

Food and Beverage Manager



The Cleveland Skating Club is in the process of completing a \$2.5 million dollar renovation of our lounge, bar, restaurant, and outdoor patio. This is a very exciting time for the club, and we're looking for a leader to help set the direction for the service and overall execution of the dining experience for our members and guests.

POSITION SUMMARY:

- Assure a high standard of appearance, hospitality, and service in personnel and cleanliness of dining rooms.
- Ensures timeliness of food service.
- Supervise and train service staff.
- Manage within budgetary restraints. Develop and implement programs to increase revenues through repeat business and higher check averages.
- Responsible for management of food & beverage service in a manner most pleasing to Members.
- Maintains a high level of Member contact throughout service hours.
- Knowledge of and ability to perform any required role during emergency situations.

ESSENTIAL JOB FUNCTIONS:

- Able to lead staff through all service types (a la carte, club event, banquet, etc.).
- Leads event setup, service, and breakdown.
- Leads training and supervision of dining staff.
- Assists in service as needed and when required.
- Serves as liaison between the dining and kitchen staff.
- Takes reservations, checks table reservation schedules, and maintains reservations log.
- Design floor plans according to reservations.
- Directs pre-meal meetings with dining personnel; relays pertinent information such as new items and menu changes, special member requests, etc.
- Ensure that all closing duties have been done correctly. In charge of the post-shift walkthrough to make sure the work area is organized, and duties have been completed.
- Assures that all side-work is accomplished and that all cleaning of equipment and storage areas is completed according to schedule.
- Reviews chits and closing reports of servers at the end of the shift. Thoroughly reviews chits and corrects mistakes. Drops off the chits to Accounts Payable at the end of the night.
- Assures the correct appearance, cleanliness, and safety of dining room areas, equipment, and fixtures; checks the maintenance of all equipment in the dining rooms and reports deficiencies and maintenance concerns.
- Produces daily or meal-period revenue analyses and other reports from point of sale (POS) systems used in the dining room when requested.
- Makes suggestions about improvements in dining service procedures and layout.
- Attends scheduled staff meetings.
- Assists in developing wine lists and beverage promotions.

- Maintains an inventory of dining room items including silverware, coffee pots, water pitchers, glassware, flatware and china, salt and pepper holders, sugar caddies, and linen and ensures that they are properly stored and accounted for.
- Monitors dining room labor against supplied budget; adjusts to achieve financial goals.
- Utilizes computer to accurately charge members, create forecast and revenue reports and write correspondence.
- Develops and continually updates and refines policy and procedure manuals for service staff to increase quality and control costs.
- Works with Executive Chef to update, review and print menu changes.
- Help maintain costs and sales goals monthly by controlling inventory and creating fresh ideas to boost revenue.
- Minimize labor costs by cutting servers and assuming the role of the server during slow periods.
- Maintains all Food & Beverage menus ensuring what is presented to the Members is accurate always. Updates the service staff of any shortages or changes to these menus at the appropriate pre-shift meetings.
- Assures that local and state laws and the club's policies and procedures for the service of alcoholic beverages are consistently followed.
- Performs other appropriate assignments and projects as required by the Food and Beverage Director.

PREFERRED EDUCATION AND EXPERIENCE:

- College degree is preferred.
- Previous F&B management in a private Club or fine dining environment is required.
- Basic knowledge using the Microsoft Office Suite required.
- Knowledge of how to operate Club Systems/Jonas is a plus.
- Must have the ability to prioritize a multitude of tasks and execute them in a timely manner recognizing what takes priority and acting accordingly.

COMPENSATION

The compensation package for this position is based on the candidate's experience and skill set. CSC offers staff a generous benefits package that includes medical, dental, vision, 401k, holiday, and vacation pay.

CSC OVERVIEW

The Cleveland Skating Club was incorporated in 1936 and maintains a casual and family-friendly environment with over 500 members. Athletic amenities include four "newly resurfaced" indoor hard and eleven outdoor Har-Tru tennis courts, four platform tennis courts, two squash courts, an indoor pool, an ice rink, a fitness center, and a full range of dining, bar, and banquet facilities. The Cleveland Skating Club has hosted the Davis Cup and the Wightman Cup events over the years. The Cleveland Skating Club is conveniently located between downtown Cleveland and the eastern suburbs and within two miles of Cleveland's major cultural center.

All applicants must be authorized to work in the U.S.

Applicants should submit their resume no later than January 23rd to the General Manager of the club at afeuerman@clevelandskatingclub.org.