



EASTWARD HO!



Position Title

Restaurant Manager

Club Summary

Eastward Ho! is a private, Member owned Club established in 1922. Located in Chatham, Massachusetts on Pleasant Bay, our 18 hole, par 71 links style golf course offers Members and their guests breathtaking vistas and challenging play.

Our Clubhouse offers our Members and their guests a beautiful "Cape Cod Elegant" location for both fine and casual dining, as well as a spectacular venue for hosting Member sponsored Catered Affairs.

Eastward Ho! cultivates a family environment to encourage congeniality and recreation amongst our Members of all ages. Members and Club staff contribute to our Club spirit of friendly competition, respect for all individuals, and reverence for the heritage and culture of Eastward Ho!

Job Summary

Manage and lead daily á la carte food & beverage service. Responsible for the overall Member dining experience. Collaborate with Banquet & Events Manager on Member driven social events, Club-wide Member activities, and holiday celebrations.

Essential Duties & Responsibilities

1. Greet Members and oversee dining services.
2. Create, update and maintain Front-of-House SOPs.
3. Responsible for the hiring, onboarding, training, mentoring, scheduling, supervising, and disciplining of FOH team members (include bar and banquet employees).
4. Maintain a clean, safe, positive and productive work environment.
5. Assist in oversight of Club's Internship program.
6. Collaborate with Banquet & Events Manager in planning and executing of club events, private events and more.
7. Develop creative ideas to drive member usage of food and beverage outlets.
8. Address member and guest complaints and advise the Clubhouse Manager about appropriate corrective actions taken.
9. Act as liaison between front and back of house during service.
10. Responsible for proper maintenance of all food and beverage equipment and facilities.
11. Monitor safety conditions and employees' conformance with safety rules and procedures.
12. Establish employee dress codes, uniform policy and follow-through on daily appearance.
13. Practice good appearance and personal hygiene.
14. Monitor and oversee dining reservation system.
15. Coordinate with Communications Coordinator on Club events promotion, menu accuracy and other communication related projects.
16. Assist with development of departmental budget.
17. Establish and maintain proper beverage storage, inventory, ordering and receiving procedures.
18. Collaborate with Clubhouse Manager on the development of wine lists and bottle/glass wine sales promotion programs.
19. Work with Banquet & Events Manager and supervisor(s) to conduct monthly beverage inventory.
20. Maintain records of special events, house counts, food covers and daily business volumes.
21. Ensure all legal requirements are consistently adhered to, including but not limited to State and/or local laws pertaining to alcoholic beverages.
22. Maintain and update POS system to reflect menu changes and daily/weekly specials.
23. Oversee the proper accounting, reconciliation and administration of POS and member food and beverage revenues as needed.
24. Conduct daily pre-meal meetings.
25. Is knowledgeable of and abides by the employment policies and procedures of the Club as outlined in the Employee Handbook.
26. Perform Clubhouse/Restaurant opening and closing duties as needed.
27. Provide general support to the Clubhouse Manager and complete other appropriate tasks as needed.

Qualifications

Education

Bachelor's degree in related field of study or University degree in Hospitality Management or Culinary Arts – not a requirement, but recommended.

Experience

3 to 5 years' experience as a food and beverage manager or a similar position in a high-end service environment. Experience in a member-owned club highly desirable.

Skills

Leadership, strong Communication (both written and verbal), Interpersonal, Financial Analysis, Computer literacy, and Social.

Attributes

Displaying Behavior of Honesty and Integrity; High level of Ethical Standards; Personable; Values Teamwork and Member Service; Respectful of others. Exercises high level of confidentiality.

Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach. Push, pull or lift up to 50 pounds.

Reports to

Clubhouse Manager

Supervises

All Front-of-House team members including Supervisor(s) and Intern(s)

Collaborates with

Banquet & Events Manager

Employment Status

Full Time; Year Round; Exempt

Date Position Available

Immediately

Too Apply

Please email your resume with a cover letter to the following email by February 25th:

Evelyn Liu, CCM

Clubhouse Manager

eliu@eastwardho.net

No Phone Call Please