



JOB POSTING – Forester's at Olympic View

Position Title:	Food & Beverage Manager	<i>Olympic View Golf Club is a Bill Robinson design 18-hole championship golf course with a superb practice facility, the award winning GBC Golf Academy, magnificent clubhouse and Forester's Restaurant. Located in beautiful Victoria BC, Olympic View delivers on the golfing and culinary experience with exceptional service, stunning scenery, spectacular waterfalls and meticulous course conditioning.</i>
Department:	Food and Beverage	
Reports to:	General Manager	
Job Type:	Year Round Full Time	
Application Deadline:	September 30, 2017	

POSITION OBJECTIVE

Reporting directly to the General Manager and working closely with the Executive Chef and management team, the Food and Beverage Manager is responsible for ensuring the proficient operations of the Food and Beverage department including Foresters, on course food and beverage and banquets facilities. The successful candidate will be able to recognize the importance of contributing to a cohesive team environment; being an effective communicator; being efficient and organized with all aspects of the department; being a constant leader; supporting other members of the team; and providing service excellence to members and guests on a daily basis.

STRUCTURE

Reports to: General Manager
Works Closely With: Executive Chef, Sales and Events Manager

DUTIES AND RESPONSIBILITIES

1. Financial

- Maintain responsibility for sales, expenses and profit goals as outlined in the Food & Beverage Department operating budget, while promoting the company goals of customer service and satisfaction, team work, reporting requirements and financial performance.
- Develop operating budgets for each of the Food & Beverage profit centers including Foresters Wedding, Meetings/Banquets and On Course Outlets and ensure that department budget is adhered to and all costs are controlled.
- Plan and approve marketing and sales promotions for the Food & Beverage operation.

- Assure that all standard operating procedures for sales and cost control are in place and consistently utilized.
- Assist in planning and implementing procedures for special club events and banquet functions.
- Fulfill the objectives on increased sales in the areas of group sales, corporate clients, weddings, banquets and meetings.
- Implement a sales plan of action including in-house sales, booking appointments, outside sales efforts, guided site tours and researching sales leads as necessary.
- Provide daily, weekly, monthly reports and other reports as required.
- Continually work to ensure correct handling procedures to minimize china and glassware breakage and food waste.
- Ensure that all legal requirements are consistently adhered to regarding LCLB laws pertaining to alcoholic beverage service.
- Research new products and develop an analysis of the cost/profits benefits.
- Implement policies and procedures for Food & Beverage Department.
- Monitor the ordering and receiving program for products and supplies to ensure proper quantity and price on all purchases.
- Administer and maintain POS programming for efficient and fluent operations
- Approve the menus proposed by the Executive Chef for all outlets and special events.

2. Health and Safety

- Inspect to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.

3. Team Member Development

- Assure that effective orientation and training for new Team Members and professional development activities for experienced Team Members are implemented.
- Develop on-going training programs for food production, service and bar production/service personnel.
- Help plan and approve the organizational chart, staffing and scheduling procedures and job descriptions/specifications for departmental staff.
- Establish quantity and quality output standards for Team Members in all positions within the department.

4. Guest Experience

- Ensure that Team Members are trained to exceed the expectations of our members and guests
- Develop and lead a team having them be knowledgeable and able to answer basic questions about the property and GolfBC

- Personally handle member and guest complaints advising the General Manager about appropriate corrective actions taken.
- Consult with Department Managers daily to help assure the highest level of guest satisfaction.
- Greet guests and oversee actual service on a routine basis.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES

1. Technical Skills and Knowledge

- Solid understanding of the golf club environment
- Background in tourism and hospitality industry with extensive golf operations experience an asset
- Education related to the industry or of a business nature

2. Abilities

- Business Management
- Organization and Communication
- Quick evaluation and decision making
- Strong Comprehension of English Language
- Understanding of golf industry
- Strong Public Relations and Human Resource
- POS knowledge and programming
- Keyboard and word processing abilities
- Must be able to meet deadlines as required
- Work efficiently in a non supervised position

WORK CHARACTERISTICS

- Primarily inside work within an restaurant and office environment
- Will be required to work on a shift basis, including weekends, evenings and holidays.
- Must be able to work in a fast paced environment and be able to maintain organization

Please send your resume and cover letter to:

General Manager: Randy Frank
rfrank@golfbc.com

Posting closes: Saturday September 30, 2017

OUR CORE STANDARDS

Live our core standards – F.I.R.S.T.!

- Friendly and Helpful
- Initiative and Action
- Respect and Dignity
- Sales and Service
- Team and Facility Appearance