



Indian Valley Country Club is currently searching for a Food & Beverage Service Manager. We are very excited for this search process and for the opportunity to welcome the right person into our team and family.

The position posting is below but the most important attributes that we are looking for are passion for what you do, creativity, and the proven ability to work as a team and to lead people. A great attitude and a team-oriented mindset are very important to being the best fit into our management team and member-culture. If these are attributes you possess or goals you strive towards, this may be a very good fit for you.

Over the past four years, we have renovated nearly every facet of our facility, including the dining room, banquet spaces, outdoor dining venues, common areas, and, most recently, an upgrade to our kitchen. As a result, food & beverage revenue in member-dining areas has grown by 111% over this same time period and our members have never been happier about using the club and bringing guests. We are currently on waitlists for all membership categories, the first time this has been the case in the club's 70 year history.

We've also been able to keep our employees happy through this radical growth. Our recent Employee Satisfaction Survey had 64% of all club employees answer 'Strongly Agree' and 36% answer "Agree" to the question, "Overall, I am happy working at IVCC." We plan on continuing to improve a great employee-culture here, and hope to build that when hiring for this position. We hope to find a candidate who will fit well into our team and help continue to push the success of Indian Valley along.

Below is some information about Indian Valley and some information about the position. Again, we are looking for the right person who takes great pride in what they do and is eager to grow a team and an operation to new heights.

Please review the information below. Resumes and cover letters can be sent to me at [kmuir@indianvalleycc.com](mailto:kmuir@indianvalleycc.com), preferably prior to March 6<sup>th</sup>.

Thank you, and I look forward to hearing from you.

Kaitlyn Muir  
Clubhouse Manager



## Indian Valley Country Club

[www.indianvalleycc.com](http://www.indianvalleycc.com)

### Food & Beverage Service Manager

Reports to: Clubhouse Manager

#### **Club Mission Statement:**

*To provide our members & guests with an outstanding and welcoming private Golf & Country Club experience in a family friendly environment.*

#### **Employee Mission Statement:**

*Do what you do better than you did it yesterday.*

#### **Club Information:**

- 580 memberships, 1200 members
- 32,000 square foot clubhouse
- \$2M clubhouse renovation completed summer 2020
- \$1.6M clubhouse renovations 2021-2024
- ≈\$2.7M annual food & beverage revenue
- 70% a la carte/30% banquets
- 70 seat '**Bistro 52**'
- 65 seat Private Dining Room
- 60 seat Outdoor Deck
- 64 seat Golfers' Patio
- 350 seat Ballroom which can be divided in half or thirds
- 10 seat Boardroom
- Outdoor venues for member/non-member cocktail events
- Pool facility with bar and full-service food & beverage
- Jonas POS system
- Fiscal year – July through June

#### **Food & Beverage Operation:**

The Clubhouse is open Tuesday through Sunday for Lunch and Dinner, with off-season hours being reduced. Our main member-dining venue is known as Bistro 52, and embraces 'elevated casual' food, service and atmosphere. Bistro 52 has a central horseshoe shaped bar, 70 seats inside, an adjoining deck with 60 seats, and is the showcase of our operation.

Our Men's Grill and golfer's patio serve as our halfway house and a great spot for drinks and a bite to eat after golf. An outdoor grill which is open on the weekends completes this area and provides golfers options for before, during, and after their rounds.

Our pool is open Memorial Day weekend through Labor Day. We have a full-service kitchen and the 'Sand Trap' bar, which was built in 2018.

Social and golf events for our members are an important part of our business as well. Varying from small to large, they represent an important opportunity to 'wow' our members and their guests with quality and, most importantly, creativity. These include wine dinners, men's & ladies' golf luncheons or hors d'oeuvre events, themed Nine & Dines, Christmas Party, Independence Day Bash, Ladies' Nights Out, etc.

Our banquet operation has made a considerable return from a very challenging few pandemic-affected years. We have always benefitted from a great deal of repeat business thanks to consistent, quality food and a devoted service team. We believe this business will continue to grow.

### **Food & Beverage Service Manager Position Summary**

We are organized with a Food & Beverage Service Manager, an Assistant Food & Beverage Manager, two Beverage Managers, and a Banquet & Catering Manager, all of whom report to the Clubhouse Manager, and work together closely to oversee all food & beverage outlets, the pool operation, social and golf events, and the planning, promotion, and communication involved with these. This position's focus is on our main dining room operation, Bistro52, which is open 6 days per week in season, and five days per week in the off season.

Being a smaller club, all of our management team 'wears many hats' and this position is no exception. We help each other out and cover a lot of ground during the busier times. There are also slower times when we can catch our breath and spend time working on projects and getting ahead of planning responsibilities.

Communication is very important for this position, not only with the other managers and kitchen, but also the golf operation, accounting and administration, and maintenance departments. Great communication and timely information is imperative for a successful operation.

Member events, generally golf events and social events, are also part of this position's responsibility, along with the Banquet Manager, Executive Chef, and General Manager. The successful candidate will work with members and the management team to provide a variety of quality offerings, marketing them, and implementing them to exceed members' expectations.

### **Core Responsibilities:**

- Supervision of the food & beverage service staff, specifically in the main dining room, Bistro52.
- Daily oversight, hiring, training, and supervision of Bistro52.
- Maintaining appropriate staffing levels, effective onboarding of new employees, continuous training, and creating and enforcing operational standards is vital to exceeding members' expectations.
- Works with the Clubhouse Manager and Executive Chef to determine selling process, menus, and other details for daily food service.
- Updates POS system (Jonas), scheduling and payroll, member communications, etc.
- Server and Bar training.
- Adhere to all food safety and sanitation regulations.
- Performs other duties as assigned and/or as specified.
- Acts in the capacity of Manager on Duty (MOD)

### **Requirements:**

- A proven track record of supervisory experience in a high-volume, high-quality restaurant or, preferably, country club.
- A strong understanding of service and passion for providing a high level of service
- An extensive knowledge of food, beverage, and emerging industry trends.
- Experience developing employees, including a verifiable track record of promoting teamwork and developing potential in employees.
- Experienced in a seasonal operation, and the corresponding fluctuations of business. Skilled in appropriately managing staff ratios during peak and off-peak times.
- Exhibits a sense of creativity and demonstrates a desire to improve services and offerings.
- Excellent time-management and administrative skills, including in Microsoft applications and POS systems, preferably with Jonas.
- An excellent communicator, friendly, empathetic and thorough in verbal and written exchanges.
- Experience and understanding of departmental budget and financial goals and effective management skills to achieve or exceed these goals.
- A positive, 'can do' attitude, friendly and outgoing personality, and strong beliefs in the importance of teamwork.
- An unwavering commitment to quality and to doing things the 'right way'.
- Excellent references.

### **Compensation & Benefits:**

- Competitive base-salary based on experience.
- 90% employer paid Health Insurance for employee and 10% for eligible family members.
- Professional dues and expenses for CMAA membership, subject to the annual budget.
- Standard benefits include vacation time (PTO) and additional sick days, employer-paid life insurance & long-term disability, and participation in the club's 401k plan after standard waiting periods.
- Cell phone data plan

***Interested applicants should prepare a thoughtful letter of interest and alignment, clearly articulating your "fit" with Indian Valley Country Club and why you want to be considered for this position at this stage of your career.*** Describe why Indian Valley Country Club and this geographic area will likely be right for you, your family and the club.

Please send your resume & cover letter, addressed to Kaitlyn Muir, Clubhouse Manager, at [kmuir@indianvalleycc.com](mailto:kmuir@indianvalleycc.com), prior to March 6<sup>th</sup>.