management degree preferred)

Experience:

Two year or more of leadership as an Assistant F&B Manager, F&B Manager or Supervisor at a highly rated private club or luxury hotel.

Position Available:

Immediately

Benefits:

- Club to cover the cost of local and national CMAA dues and attendance to approved education.
- Health Insurance available
- Dental and Vision Insurance available
- 401-K Plan available
- Paid Holidays and vacation

Please Send Resume to:

Kamal Sakakini, CCM, COO
General Manager

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