



Mountaintop Golf & Lake Club is a private family club nestled in the Blue Ridge Mountains of western North Carolina. Our mission is to deliver high quality experiences through services focused on our Core Values and aimed at enriching the lives of each club member at Mountaintop! Because of our culture and focus on providing outstanding services, we are confident that your employee experience here will be inspiring and rewarding.

**Job Title: Food & Beverage Manager**

**Reports to:** Food & Beverage Director & Clubhouse Manager

**Status:** Exempt

**Position Summary:**

The primary focus for this position is to manage all F&B service areas to meet and exceed the expectations of our members and guests. Strong operational floor supervision and presence during restaurant and bar service is essential. Coaching and training to ensure optimal member service levels is required. Expected to be a key partner with overall direction, execution, coordination, ongoing evaluation of all F&B operations and outlets.

Candidate should have a passion for creating an outstanding guest service experience and be able to ensure that all member requests and expectations are met and exceeded daily. Candidate must be able to work independently, without direct supervision as well as be a strong team player. Candidate also must be able to think clearly, analyze and resolve problems in a timely manner, while exercising good judgment in all situations. Additionally, the candidate should have strong computer skills including Microsoft Suite, Jonas a plus.

**Essential Duties and Responsibilities:**

- Communicate daily with the F&B Director to ensure a coordinated effort at providing a quality clubhouse experience for all members and guests.
- Ensure compliance with standard operating procedures in the areas of guest satisfaction, food & beverage cost, labor cost, safety, sanitation, and product preparation.
- Actively monitor member services to ensure standards of operation constantly meet or exceed the presently established guidelines.
- Consistently demonstrates accuracy, thoroughness, neatness, and dependability to produce results in a timely and cost-effective manner.
- Enforce all the club rules and regulations governing the use of Mountaintop facilities.
- Operate and maintain dining areas staffed with knowledgeable and competent personnel.
- Inspect outlets daily prior to opening and again at closing to ascertain any maintenance, repairs, or additional cleanup needs.
- Maintain high visibility in dining room to receive members and guests and to ensure prompt, efficient and knowledgeable service.
- Hold daily service meetings for servers. The topics of discussion should be ongoing training information, additions to the menu for that shift and a general inspection of employee readiness for the day.
- Meet revenue and expense goals and manage within budgetary restraints.



- Ensures Jonas Procedures are followed and executed professionally.
- Handle personnel problems as they arise in food and beverage and report to the Food and Beverage Director.
- Handle member problems as they arise, professionally as possible and/or report to the Food and Beverage Director.
- Assist with annual performance reviews of employees.
- Assist with recruiting and interviewing of prospective employees.
- Attend all relevant operational meetings.
- Complete daily/weekly reports as required.
- Administrative duties will include but are not limited to menu preparation, scheduling, ordering, coding invoices, creating BEO's, and budgeting.
- Possess excellent leadership qualities.
- Able to multi-task and prioritize in accordance with changing circumstances.
- Is even tempered and team spirited.
- Assures that all state and local laws and club policies and procedures for the service of alcoholic beverages are consistently followed.
- Maintains bar and supplies inventory system for alcoholic beverages including wines, non-alcoholic beverages and mixers glassware and paper and other bar supplies.
- Works with Food & Beverage Director and Clubhouse Manager to help develop wine program.
- Test employees with service exams on a regular basis as part of ongoing training.
- Help develop Food & Beverage standard of service and training program for all new employees.
- Responsible for server and bartender education about food products and liquor/wine products served at Mountaintop.
- Assist with any special projects as assigned by supervisor.
- Direct reports: bar supervisor and the lake club supervisor.
- Act as a Manager on Duty in absence of Food and Beverage Director

**Qualifications:**

- Minimum 1+ year experience food & beverage bar or floor manager in restaurants, hotels and/or a medium sized banquet/catering operation (private club a plus)
- In depth knowledge of food, wine, and alcoholic beverages
- Proven success in creating and ensuring high level banquet and a la carte service standards are met.
- Highly organized. Successful multi-tasker
- Meticulous attention to detail
- Excellent oral and written English communication skills.
- Skilled in MS Office; Word, Excel, Outlook
- Strong team player

**Benefits:**

We offer competitive pay and a wide range of benefits for eligible employees.

- 401(k)
- Health Insurance
- Dental Insurance
- Vision Insurance
- Accident Insurance
- Life Insurance
- Paid Time Off
- Jury Duty and Bereavement Leave
- Complimentary Shift Meal
- Employee Recognition Programs
- Employee Discounts on select merchandise and services
- Employee Golf Privileges

**Applications:**

To apply for this position, please visit us at [www.mountaintopgolfclub.com/careers](http://www.mountaintopgolfclub.com/careers) and click "View Job Opportunities" at the bottom of the page or email your resume to Danielle Grobler, *Food & Beverage Director* at [dgrobler@mountaintopgolfclub.com](mailto:dgrobler@mountaintopgolfclub.com) .