



## **Position: Food/Beverage and Events Manager**

### **About the Club**

Hillcrest Country Club is in Bartlesville, Oklahoma which is home to Phillips 66 and located only a short drive from Tulsa, Oklahoma. The Club was founded in 1926 and has been a fabric of the community ever since. For generations, the club has combined warm hospitality and gracious service for our members and their guests. The centerpiece of the Hillcrest Country Club amenity profile is the Perry Maxwell designed golf course featuring an 18-hole championship layout. Along with a 43,000 square-foot Clubhouse that offers four different dining room settings, a 3,200 square-foot ballroom setting, family aquatic center, fitness center and outdoor/indoor racquet center. Hillcrest has earned a reputation as being family-focused with wonderful amenities for our members! Hillcrest is open Tuesday through Sunday and completely closed on Mondays.

### **Role Description**

Hillcrest Country Club is seeking a hospitality focused leader to serve as **Food/Beverage and Events Manager**. Our ideal candidate must be personable, professional, and friendly. Someone that takes pride in building lasting member relationships and possesses the ability to develop team members in a positive atmosphere and train them on exception steps of service. Someone that is organized and focused with an enjoyment of planning events and facilitating a wonderful daily member dining experience. The qualified candidate must be honest, respectful, dedicated, caring, have a positive attitude and a strong work ethic. This individual will be the team leader of the front of the house management team and will answer directly to the General Manager.

This position will focus primarily on the Club's member dining experience, service/bar training and events planning.

### **Essential Duties and Responsibilities**

- Help members and clients arrange banquets, luncheons, meetings, weddings, dances, and other social events; obtain pertinent information needed for guest planning.
- Provides member & guest tours with suggestions to sell the Club's facilities for events.
- Regular network with members and guests to maximize leads and referrals by being present and visible to the membership.
- Suggest and help plan event menus with the Executive Chef or other culinary personnel.
- Scheduling of all front of the house F&B service staff
- Attends department head meetings.
- Ensure a pleasant dining experience for all members and guests; maintain a high level of member contact throughout service hours.
- Manage service aspects of the food and beverage operation by training, developing, and supervising all front of the house service staff in standards of quality and service.

- Manage dining room and event operations to ensure proper room preparations, including set up of tables, chairs, linens, table settings, and glassware.
- Conduct pre-shift/event meetings, confirming all service staff in proper uniform and all service informed of the day's specials etc.
- Communicate with service and kitchen staff regarding reservations and/or special events.
- Recruit, select, hire, train, and evaluate all service staff and carry out disciplinary action as needed.
- Manage alcoholic beverage program including ordering, maintaining par levels, special requests, banquets, and inventory.
- Maximize food and beverage sales by identifying and targeting sales opportunities through marketing including promotions and special events.
- Maintain member satisfaction by handling inquiries, concerns, or comments and providing solutions; acquiring feedback from members and co-workers to ensure satisfaction and/or implement service improvement ideas; developing new concepts to ensure member satisfaction and repeat business.
- Monitor F&B service staff activity; take appropriate action to assist staff during busy times to ensure members and guest s satisfaction including stepping in to any front of the house role as needed.
- Works with Executive Chef and General Manager to review, update/change menu options.
- Books D.J.'s, Bands and other forms of entertainment when needed.
- The above essential duties and responsibilities is not an exclusive job description and is intended only to cover the major items of responsibility. The Club reserves the right to formulate additional directives and responsibilities, which would be applicable to the position.

## Candidate Qualifications

### **Minimum Qualifications and Skill Requirements:**

- Must have a hands-on, lead by example management style.
- Possess wine and alcohol beverage knowledge.
- Strong event planning and organizational skills.
- Detailed oriented.
- Experience in resolving member issues/complaints.
- Solid time management, organization, prioritization skills.
- Proven ability to effectively build and foster a team environment.
- Ability to make decisions, remain calm and communicate effectively in a fast-paced environment.
- Private Club experience considered a plus.
- College degree or equivalent experience preferred.
- Impeccable written and verbal communication skills.
- Proficient in computer software including Microsoft Word, Excel, and PowerPoint.
- Proficient in Jonas Club Systems Software considered a plus.
- Must be able to obtain an Oklahoma Liquor License from the ABLE commission.

## Date Position Available

06/01/2024

## Salary Range

Salary is open and commensurate with qualifications and experience.

## Benefits

Medical, Dental, Vision, Paid Time Off, Employee Meals, Family Membership Privileges, CMAA Membership Dues

## Please Send Resumes to:

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