



CAREER OPPORTUNITY

ASSISTANT FOOD & BEVERAGE MANAGER

Donalda Golf & Country Club, founded in 1960, is a prestigious year-round private club that offers a high standard of social, athletic and dining facilities to our members and their families. We are located in central Toronto. We are seeking a passionate self-motivated leader to join our Food & Beverage team as Assistant Food & Beverage Manager. This position is **permanent full time with benefits** that must be able to work flexible shifts which include evenings, weekends and holidays. This position provides the qualified candidate long term growth opportunities within a highly respected upscale private club.

If you are a passionate individual with leadership qualities and with an eye for detail we would love to have you be a part of the Donalda team! We are always seeking to explore and implement new trends offering our membership an exceptionally unforgettable dining experience every time they dine at the club. Please "Apply Online" at www.donaldclub.ca under the employment page and tell us how you can contribute to our team's success.

POSITION SUMMARY:

Under the guidance of the Food and Beverage Director, this is a key position responsible for ensuring all aspects of the Club's food and beverage operations run smoothly and effectively to exceed and surpass member and guest expectations. Responsible for service in the clubhouse and implements strategies to provide a superior level of service according to the Club's goals, policies and procedures. This hands-on role will be responsible for the highest level of member and guest satisfaction in all service outlets through active floor management and leading by example. Train, coach, lead and mentor all service staff to foster a positive work environment. The Assistant Food & Beverage Manager is responsible for the timely and accurate completion of all administrative duties including payroll, scheduling and performance management of all service staff.

DUTIES & RESPONSIBILITIES:

- Responsible for the effective orientation and training of new staff and professional development activities for experienced staff are planned and implemented.
- Trains, supervises, schedules and evaluates service staff including performance management.
- Schedules personnel and plans dining room setup based on anticipated guest counts and client needs.
- Provides appropriate reports concerning employee hours, schedules, pay rates, job changes, etc.
- Supervises dining room staff to help ensure proper service.
- Directs pre-meal meetings with dining room personnel; relays information and policy changes and briefs staff members.
- Develops and implements policies and procedures for the food and beverage department.

- Consults daily with the Executive chef, Catering and other applicable club administrators to help ensure the highest level of member satisfaction.
- Addresses member and guest complaints and advises the Food and Beverage Director regarding appropriate corrective actions taken.
- Develops interesting ways of promoting club functions in the dining room, lounge and other outlets.
- Assists in planning and implementing procedures for special club events and banquet functions.
- Responsible for the proper accounting and reconciliation of the point of sales system and member revenues.
- Maintains records of special events, house counts, food covers and daily business volumes.
- Serves as manager on duty on a scheduled basis.
- Serves as a liaison between all Food & Beverage Departments.
- Makes suggestions regarding improvements in dining room service procedures and layout. Produces daily or meal-period revenue analysis and other reports from the point of sales systems used in the dining room.
- Develops and implements and on-going marketing program to increase dining room business.
- Monitors dining room and labor and supply budget; adjusts accordingly to achieve financial goals.
- Develops and continually updated and refines policy and procedure manuals for service staff to increase quality and to control costs.
- Completes other assignments as assigned by the Food and Beverage Director.

JOB SPECIFICATIONS/ QUALIFICATION REQUIRED:

- 8 years restaurant related experience, 3 years previous experience as a manager of an upscale dining room; private club experience preferred
- Solid knowledge of Clubhouse Operations, Sales and Marketing Principles, Member Service, Inventory Management, Accounting Principles and Food & Beverage Management
- Post-Secondary education in a related field is required.
- Must have thorough knowledge of cooking methods, service methods, herbs and spices, wines and their grape varieties and service
- Ability to act with patience, diplomacy, discretion and confidentiality
- Positive, professional and enthusiastic demeanour
- Creative, Collaborative, Team player and detail oriented
- Well groomed, mannerly, co-operative and outwardly friendly
- Good understanding of Human behaviour and Human Relations
- Ability to interact with all levels both inside and outside the organization
- Exceptional organizational & prioritization skills
- Exceptional supervisory skills & proven leadership skills & excellent coaching & mentoring
- Good conflict resolution skills; good judgment and problem-solving skills
- Ability to work under pressure to meet deadlines
- Computer literate and fully proficient in: Microsoft Word, Microsoft Excel, Outlook
- Fluent in English (Oral and Written)
- JONAS Point of Sale Software an asset and preferred
- Standard First Aid/CPR and Smart Serve Certification

- Ability to work evenings, weekends and holidays

Contract Terms:

- Salaried position
- Annual clothing allowance
- Benefits: Medical and Pension
- Complimentary duty meals
- Complimentary parking
- Non-tipping environment

Those individuals, who are interested in applying, please complete the Online Application form on our website at www.donaldclub.ca. No telephone calls please. We thank all applicants for their interest and will only contact those selected for an interview.

Donalda Club is an equal opportunity employer. Accommodations for disabilities will be provided to support participation in all aspects of the recruitment process