



# *Carolina Country Club*

## **Food and Beverage Manager Candidate Profile**

**Mission Statement:** Through excellence and gracious hospitality, we work together to enrich lives.

Carolina Country Club located in Raleigh, North Carolina was established in 1910 and has remained at its original location since inception. The Club, as one of the nation's best private clubs, has been recognized as a five-star Platinum Club by a respected industry survey of peer club managers and presidents and earned the designation of a distinguished Emerald Club of the World by Boardroom Magazine. The membership enjoys first class facilities in all areas including golf, tennis, wellness, youth activities, aquatics, and food and beverage service, with each area led by an experienced and talented group of managers and professionals.





# Carolina Country Club

## Club Amenities:

18-hole of Championship Golf

12 Tennis Courts and Pro Shop

Wellness, Aquatics, and Youth Facility including 2 outdoor swimming pools

## Dining Options:

**Grille Room** - Family Casual Dining

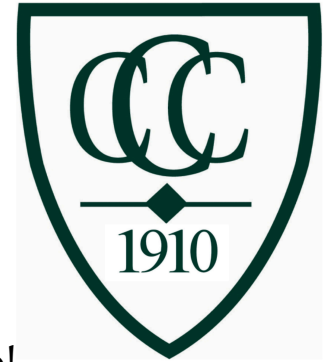
**Bistro 1910** - Casual Dining, Adult Only

**The Bloomsbury** - Upscale Dining, Adult Only

**19<sup>th</sup> Hole** - Adult Only

**The Lagoon & Gator Bar** - Poolside

**Banquet Facilities** - Hosting Events from 2-1,500 people!





# Carolina Country Club

## Food and Beverage Manager

### Candidate Profile

#### Job Summary:

Food & Beverage Manager/s are responsible for the management of all the Club dining outlets to include casual dining, banquets, upscale dining, beverage, halfway house and locker room concierge in a professional and friendly manner assuring that member's satisfaction standards are consistently attained. Supervises F&B employees and assists with staff training and development. Applies relevant marketing principles to assure the wants and needs of club members and guests are consistently exceeded. Maintains order, sanitation and cleanliness throughout the Club and its outlets. This position will embody the Carolina Country Club Mission Statement and Absolutes.



#### Absolutes:

1. Engage - Greet by name, build relationships, fond farewell
2. Maintain a culture of trust and respect
3. Welcoming - Smile, positive attitude, enthusiasm
4. Look for and act upon every opportunity to create memorable moments
5. Be accountable for immediately solving problems or find someone who can
6. Continuously improve experience with effort, innovations, and creativity
7. Diligently maintain clean and safe facilities



# *Carolina Country Club*

## **Food and Beverage Manager Job Functions Include:**

- Receives, greets and seats members by name and guests.
- In upscale and/or casual dining, suggest and describe available appetizers, entrees, desserts, alcoholic beverages and wines to members and guests.
- Receives and reviews daily BEO's and assist in the daily tasks of banquet staff.
- Coordinates food service between kitchen and service staff.
- Inspects all linens daily for proper appearance.
- Oversees and maintains all service ware items.
- Resolves member and guest complaints.
- Assures that all safety, accident and emergency policies and procedures are in place and consistently followed.
- Assures that revenue control procedures are continually followed.
- Selects, trains, schedules, supervises and evaluates service staff.
- Inspects dining and/or bar area to ensure proper maintenance, cleanliness and safety.
- For special functions or events, provides layout and design recommendations to applicable managers.
- Suggests dining room decorations for special themes.
- Assures that pre-opening and closing cleaning tasks are assigned and completed as required.
- Where applicable, manages the guest reservation system; manages a waiting list if necessary.
- Assists with service of food and beverages in outlets and for special functions when needed.
- Assists with table clearing and re-setting as needed.
- Suggests to management when additional service supplies and small equipment are needed.
- Follows and enforces established Club rules, regulations and policies.
- Serve as club's opening or closing manager or manager on duty, completes and turns in "end of shift" and day reports.
- Assists in inventory assessments.
- Suggestively sells daily specials to all members and guests.
- Assists and or conducts pre-service employee briefings (line-up meetings).
- Assures that local and state laws and the club's policies and procedures for the service of alcoholic beverages are consistently followed.
- Completes and/or delegates other appropriate assignments and projects as required.
- Speak with others using clear and professional language, ensure uniform and personal appearance are clean and professional.
- Create a high level of moral and atmosphere of Platinum Service within the F&B department, developing a good working relationship with other departments through cooperation and professionalism.
- Professionally and quickly handles complaints from club members, guests, and visitor and communicates other relative departments and reports to the Club Manager.
- Understands Clubs safety and security policies and enforces such policies.
- Stays alert and promptly reports accidents, injuries, maintenance issues, suspicious activity and unsafe work conditions to management.
- Completes required computer-based courses, North Carolina Alcohol Beverage Control rules and regulations and participates regularly in member name game.





### Salary and Benefits:

Salary is open and commensurate with qualifications and experience. The club offers a competitive benefits Package including – Medical Coverage 100% premium paid by CCC (with Wellness Plan), \$20K Life Insurance, Dental & Vision Plans, 401K Plan with Company Match, CCC Foundation supporting Scholarships and Hardships, and CMAA Education Allowance.

### Visit the Website

Interested candidates should submit cover letters and resumes to Clubhouse Manager – James Mason, CCM, [jmason@carolinacc.net](mailto:jmason@carolinacc.net) and complete the application process on the club website under the employment section.

