

Austin Country Club Position Description

I. Position: Assistant Clubhouse Manager of Banquet Operations

II. Reports to: Executive Clubhouse Manager

III. Job Summary

The Assistant Clubhouse Manager has general charge of all Banquet Operations and service personnel. He/she will coordinate room set-up/break-down/re-sets and the staffing scheduling and service execution of all club social affairs and outside banquet events. He/she must exercise sound fiscal management of payroll and supplies and report operating results on a regular basis. He/she will be responsible for staff development, training, banquet billing, banquet rentals and other tasks associated with the successful operations of the banquet department. In addition he/she shall in non-banquet hours assist in the supervision of line staff for the Restaurant Department and Clubhouse Department in conjunction with those individuals directly responsible for those areas. He/she will pursue the highest quality levels of clubhouse facilities and services for the enjoyment of members and their guests.

IV. Major Responsibilities

- A.** Recruit, hire, train, supervise and review the staff necessary for banquets, restaurant and beverage departments. Assures that effective orientation and training for new staff and professional development activities are developed, implemented and ongoing.
- B.** Implement policies and operating standards for the planning and execution of banquets and special events. Develop ongoing training and incentive programs for service personnel. Assists in the development of special event planning and the marketing and promotional activities for the same.
- C.** Establish and administer systems for purchasing, receiving, storing and inventorying all banquet and dining room supplies. Assist in the evaluation and the monitoring systems of control for other clubhouse departments.
- D.** Inspects to ensure all safety, sanitation, energy management and preventive maintenance programs and standards are created, implemented and monitored within the banquet area as well as assisting with the same throughout clubhouse operations.

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- E.** Helps plan the organizational chart, staffing, scheduling procedures and job descriptions for banquet related positions as well as to coordinate with other manager's club-wide staffing requirements. Manages the short/long range staffing needs for the banquet department.
- F.** Assists in the development of operating and capital budgets primarily for the banquet department. Monitors, reports and takes corrective action as necessary to assure that budgeted sales and cost goals are attained. Identifies problem areas and recommends actions to remedy negative operating results.
- G.** Standardizes diagrams for room layout, seating capacities and buffets with details descriptions for each food station. Hold pre-function meetings with staff to ensure smooth and efficient service followed by details notes to be forwarded to the files.
- H.** Works directly with the Catering Sales Director, Director of Housekeeping, Executive Chef and Assistant Clubhouse Manager's and Executive Clubhouse Manager to ensure that open lines of communication exist in order to successfully execute events.
- I.** Enforces all rules and club policies for use of the club for members and guests. Familiar with all club policies and operating procedures as listed in the member handbook and sports calendars (Golf, Tennis, Fitness, and Swim). Personally handles member and guest complaints in a warm and conciliatory manner, advising the General Manager of the situation and the corrective actions taken.
- J.** Greets guests and plans the execution of actual service on an ongoing basis primarily in the banquet department. In the absence of banquet activities will assist and coordinate service activities in all member dining areas as well in order to maintain a rapport with membership while monitoring the quantity and quality of service from food and beverage personnel.
- K.** Maintains and forwards all documentation of food and beverage personnel under his/her supervision to human resources for filing. Ensures all legal requirements are consistently adhered to for local, state and federal employment agencies.

L. He/she will be a contributing member of this team by actively participating in Food & Beverage and other scheduled meetings.

M. Continuing education is an important part of our professional development. He/she should keep up to date through trade journals, club industry manuals and other industry related material. He/she will track certification requirements in an effort to obtain the Certified Club Manager designation.

N. All other duties as assigned.

V. Position Supervises: Banquet Captains, Banquet Service Team

VI. Qualifications:

- College Graduate, preferably in Hotel and Restaurant Management or equivalent curriculum. Suitable industry experience may be a substitute.
- Candidate should have proven supervisory experience.
- Must be proficient in Microsoft Applications.
- Must have the ability to perform multiple tasks.
- Experience with managing a Point of Sale System is a plus.
- Employee should possess a pleasant demeanor and should feel comfortable and confident in a country club setting.

Compensation: Competitive base salary with bonus opportunity, excellent benefits with affordable group medical, dental, life, long and short term disability insurances, 401k retirement program, personal time off benefits, education and other comps negotiable.

Please send resumes to: Jasmin Minaya
Director of Human Resources
Austin Country Club
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Austin, TX 78746
NO PHONE CALLS PLEASE
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