

Storied Management LLC – an affiliate of Storied Development, LLC, an established development, marketing and sales organization with private club communities throughout the continental U.S., Hawaii, the Caribbean and Mexico – is seeking a General Manager at its Main Street restaurant, Courchevel Bistro, for its luxury, private residential, mountain golf and ski community in Park City, Utah – Talisker Club.

*Talisker Club is Park City's only four-club, one-membership private home community presenting an incomparable collection of mountain, **Main Street**, backcountry and country clubs. It is situated in Utah's Wasatch mountain range, from the slopes of the Deer Valley® Resort to the valleys surrounding the Jordanelle Reservoir.*

Please visit our website at: www.taliskerclub.com to learn more.

POSITION DESCRIPTION:

General Manager, Courchevel

STATUS:

Full Time / Year-Round

REPORTS TO:

Courchevel Executive Chef

PURPOSE OF POSITION:

This position is responsible for daily floor leadership of all guests' experience of Talisker Club Food & Beverage operations for Courchevel Bistro, and the overall communication with each department within Talisker Club based on the seasonal need of each and every outlet.

The General Manager is responsible for maintaining product and service quality by monitoring and maintaining food, beverage, and service quality through accountability, leadership, communication, and planning around Talisker Club lifestyle. Fulfill a lead floor role with a "hands-on approach" and act as a Manager on Duty at all times, ensure successful daily execution, foster open channels of communication, and display a positive approach. Reports and works closely directly with the Courchevel Executive Chef.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Please note that this is not an exhaustive list of everything. Key responsibilities for this position are:

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

- Weekly payroll, all punches entered/corrected for your area of oversight and service charge distribution completed by Sunday EOD.
- Plan and replenish all FF&E and uniform needs to meet company standards.
- Work with Member Services to have an accurate website and proactively contribute to all their needs to maximize the participation of all calendar events.
- Sell and execute all calendar and private events. Each F&B manager is responsible for coordinating any piece of business that is not a facility buy-out.
- Understand, abide by, and ensure that the members' rules and regulations and company policies are followed.
- Assure that the department runs in accordance with applicable local, state, and federal laws; this includes a monthly audit of all required licenses and staff certifications.
- Observe safety and security regulations to protect the membership, guests, employees, and club assets.
- Participate in all meetings required by the Sr. Director of Operations.
- Keep Senior Management updated via Shift-Note nightly recap of all the daily operations to include any equipment and operational concerns.
- A sharp eye for details on the overall management of the operation.
- A warm personality, a sense of humor, and the ability to work effectively with all levels of the internal staff and members.
- Apply all F&B and CLUB policies and procedures.
- Maintain area, enter work ticket, support as needed.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- Based on business volume and seasonal needs, all Restaurant FOH aspects such as 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.
- 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 following 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 for helping in the setup of 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.

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 required and completion of level 2 within year one, paid by Talisker Club.
- Knowledge of POS use, creating buttons, and running reports is a must.
- Must have excellent email etiquette and overall computer skills to include Excel and menu design.
- Basic knowledge of building and IT upkeep to ensure a consistent member experience.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- 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 dinners.

BENEFITS & PERKS OFFERED:

- Medical / Dental / Vision / Health Savings Plan / Flexible Spending Account
- Life Insurance – Long- and Short-Term Disability
- Supplemental Insurances: Accident, Hospital Indemnity, Critical Illness
- Paid Time Off: Vacation & PTO Package; Designated Holidays
- 401(k) Retirement Plan and Employer Match
- Discretionary Bonus Program / Reward and Recognition Programs
- Employee Meal Program / Discounts on Retail
- Education and Tuition Assistance Program
- Ski Passes & Golf Privileges

Interested candidates please visit <https://www.taliskerclub.com/careers/> and submit resume associated with position of interest.