



NC STATE

UNIVERSITY CLUB

*North Carolina State University Club***JOB DESCRIPTION**

POSITION TITLE: Assistant F&B Manager
DEPARTMENT: Food & Beverage
REPORTS TO: Food & Beverage Manager
DIVISION HEAD: Clubhouse Manager

STATUS:	Exempt	<input checked="" type="checkbox"/>	Non-Exempt	<input type="checkbox"/>
	Full-time	<input checked="" type="checkbox"/>	Part-time	<input type="checkbox"/>
	Seasonal	<input type="checkbox"/>	Temporary	<input type="checkbox"/>

JOB SUMMARY/PURPOSE:

Responsible for assisting the F&B Manager in the daily operations of Dining & Bar operations. Provide a quality dining experience for all Members & guests. This position requires Tip & Serve Safe Certification.

PRINCIPAL RESPONSIBILITIES:

- Monitors the dining room and bar staff in all aspects for quality service to our members & guests; able to problem solve at a moment's notice.
- Ensures dining room guests have been served in accordance to Club standards and all their dining needs have been met according to established service standards.
- Listens to, and then responds to the comments, requests and questions from the customers and the staff. Communicate with the customers and solicit their input (good or bad).
- Makes sure that the customer leaves satisfied; settles any disputes while maintaining good customer relations.
- Schedules and maintains compliance for TIP & Serve Safe training for all servers.
- Must be able to work with Club Essential POS System; placing food and liquor items onto the data base, checking prices as needed, and troubleshooting for the staff when there are problems with the Jonas machines. Train staff on system and run management reports.
- Assists in Schedules (two weeks out) all bar/dining room personnel; keeping track of special functions and parties. Must also be aware of vacation, PTO hours, keeping full-time employees on task with their hours and be aware of staff requests for time off.
- Assist in developing and implementing ideas for the sales of food and liquor and promotes the restaurant through advertising by various means.
- Maintains a safe, clean and healthy environment for all the guests and staff, ensuring all safety rules are followed.
- Completes accurate cash reports at end of each shift and reconciles the credit cards and cash. Counts receipts and processes reports at the close of the restaurant.
- Makes sure wait staff/bar staff opening and closing work is complete and properly submitted
- Responsible for the ordering and storing of liquor (at the lowest price available) and processing of invoices in a timely manner as well as maintaining the invoice log.
- Responsible for executing monthly inventories of liquor and tracking of bar sales and meeting budget requirements. Controls cost of sales and enforces proper pouring and serving techniques.
- Controls labor and operation costs and monitors expenditures such as linen services, repair and replacement supplies, and other expenses by properly training staff to minimize waste.
- Interviews and screens job applicants for dining room servers, hostesses, bar staff and other dining room support staff and prepares necessary forms for HR Department.
- Assists in the implementation of ideas for the ongoing education of the dining room/bar staff. Provides input on required performance appraisals for all employees.
- Enforces dress code and ensures all North Carolina State University Club policies are enforced.
- Answers and fields telephone calls.
- Acts as a wait staff person, host (ess), bus person, bartender at a moment's notice, while still retaining the qualities necessary to manage the staff.
- Prepares and ensures that facility opening and closing checklists are completed each day, checks kitchen equipment before leaving, lock-up, and sets alarms when closing.
- Attends weekly meetings with the Senior Staff and monthly Committee meetings.
- Assumes additional responsibilities as assigned by the F&B Manager or Clubhouse Manager
- Inspects dining room for neatness and cleanliness.
- Ensures a pre-meal meeting is conducted before each meal period and all staff attends to include kitchen person ale.
- Enforces all established North Carolina State University club rules, regulations and policies.
- Assures that state and local laws and the Club's policies and procedures for the service of alcoholic beverages are consistently followed.
- Makes sure that the customer leaves satisfied; settles any disputes while maintaining good customer relations.
- Fields phone call inquiries from potential guests and returns all phone calls and emails within 24 hours.
- Maintains a safe, clean and healthy environment for all the members, guests and staff, ensuring all safety rules are followed
- Must be available for work holidays and weekends when necessary.
- Must be able to communicate effectively with management and staff.
- Adhere to the dress code and policies of the North Carolina State University Club
- Control costs by properly using and maintaining equipment and supplies.
- Assists the banquet manager in the execution of Banquet and special events for the club.

MINIMUM EDUCATION:

High School diploma

EXPERIENCE:

Combination of education and previous experience that provides the required knowledge, skills, and abilities. TIP (Training for Intervention Procedures) certified. Serve Safe Certified.

Direct experience in managing dining service; knowledge of dining room flow, customer service, food and beverage operations in a private club environment

EQUIPMENT USED:

All equipment typically used in a private club dining setting.

WORKING ENVIRONMENT:

Able to work with little supervision. Long periods of standing, bending, crouching, reaching & running. Must be able to lift 50+ pounds. Work in non-temperature controlled environments. Must be able to work around time requirements required at a private club environment.

COMMUNICATION REQUIREMENTS:

Active listening skills and ability to articulate information both verbally and in writing. Communication skills to effectively develop member/customer relationships.

PHYSICAL REQUIREMENTS:

Normal speech, hearing, and vision.

SAFETY:

Follow all North Carolina State University Club safety programs, safety guidelines, policies and procedures. Wear, use and enforce all NCSUC personal protection equipment (PPE) as needed on specific jobs and tasks.

Beware of chemical safety and be familiar with all pertinent Material Safety Data Sheets (MSDS) of chemicals which are used in the workplace.

Follow all NCSUCC safety rules including all local, state and federal regulations as they pertain to work at NCSUC.

OTHER REQUIREMENTS:

Must be willing to work weekends and holidays. Ability to work on several tasks simultaneously; maintain composure when dealing with stressful situations; Must have reliable transportation,

Honesty and absolute confidentiality required.

CERTIFICATE:

Tips & Serve Safe.

CUSTOMERS:

External – Contractors, Vendors, Members, Clients

Internal – Staff of NCSUC

CLIENT CONTACT: Frequent

TRAINING: As required by management to perform duties professionally.

EMPLOYEE ACKNOWLEDGEMENT:

A Company representative has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

Employee Signature

Date

Department Director

Date

Salary \$50,000- \$60,000 per year