



## Job Posting

POSITION TITLE:	Food and Beverage Manager
DEPARTMENT:	Food and Beverage
COURSE:	Victoria Golf Club
REPORTS TO:	General Manager
JOB TYPE:	Full Time
APPLICATION DEADLINE:	December, 21 <sup>st</sup> 2022
START DATE:	February 1 <sup>st</sup> , 2023

### **ABOUT VICTORIA GOLF CLUB**

The Victoria Golf Club (VGC), founded in 1893, is the oldest 18-hole golf course in Canada in its original location, and the second oldest in North America. A links-style course, the dynamic relationship between golfer and environment are more closely knit than ever at VGC. Designed as nature allowed, our golf course is best experienced while walking and enjoying the magnificent west coast environment.

### **Macan's Pub & Dining Room**

Whether it's hole-in-one beers with a golf group, lunch with colleagues on the patio, fine-dining with good friends or a holiday brunch with the family, the hospitality team at VGC is second to none. Proudly providing creative and timeless drinks, attentive service and fresh West Coast produce, some grown in our own on-site garden. Touting a full bar and restaurant, Macan's Pub and Dining Room offers a roaring fire in the winter and a cool patio in the summer. In our Dining Room, we offer incredible views of our historic golf course in an upscale setting, as well as a fully-stocked, glass-encased display of wine fines. In Macan's Pub, Members enjoy more views of our golf course and first tee, as well as a stately bar featuring local craft beers, a fine selection of scotch and whiskey and more. A place to enjoy classic pub fare, as well as an ever-changing fine-dining menu.

### **Members**

The Club is owned by its Members and is split between Voting and Non-Voting categories, Memberships are non-equity at VGC. The Membership at the Club elects its Board of Directors annually at the Spring Annual General Meeting (AGM). Dues, fees budgets and capital improvements are voted on by the Membership at the AGM as well as any Bylaw changes. Club rules are set and modified by the Board.



## **JOB SUMMARY**

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Manages the Food and Beverage (F&B) front-of-house (FOH) Team and the service of Members and guests in the restaurant and catering facilities. Oversees all administrative and operational aspects of service in Macan's Pub & Dining Room. Assists in the development of food and labour budgets for the F&B department. Works closely with the Executive Chef, Beverage Manager, Event Manager and other departments to assure that Member experience and expectations are not only met, but exceeded.

## **STRUCTURE**

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<b>Reports to:</b>	General Manager
<b>Direct Reports:</b>	Bar Manager, Event Manager, F&B Supervisors, serving staff, expeditors, bus persons
<b>Works with:</b>	Executive Chef, Head Golf Professional, Superintendent, Director of Membership Marketing, Director of Communications, Controller

## **DUTIES AND RESPONSIBILITIES**

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### **Club Members**

- Manages day-to-day floor operations, reservations, and quality control
- Replies and corresponds with all F&B related feedback forms submitted
- Fields a la carte service complaints and concerns and ensures positive Member and Guest experience through frequent table touches
- Ensure and measure Member and guest satisfaction, exceed expectations
- Ensures Members follow Club rules (dress code, cell phone use, etc.)
- Monitor and oversee Member behaviour and etiquette in all F&B areas of the Club

### **VGC Team Members**

- Oversees hiring and training of new team members
- Ensure FOH Team follows service standards, dress code, and completes all duties required
- Tracks and tests for employee knowledge of F&B information
- Conducts performance appraisals of the FOH Team
- Manages any Team conflicts or disciplinary actions following Club procedure
- Oversee periodic FOH Team meetings to ensure a high level of team coordination and address team concerns
- Troubleshoots cash-out issues and/or Member charge issues
- Control QSA's/voids when necessary

### **Department Management**

- Follow all food, liquor and safety regulations



- Maintains POS system, including adding/removing menu items, and resolving technical issues
- Coordinates FOH Team scheduling, payroll, and tip distribution
- Keeps health, safety, and liquor licensing up to date and ensures employee compliance
- Attends weekly management meetings
- Consults daily with the Executive Chef, Beverage Manager and Event Manager to ensure service consistently meet or exceeds the expectation of Members and Guests
- Create a departmental operating budget in collaboration with the Executive Chef
- Submit department communication to the Director of Communications outlining all Food and Beverage events, updates and promotions or website updates
- Work with VGC vendors to ensure clear communication, preferred pricing and accurate ordering

## **REQUIRES SKILLS, KNOWLEDGE AND ABILITIES**

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### **Technical Skills and Knowledge**

- Experience with POS systems
- Advanced knowledge of Microsoft Office
- Background experience in the golf industry is an asset, but not required

### **Abilities**

- Friendly, extroverted personality
- Must be able to work in a fast-paced environment
- High level of organizational skills
- Passionate about customer service
- Keen understanding of the Food and Beverage industry
- Must be process-oriented

## **WORK CHARACTERISTICS**

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### **Work Characteristics**

- May require infrequent heavy lifting
- Will be required to work on a shift basis, including evenings, weekends and holidays when necessary

## **KEY PERFORMANCE INDICATORS**

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- Create and review cost and sales statistics (menu-mix)
- Maintaining established service standards
- Provides weekly, monthly and annual financial report to General Manager and F&B Committee
- Create and maintain labour and cost budgets to ensure financial goals are met
- Controlling inventory
- Improving Member survey benchmarks in:



- Friendliness
- Attentiveness
- Professionalism
- Order Accuracy

Please send your resume and cover letter to:  
General Manager, Richard Ingle  
richard@victoriagolf.com