

CCLA Director of Catering - Job Description

ABOUT THE COUNTRY CLUB OF LOUISIANA

The Country Club of Louisiana is a private, member owned club located in Baton Rouge, Louisiana. Situated on the Mississippi River, Baton Rouge is the capital of Louisiana and its second-largest city. Baton Rouge, French for “red stick,” is a thriving city that is home to both LSU and Southern University and numerous businesses and industrial facilities. Known for its great people, unique food, and lively music, the city has something for everyone – it represents the best of Louisiana's vibrant culture. Centuries old oaks, magnolias and other trees indigenous to the state of Louisiana, combined with scenic lakes and historic bluffs create the natural setting for The Country Club of Louisiana. Developed in 1985, the beautiful custom homes, Jack Nicklaus designed championship golf course, majestic Louisiana plantation clubhouse with tennis, fitness, and swimming facilities make The Country Club of Louisiana one of the country's finest residential and recreational communities. A legendary landmark celebrated for its quiet elegance and beauty, The Country Club of Louisiana's Jack Nicklaus signature course is one of the premier golf courses in Louisiana and the south. People travel from all over to play the course and it is listed as a favorite by many. The golf course and practice green underwent extensive renovations during the summer of 2012. It has since been ranked #1 by Golf Digest for the last five years. CCLA's reputation in golf is equaled by its tennis facilities. Members have access to ten impeccably maintained outdoor rubico clay tennis courts along with three indoor, hard, tennis courts, and three full time tennis professionals.

MISSION STATEMENT

The Country Club of Louisiana is a private, Member-owned, full service country club dedicated to providing its Members, their families, and guests with exceptional experiences throughout facilities and services in a family friendly environment.

VISION AND VALUES

Create a peaceful escape where Members, families, and friends can meet, play, relax, and return. Core Values: Integrity, Respect, Innovation, Financial Responsibility, Excellent Service

THE COUNTRY CLUB OF LOUISIANA BY THE NUMBERS:

- \$7.9M Annual operating revenue
 - \$3.7M Annual dues revenue
 - \$2.3M Annual F&B revenue
 - 120 Employees
 - 9 Board members
 - Average age of members – 56

POSITION SUMMARY

The Director of Catering directly reports to the Assistant General Manager. The position is a department head, senior management position within the Club organization and works closely with all Club department heads to ensure the successful operation of the Club. This individual will help develop and achieve the operational goals of the Club and support the cultural identity of the Club, particularly as it relates to planning and organizing Member events. This position will work in concert with and support the defined objectives of the role and deliver upon the expectations of the Membership and House Committee. The position is one of high interaction with all department leaders requiring a strong personal and professional presence. Effective communication skills are critical along with the ability to be clear, concise, positive, creative, energized and passionate about the financial position of the Club, and ways to improve the operation through supporting departments with timely, accurate, and useful information as it relates to private and club events. Development and mentorship of staff supporting professional development of the team is imperative. An appropriate balance representing the Club in an ambassadorship role outside the Club and appropriate professional organizations is expected.

JOB DESCRIPTION

Promote the club's dining facilities for private banquets, business and social meetings and other Member- related activities. Develop contracts for and oversees all administrative and operational aspects of preparing and serving events. Work with banquet and other departments to assure that the guests' expectations are exceeded. Direct daily operation of the Catering Office and private banquet rooms, plan all Club related events to exceed Members expectations, budgets and executions.

Interaction: Frequent Interaction: with Board Members, Club Members, Vendors, and Financial Institutions.

Job Knowledge, Core Competencies and Expectations:

- Promotes, advertises, and markets the club's social event facilities and capabilities to all Members.
 - Helps Member clients arrange banquets, luncheons, meetings, weddings, dances and other social events; obtains pertinent information needed for guest planning.
 - Provides guest tours and offers suggestions in efforts to sell the club's facilities for the occasion being planned.
 - Works with the Executive Chef to determine selling prices, menus and other details for catered events; oversees the development of contracts
 - Suggests and helps guests plan menus in conjunction with the Executive Chef and/or other culinary personnel
 - Transmits necessary information to and coordinates event planning with production, serving and housekeeping staffs; arranges for printing of menus, procuring of decorations, entertainment, and other special requests, etc.
 - Inspects finished arrangements; shall be present to oversee the actual greeting and serving of guests for

most functions and all major Club events.

- Checks function sheets against actual room set-up; oversees personnel scheduling for special functions and

may help supervise service personnel

- Oversees scheduling and direction of BEO - Function employee meetings
- Handles client complaints
- Maintains past and potential client files; schedules calls/visits to assess on-going needs of prospective

clients for catering services

- Helps develop catering budgets; reviews financial reports and takes corrective actions as appropriate to

help assure that budget goals are met

- Helps guests with parking, room set-up, entertainment, decorations, audio/visual and any other requirements integral to events being planned
- Represents Members' needs and interests on applicable Club committees
- Obtains necessary permits for special events/functions (i.e. 4th of July fireworks permit)
- Arranges prompt payment for all events and collects deposits as appropriate.
- Critiques functions to determine future opportunities and to implement necessary changes for increased

quality of Member's experiences.

- Attends management meetings to review policies and procedures, upcoming business and to continually

develop quality and image of banquet and catering functions.

- Tracks new products and trends in food service and catering applicable to the club.
- Ensures the security of valuables (club's, guests' and members' property) during catered events.
- Ensures that proper housekeeping and energy conservation procedures are always followed
- Plans professional development and training activities for self and subordinate staff.
- Perform all work-related duties as assigned by Assistant General Manager or General Manager.
- Attend House Committee Meetings.
- Attend any and all meetings pertinent to club events.
- Coordinate with POA, Tennis, Swim, and Golf on calendars.

- Assist with new member reception tours.
- Attend “Meet the Board” functions.

Working Conditions:

- Office Setting
- Restaurant / Banquet Hall setting
- Occasionally, exposed to hot or cold weather conditions for outdoor functions

Special Requirements:

- Ability to keep information confidential.
 - Must possess an outgoing personality.
 - Must possess honesty and integrity.
 - Must be courteous and tactful at all times.
 - Must treat others with kindness and respect.
 - Ability to effectively communicate policy and programs in a professional manner to Members and staff.
 - Excellent organizational skills.
 - Good supervisory skills.
 - Good communication skills.
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- Ability to sell Club Banquet services to Members and public.
 - Knowledge of business management, food service, and wines.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those

that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is occasionally required to stand, walk, climb stairs, balance stoop, kneel, crouch, crawl and/or sit up to eight hours per day.
- Use hands to finger, handle, or feel objects, tools and/or controls.
- Reach with hands and arms.
- Hearing and talking sufficient enough to communicate with members, vendors, and staff.
- Specific vision abilities include close vision, vision sufficient enough to read, distance vision, color vision,

peripheral vision, depth perception, and the ability to adjust focus.

- Must be able to push, pull or lift up to 30 lbs.

- Independent mobility through clubhouse.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's Degree preferred in Hospitality, Business, or related field.
- Experience with Jonas Software preferred.
- Wedding planner certification preferred.
- NACE affiliation preferred.

Job Type: Full-time