



POSITION: F&B MANAGER – Tuhaye/ Empire Pass
DEPARTMENT: Food & Beverage
REPORTS TO: Director of Food & Beverage

PURPOSE OF POSITION

The F&B manager is responsible for daily floor leadership of all dining member experience of Talisker Club Food & Beverage operations for either Empire Pass or Tuhaye, and the overall communication with each department within Talisker Club based on the seasonal need of each of its outlets.

The F&B manager is responsible for maintaining product and service quality by monitoring and maintaining food, beverage, and service quality through accountability, leadership, communication, and planning. This position will fulfill a lead floor role with a “hands on approach” and act as a Manager on Duty at all the time, ensure successful daily execution, foster open channels of communication, and display a positive approach. The F&B manager reports and work closely directly with the Director of Food & Beverage and Senior Director of Operations.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. Create an atmosphere that is environmentally responsible with a keen awareness of service and training expectations.
2. Maintain firm knowledge of liquor, wine, FOH controllable expenses, and non-alcoholic beverage inventory with attention to controls.
3. Involvement in hiring, evaluating, teaching and training.
4. Anticipate Members’ needs and ensure that service meets/exceeds expectations to ensure a memorable and pleasant dining experience.
5. Assist with all team members training and the ongoing progression of each team member.
6. Develop positive rapport and approachability with team members.
7. Assist FOH management to develop, maintain, and enforce all FOH *Standards of Operations (SOP's)*.
8. Must be able to work at a rapid pace while maintaining attention to detail; ability to multi-task.
9. Engage and interact with team members in order to create memorable and exceptional dining experiences.
10. Collaborate with all club managers to embody an environment focused on positive relationships, open communication, and a common goal of delivering extraordinary experiences.
11. Develop an exciting and ever-changing menus and event with the collaboration of the director of operation and the chefs.
12. Contribute and execute the F&B budget.
13. Complete weekly hourly staff schedule by Tuesday for the following week.



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14. Weekly payroll, all punches entered/ corrected for your area of oversight and service charge distribution completed by Sunday EOD.
15. Plan and replenish all FF&E and uniform needs to meet company standards.
16. Work with member service to have an accurate website and proactively contribute to all their need to maximize the participation of all calendar events
17. Sell and execute all calendar and private event. Each F&B manager is responsible for coordinating any piece of business that is not a facility buy-out.
18. Understand, abides and ensure that the member's rules and regulation and company policies are followed.
19. Assure that the department run in accordance with applicable local, stated and federal laws, this includes a monthly audit of all required licenses, staff certifications, and
20. Observe safety and secure regulations to protect the membership, guest, employees and club assets
21. Participate to all meeting require by the Director of operations
22. Keep Senior Management updated via Shift-Note nightly recap all the daily operation to include any equipment and operational concerns.
23. A grasp eye for details on the overall management of the operation
24. A warm personality, a sense of humor and the ability to work effectively with all levels of the internal staff and members

QUALIFICATIONS

A college degree is preferred with a major in hospitality
5 years in hospitality management, preferably in a private club environment
TIPS Certified
Serve Safe Certified
Level 1 sommelier certification is require and completion of level 2 within year one, paid by Talisker Club
Knowledge of POS use, creating button and running report is a must
Must have an excellent email ethics and overall computer skills to include excel and menu design
Basic knowledge of building and IT upkeep to ensure a consistent members experience

SUPERVISORY RESPONSIBILITIES

Based on business volume and seasonal need, all Restaurant FOH aspect such has dining room manager, lead bartender or lead server

ADDITIONAL RESPONSIBILITIES

Lead, supervise, and support all supervisors and service staff.
Resolve employee concerns.
Support team laterally when needed due to business.
Train service steps to team.
Monitor that service steps are followed by team.
Recognize team for outstanding service.
Support Senior Management with other duties as assigned.



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Provide superior service to our customers (internal and external) at all times.
Monitor and Maintain Daily Liquor Compliance.
Ensure that alcoholic beverages are not served to underage customers.
Determine when patrons should not be served additional drinks.
Monitor and maintain “Best in Class” product and service by observing, communicating, and follow through.
Hold team accountable for “Best in Class” service, positive relationships, and open communication.
Complete Daily Manager-on-Duty Checklist.
Meet with Chef-on-Duty for Specials, unavailable items, Shift Needs.
Conduct Effective Daily Lineups.
Responsible in helping in the set up service and proper billing for events
Work with the Event Coordinator to assist in the planning of events and development of service based event orders.
Facilitate Daily Opening and Closing Side-work.
Monitor and Maintain “Best in Class” Guest Experience.
Monitor and Maintain - music, lighting, décor, room temperature, furniture set, and cleanliness.
Ability to work weekends, holidays, and nights as required by business models.
Ability to complete daily shift reconciliation and end of shift reports
Must exhibit an excellent service attitude and be willing to go out of their way to accommodate the members
Perform other duties as assigned.

- **PHYSICAL REQUIREMENTS**

Ability to stand or sit for extended periods of time.
Ability to bend, lift and carry heavy objects.
Ability to withstand external elements in relation to changing weather conditions.
Ability to set up and break down the dining room based on events
Ability to execute in home catering and outpost dinner

Compensation: The Club will offer a competitive benefit package and compensation plan.

Print Name

Signature

Date