

Northwood Club is currently looking for a Director of Catering. This position would direct the catering office, including planning, budgeting, forecasting, and promoting catering business for the club to its members. Responsible for revenue maximization and control of Catering expenses through effective negotiation of services and accurate forecasting. Overall responsible to adhere with Northwood Club standards.

Northwood Club is a premier country club established in 1946 and located in Dallas, Texas, best known for hosting the 1952 U.S. Open. We just re-opened our newly renovated PGA Championship Golf Course which was named #1 Best Golf Course Renovation and the Club is listed as #1 Elite Club in Avid Golfer Magazine's 2019 Private Clubs. The club also has a Distinguished Clubs of the World Emerald Designation for outstanding member service. Our staff consists of a wide range of professionals who are well recognized in areas of Tennis, Golf and Culinary.

Basic Abilities:

- Prioritize and Organize
- Understand member/client/guest service needs
- Work cohesively with other departments as part of a team
- Excellent communication skills both verbally and in writing; accuracy in grammar and spelling.

Essential Duties:

- Is visible and available during established office hours for the membership.
- Is supportive of team.
- Creates a positive work environment.
- Handle complete process of booking events: inquiries, tours, creating the BEOs, contract in place, decorations and communication to banquets and other departments.
- Determines the customer's needs, space availability, meeting details and food and beverage requirements.
- Menu planning: working with executive chef to ensure any changes to menu or special requests can be accommodated and competitive menu pricing.
- Structure and negotiate pricing on food, set-up, space rental, special requests and other charges for billing with client/member.
- Ensure you and your team anticipate members' needs, respond promptly and acknowledge all members/guests, however busy and whatever time of day.
- Resolve member complaints, ensuring member satisfaction. Provide credits and comps if needed and within reason.
- Arrange purchase, rental and/or set-up of any décor required for all events. Negotiate pricing for the Club or on behalf of the client/member.
- Communicate any changes of function to client/member prior to event.
- Guarantees for events are confirmed 72 hours prior to event and updated in Northstar and communicated to kitchen and banquets.
- Ensure all events are closed and numbers submitted to accounting in a timely manner.

- Have complete knowledge of:
 1. Daily events, VIPs, special occasions
 2. Scheduled in-house group activities, locations and times.
 3. Menu selections, major ingredients, appearance, texture, quality standards, garnish and method of presentation.
 4. Particular characteristics/descriptions of wines/champagnes ordered for event
 5. Groups' name and background
 6. Type of functions and expected attendance/guarantee numbers
 7. Scheduled hours of service
 8. Special requests/arrangements
 9. Order of service, traffic flow in room
- Maintain complete knowledge and abide by state liquor regulations and laws
- Helps develop catering budgets; reviews financial reports and takes corrective action as appropriate to help assure that budget goals are met.
- Enforce Club policy and procedures with department staff at all times.
- Attend Function Meetings to discuss with banquets and chef to review scheduled group's menu and equipment requirements.
- Ensure agreement of delivery and pick –up times, delivery process, amounts and special arrangements.
- Work with controller to ensure vendors used meet requirements of the preferred vendor lists and/or outside pricing is competitive.
- Meet group coordinator/host prior to function, make introduction to banquet manager/captain and ensure everything is to their satisfaction.
- Conduct departmental meetings.
- Ability to supervise and direct Banquet Manager and staff in the absence of the Director of Food & Beverage.
- Attend designated meetings and facilitate weekly BEO meetings.
- Incorporates safe work practices in job performance.
- Commitment and support the Executive Team
- Support the Leadership Team and its programs.
- Commitment to Safety Committee.

Job Knowledge, Skill, and Ability Preferences:

- Ability to read and speak English is required to perform duties.
- Knowledge of software applications for Microsoft Office.
- Knowledge and/or ability to learn software application for Northstar.
- Exceptional organizational skills; maintain accuracy and neatness; ability to multitask.

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.

Interested applicants should email their resume to Rebecca Johnson, HR Manager at RJohnson@northwoodclub.org or apply at <https://northwoodclub.applicantpro.com/>