

11-2018

Assistant Manager:

The Assistant Manager's role will be in our Food and Beverage and Clubhouse Operations. Direct oversight of Seasonal Operations including but not limited to men's only dining, halfway house, pool, tennis facilities. To assist in General Members dining areas when needed. In addition to these operations, on a year-long basis, will be responsible to Beverage ordering and also the training of all of our Front of House Staff. Peak Season hours anticipated 40-60 hours per week, and off season 30-40 hours per week.

The position is at Kennett Square Golf and Country Club, a business established in 1922 for the athletic and social enjoyment of its members. We are open 12 months per year. We offer to our members an 18-hole golf course and practice facility, four clay tennis courts, 3 hard tennis courts, 4 paddle courts, full size swimming pool and multiple dining options.

The position is available immediately and will stay open until it is filled.

Please email me and include a resume and letter of alignment for the position.

[ifeller@ksgcc.com](mailto:ifeller@ksgcc.com)

# ***Kennett Square Golf & Country Club***

## ***Assistant Manager***

### **Job Description**

#### **Description**

To provide the KSGCC members with a unique club atmosphere while exceeding member and guest expectations by providing exceptional beverage and seasonal dining experiences. Additionally, to train our staff to execute at the highest of standards.

#### **General responsibilities**

He or she is responsible for:

- Hires, trains and supervises staff in the Seasonal Food and Beverage and Pool operations
- Responsible for the daily operations of the Bars and Seasonal departments, including pool Café, Pool Bar, 19<sup>th</sup> Hole, Halfway House, lifeguards
- Responsible for the staff of the above mentioned departments including:
  - Hire staff and produce all “HR” paperwork and POS information
  - Review weekly staff schedule
  - Produce job description/specifications
  - Daily staff supervision including side-work and other assignments
  - Monitors staff adherence to policies and procedure
  - Evaluates job performance of staff; corrects, rewards and disciplines staff
  - Ensures that all legal requirements are consistently adhered to including wage and hour and federal, state and/or local laws pertaining to alcoholic beverages
- Maintain TIPS certification and assure staff certification
- Develop and implement training manuals and procedures
- Develop and implement new staff orientation with policies and procedures
- Develops and Maintains Year Long training programs for all front of house service staff
- Actively visible during member dining, Seasonal operations and banquet hours
- Maintains appearance, upkeep and cleanliness of all Bar and Seasonal Operations facilities
  - Assists Member Dining Manager in Dining Room and Banquet Cleanliness
- Personally handles member, guest and employee complaints and advises the Clubhouse Manager about appropriate corrective actions taken
- Monitors and maintains the POS as it pertains to the Seasonal Operations
- Responsible for beverage ordering, stocking and inventory
- Assures that all standard operating procedures for revenue and cost control are in place and utilized
- Assists in all other dining areas as needed and when seasonal operations are slow
- Work with house committee to meet and exceed member expectations
- Attends club management (CMAA) workshops as requested
- Assists other supervisors and managers in overall operations of the Club
- Undertakes special projects as assigned by the Clubhouse Manager
- Assists in closing and locking the facilities

#### **Reporting**

- Reports directly to the Dining and Events Manager/Assist Clubhouse Manager or Clubhouse General Manager – as Organizational chart describes. Effective November 2018