

**Food and Beverage Department**

1. **Position**

Coach House Food and Beverage Manager

1. **Related Titles**

Food and Beverage Manager, Outlet Manager, Dining Room Manager

1. **Job Summary**

To lead and develop all operations in the Coach House Food and Beverage Service department to ensure all Carriage Club members and their guests receive the highest level of service that exceeds their expectations.

1. **Job Tasks (Duties)**
2. Follow all Club policies and procedures stated in Carriage Club Handbook
3. Attend all mandatory meetings
4. Conduct interviews, hire and, review and train staff in accordance with Coach House Training Manual and Human Resources policies
5. Conduct daily pre-shift meetings with team to introduce innovations and go over general club policies
6. Walk through the outlet at the beginning and end of each shift to ensure cleanliness and organization throughout
7. Ensure proper opening and closing procedures for Carriage Club Campus
8. Commit to building and maintaining relationships with all members, their family and guests
9. Promote a positive attitude and atmosphere for Carriage Club team members and membership
10. Commit to maintaining the look of the entire Club; Employee parking lot, all grounds, Main Club House, Tennis, and all areas in-between
11. Model and enforce all appropriate grooming standards according to Club policy
12. Know and enforce all Missouri liquor laws and ensure compliance
13. Greets guests and oversees dining service on a regular basis
14. Touches tables consistently to solicit feedback on dining experiences
15. Responsible for handling all member complaints and reporting corrective action plans when necessary
16. Supervise and counsel all direct reports under the Carriage Club Handbook
17. Assists in developing on-going professional development and training programs for Coach House food service and bar production/service team members
18. Maintains appropriate records of Coach House service personnel
19. Produce a weekly schedule using Paycom and communicate schedule changes with team
20. Produce a weekly forecast budget for schedule and send to Assistant General Manager- Coach House
21. Manage all time cards of direct reports; update missed punches and process payroll in a timely manner
22. Understand, review and adhere to the annual budget
23. Monitor all menu items and update in the POS software as necessary
24. Assists with the proper accounting and reconciliation of the Point of Sale systems and member revenues as necessary
25. Work directly with full Food and Beverage team to ensure standard operating procedures are being followed
26. Maintain and inventory all supplies and equipment to operate the department
27. Assists in planning and implementing procedures for special club events and private functions
28. Be aware of all Club events and how they potentially impact the Coach House
29. Know all menus in Coach House; food, wine, beer, liquor and cocktail list; assist in seasonal changes of these menus
30. Researches new products and ideas and presents them to the Assistant GM- Coach House
31. Helps plan internal marketing, including social media, and sales promotion activities for the
32. Adhere to all safety standards
33. Any additional projects as directed by the Assistant GM- Coach House
34. **Reports To**
	* Assistant General Manager- Coach House
35. **Supervises**
	* Coach House Servers, Bartenders, Expo, Snack Bar Attendant and Assistant Coach House Food and Beverage Manager