

## **JOB POSTING – ASSISTANT FOOD & BEVERAGE MANAGER**

### **Nicklaus North Golf Course and Table Nineteen**

*Nicklaus North offers breathtaking scenery, exceptional guest service and unmatched course design...it's no wonder this is one of a few rare elite courses in the world bearing Jack Nicklaus' name. This par 71, 18-hole semi-private course in Whistler, BC opened in 1996 and soon after received the "Best New Course in Canada" award by Golf Digest. Since then Nicklaus North has remained on ScoreGolf's "Top 100" courses list with rankings as low as #7 in Canada, and has hosted a number of high profile televised events featuring Jack Nicklaus, Greg Norman, Ernie Els, John Daly, Fred Couples, Nick Faldo, Vijay Singh and Stephen Ames. **Table Nineteen Lakeside Eatery** at Nicklaus North offers meals using the freshest locally sourced ingredients through innovative recipes served at Whistler's best patio, the casual lounge, upscale dining room and during special event functions. Nicklaus North is an environmentally friendly employer and is owned by the GolfBC Group (golfbc.com) – selected as "runner up" for the 'Employees First' Award presented to a BC tourism employer to recognize exceptional standards of excellence in people management.*



**Department:** Food and Beverage

**Reports to:** Food & Beverage Manager

### **POSITION OBJECTIVE**

1. To ensure the proficient operation of the Food & Beverage Department.
2. To coach, develop and train Team Members.
3. To assist the Food & Beverage team in all areas.
4. To ensure that exceptional service is provided.

### **DUTIES AND RESPONSIBILITIES**

- Manage the lounge, dining room and patio floor when on duty.
- Assist team members including running food, bartending, serving and hosting.
- Assist with liquor orders and deliveries for the clubhouse and on the golf course.
- Assist in monitoring and in taking corrective action as necessary to assure that the budgeted sales and cost are attained.
- Help plan external and internal marketing/sales promotion activities for the Food & Beverage Department.
- Help establish quantity and quality output standards for Team Members in all positions within the department.
- Ensure that all legal requirements are consistently adhered to.
- Assist in researching new products and help develop an analysis of the cost/profit benefits.
- Help implement policies and procedures for the Food and Beverage Department.

*GolfBC's Mission* To be the recognized leader in providing **great golf experiences, exceptional team performance, and a sound return on investment...every day**

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- Monitor the ordering and receiving program for products and supplies.
- Lead by example in promoting the company goals of guest service, satisfaction and teamwork.
- Assist in planning and delivering service for special events and functions.
- Interview and select job applicants, as well as supervise, discipline and give performance evaluations
- Assist in orientating, training and developing Team Members.
- Help plan the organizational chart, Team Member scheduling and job descriptions/specifications for department.
- Help develop on-going training programs for food, service and bar production.
- Consult with Department Managers daily to help assure the highest level of Guest satisfaction at minimum cost.

### **Banquets and Events**

- Ensure the successful execution of weddings, banquets, golf tournaments, etc.
- Supervise all service delivery and perform specific tasks as requested.
- Assist and maintain event business for the golf course by providing courteous and effective selling techniques.
- Communicate effectively with the all Team Members at all times.
- Administer daily communication updates regarding groups and events to the Service Team.
- Exceed the expectations of Guests by serving, catering and anticipating their needs.
- Provide direction and work hands on with the Service Team leading up to and during an event.
- Participate in weekly Food and Beverage meetings summarizing future events.
- Update and distribute event orders/service plans as information becomes available.
- Have a thorough knowledge of set up, layouts and maximum room configurations for a variety of banquet activities including meetings, conferences, exhibits, receptions and banquets.
- Set up mechanical systems for events including room temperature, lighting, music and fire systems.
- Ensure Team Members and the facilities are always neat, clean, presentable and professional.
- Place linen orders and manage linen inventory.

## **REQUIRED SKILLS, KNOWLEDGE AND ABILITIES**

### **Technical Skills and Knowledge**

- Previous customer service and/or retail experience required
- Experience with executing events at high end facilities
- Solid understanding of the golf and country club environment an asset
- Background in tourism and hospitality industry
- Education related to the industry or of a business nature
- POS knowledge and programming
- Keyboard and word processing abilities

### **Abilities**

- Work in a timely, efficient, safe and organized manner
- Ability to work well and cohesively in a fast past environment with other team members
- Strong interpersonal and problem solving skills

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- Must be able to meet deadlines as required
- Work efficiently in a non supervised position
- Quick evaluation and decision making
- Strong communication and organizational skills
- Strong comprehension of English language
- Continuous standing and walking throughout shift
- Frequent lifting and carrying up to 40lbs
- Frequent ascending or descending stairs and ramps on the patio
- Frequent moving tables, chairs, umbrellas and heaters

### **WORK CHARACTERISTICS**

- Primarily inside hands on work in the lounge, dining room and outdoor patio
- Will be required to work on a shift basis, including weekends and evenings of unspecified duration
- Must be able to work in a fast paced environment

### **OUR CORE STANDARDS**

Live our core standards – F.I.R.S.T.!

- Friendly and Helpful
- Initiative and Action
- Respect and Dignity
- Sales and Service
- Team and Facility Appearance

### **COMPENSATION**

- Based on experience
- Full Time, Salary, Tips, Event Gratuities, Free Golf, Other Discounts/Perks

**Please send your resume and cover letter to:**

Justine Gordon, Food & Beverage Manager

**Application Deadline:** April 7, 2017

**Start Date:** Flexible

Nicklaus North Golf Course

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