



1248 Hermitage Road
Manakin Sabot, VA 23103
www.hermitagecountryclub.com
804.784.5234

SERVICE OPERATIONS MANAGER AT HERMITAGE COUNTRY CLUB

Hermitage Country Club, located in Richmond, VA, desires to attract an experienced, dynamic, and achievement-oriented Service Operations Manager to help motivate and lead its young and energetic Front of the House Food & Beverage team. The ideal candidate will play an essential role within an active executive team, supporting a club renowned for its commitment to an exceptional work environment, and continuous pursuit of excellence for both members and staff. Supported by the service mission of the Club, the Service Operations Manager will lead a team dedicated to consistently creating treasured and distinctive member experiences reflective of the club's renowned social and hospitality environments. If you are a dynamic leader with a passion for food and beverage and a commitment to delivering unparalleled service, we invite you to explore this exciting opportunity to join Hermitage Country Club and contribute to its continued legacy of excellence.

ABOUT HERMITAGE COUNTRY CLUB

Hermitage Country Club is a private country club located in Manakin Sabot, a suburb of the state capital of Richmond. Founded in 1900, it is one of the oldest golf clubs in Virginia. The club hosted the PGA Championship in 1949, at the course that later became Henrico County's Belmont Golf Course. In the 1970s, the club sold its old property to the county and moved to their current location in Manakin Sabot. Current amenities include two 18-hole golf courses which play host to two of the most prestigious and (just flat out fun!) amateur events held annually at Hermitage Country Club: The **Valentine Invitational** attracts some of the best talent in men's amateur golf from all over the country and has done so since 1931. The **Tommy Galloway Father-Son** has become just as vital a staple of the Mid-Atlantic golf season. Since the 1950's fathers and sons have placed this on their calendar as a highlight not to be missed.

Amenities also include a full-service fitness center, in-door and outdoor racquet facilities (tennis, pickleball and paddleball), pool complex and multiple dining venues.

BRIEF JOB DESCRIPTION

The Service Operations Manager assumes responsibilities of Dining Operations. He or she will work closely with the Clubhouse Manager, Executive Chef, and other F & B Assistant Managers to ensure member satisfaction. He or she will have a strong and highly visible presence with the membership, and must be an exceptional communicator, having excellent personal interactive skills. Must communicate expectations to a diverse staff and positively motivate them to understand and execute those expectations.

CANDIDATE QUALIFICATIONS

Successful candidate will be highly motivated, passionate, organized, and a detail-oriented hospitality professional with verifiable experience of successfully leading teams in private clubs, hotels, resorts or restaurants. Candidate must also have a strong work ethic, positive attitude, genuine enthusiasm for delivering hospitality excellence, astute financial acumen, knowledge of wine, and broad food and beverage management experience. College degree is a plus, but not required.

JOB KNOWLEDGE, CORE COMPETENCIES AND EXPECTATIONS

- Food and Beverage cost controls and operating procedures.
- Menu design.
- Marketing and promotions.
- Wine, spirits and bar operations.
- Point-of-sales systems.
- Strong interpersonal and organizational skills.
- Polished, professional appearance and presentation.
- Manage stress and time.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.
- Work collaboratively with the Clubhouse Manager/ Executive Chef in building social event programming at the club and establishing innovative ideas for dining and service.
- Is a proven leader who can manage their time and establish and manage priorities.
- Build, train, and maintain employee teams.
- Polished communication skills among Members and guests and visibility among Members and guests. These are incredibly important attributes of the incoming SOM.

JOB TASKS/DUTIES:

- Monitors and takes corrective action as necessary to assure that budgeted sales and cost goals are attained.
- Develops and implements policies and procedures for food and beverage and banquet departments.
- Responsible for proper cash and charge procedures, guest check analysis, tip reports, ticket controls and daily sales reports and analysis.
- Reviews and oversees the department's long-range staffing needs.
- Assists in recruitment, training, supervision and termination of food and beverage staff.
- Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- Monitors employee records to minimize overtime and keep labor costs within budget.
- Assures that all applicable club policies and procedures are followed.
- Helps plan and approves external and internal marketing and sales promotion activities for the department's outlets and special club events.
- Ensures that all new employees receive the appropriate safety instructions and training; establishes and enforces all safety policies and procedures including OSHA regulations

and ensures that appropriate proof of training is documented to the employees' personnel files.

- Research new products and evaluates their cost and profit benefits.
- Drive the development of cocktail lists and beverage sales promotion programs.
- Addresses member and guest complaints and advises the Clubhouse Manager about appropriate corrective actions taken.
- Monitors appearance, upkeep and cleanliness of all food and beverage equipment and facilities.
- Monitors employee dress codes according to policies and procedures.
- Monitors or manages physical inventory verification and provides updated information to the Accounting Department.
- Ensures that an accurate reservation system is in place.
- Schedules and coordinates the work of team to assure that service is within budgeted labor cost goals as well as auditing and approving weekly payroll.
- Serves as manager-on-duty on a scheduled basis.
- Complete periodic china, glass, and silverware inventories.
- Implement and monitor sanitation and cleaning schedules.
- Completes other appropriate assignments from the Clubhouse Manager.

EDUCATIONAL REQUIREMENTS

- Four-year college or university degree in Hospitality Management or Culinary Arts, Preferred.
- Five years or more as a food and beverage managerial experience with most in a similar position in a fine dining situation, Preferred.

SALARY RANGE

- Compensation commensurate with experience

OTHER BENEFITS

- Hermitage Country Club (HCC) is committed to providing a comprehensive benefit program for your physical and financial wellness, creating value in your most important investment - you!
- For your physical wellness we offer competitive medical coverage through Anthem Blue Cross Blue Shield, dental coverage through Guardian as well as vision insurance. Our Vacation (3 weeks), Sick and Personal programs are available for you to rejuvenate with time off. For your financial wellness, we provide a wide array of coverage, including employer paid life insurance, supplemental employee, spousal and child life insurance as well as short and long-term disability plans. Our 401(k) Plan with a 6% employer contribution provides an additional incentive for choosing HCC as the employer of your future. Specific details and eligibility of these programs vary by employment status.
- Hermitage Country Club is an Equal Opportunity Employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, and other legally protected characteristics.

PLEASE SEND RESUMES TO:

Scott Little, CCM
1248 Hermitage Rd.
Manakin Sabot, VA 23103
PHONE: 804.708.8926

[Apply Online](#)
scottl@hermitagecountryclub.com