Columbia Country Club

Chevy Chase, MD

Position Title: Assistant Manager

Department: Food and Beverage

Reports To: Assistant General Manager

Supervises/Direct Reports: Banquet Manager, Assistant Banquet Manager, Banquet Staff, Dining Room Supervisors, Dining Room Staff

Position Summary:
Responsible for the management and execution of banquet service in the manner most pleasing to the Members and their guests. Assures a high standard of appearance, hospitality and service in personnel and cleanliness of the private event outlets. Supervises and trains banquet staff; manages within budgetary restraints; develops/implements programs to increase consistency in product and operations. Directly supervises the Banquet Manager, Assistant Banquet Manager, Dining Room Supervisors and managers of all other outlets such as snack bars, halfway houses, etc. Hires, trains and supervises subordinates and applies relevant operational principles to assure that the wants and needs of club members and guests are consistently met.

Duties and Responsibilities:
1. Monitors and takes corrective action as necessary to assure that the budget's sales and cost goals are attained
2. Assures that effective orientation and training for new staff and professional development activities for experienced staff are implemented
3. Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met
4. Assures that all standard operating procedures for sales and cost control are in place and consistently utilized
5. Helps plan and approve external and internal marketing and sales promotion activities for the food operation
6. Helps plan and approve the staffing and scheduling procedures specifications for banquet staff
7. Manages the long-range staffing needs of the banquet department
8. Hires, trains and supervises banquet staff
9. Ensures that all legal requirements are consistently adhered to, including wage and hour and federal, state and/or local laws pertaining to alcoholic beverages
10. Implements policies and procedures for food and beverage departments
11. Reviews new techniques for food presentation in a manner and variety to maximize member and guest satisfaction and to minimize food cost
12. Consults with the Executive Chef, Catering Director and Purchasing Director daily to help assure the highest level of guest satisfaction the appropriate cost
13. Develops and maintains wine lists and bottle/glass wine sales promotion programs
14. Maintains on-going training programs for service and bar production/service personnel

15. Continually works to ensure correct handling procedures to minimize china and glassware breakage and food waste
16. Serves as an ad-hoc member of appropriate club committees
17. Assists in planning and implementing of procedures for special club events and banquet functions
18. Inspects banquet employees to ensure that they are in proper and clean uniforms at all times
19. Provides appropriate reports concerning employee hours, schedules, pay rates, job changes, etc.
20. Serves as liaison between the banquet and culinary departments
21. Assures that all side work is accomplished, and all cleaning of equipment and storage areas is completed according to schedule
22. Directs pre-meal meetings with Banquet Managers. Relays information and policy changes and briefs personnel
23. Assures the correct appearance, cleanliness and proper set-up of the dining rooms
24. Keeps an inventory of banquet items including china, glassware, silverware, coffee pots, water pitchers, etc.

Essential Qualifications:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Bachelor's degree (B.A.) from four-year College or university; or minimum three years related experience and/or training; or equivalent combination of education and experience.
- Ability to read, analyze, and interpret general business periodicals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- CMAA involvement is preferred, not required.
- Demonstrates transferable skills such as problem-solving, teamwork, guest service and effective communication.
- Proficient in Microsoft Word, Excel, PowerPoint and Outlook. Jonas point of sale software knowledge preferred, but not required.
- TIPS Alcohol Awareness and CPR/AED certifications preferred, but not required.
- Able to meet the physical demands and responsibilities of the position. He/she will, while regularly performing the essential functions of the job, be standing, sitting and lifting/moving items or objects over 50 pounds and sometimes lift/move items up to 100 pounds.

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Job Category:
Full Time, Exempt, Permanent

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers a benefit package.

Instructions on How to Apply:
Save your resume and letter in the following manner:
"Last Name, First Name Resume"
"Last Name, First Name Cover Letter"
(These documents should be in Word or PDF format)

Send Resume and Cover Letter to:
William Duthe
General Manager
Columbia Country Club
Wduthe@columbiacc.org