



Arscott Golf Club

Job Description: Front of House Manager

Post: Front of House Manager

Objective and purpose of role: To work alongside the Catering Manager, who will take charge of all kitchen operations, to deliver a quality and smooth running Food and Beverage service for the Golf Club; you will manage the front of house staff, while maintaining excellent service and delivering a memorable and enjoyable experience to all members and guests.

Your ultimate aim is to help establish Arscott Golf Club as a venue with an outstanding reputation for its food & hospitality.

This is a hands on role where the Front of House Manager will be responsible for meeting customer expectations and ensuring food and hygiene standards are met. You'll also recruit and manage staff, and work to budgets and financial targets. You will work with the management team to grow revenues and utilisation of club facilities. To act as an ambassador for Arscott Golf Club towards our members and guests.

Line Manager: The Board of Directors of Arscott Golf Club

Skills and Experience Required:

- High levels of communication and interpersonal skills
- An open, friendly and welcoming disposition
- Efficient, effective and with demonstrable attention to detail
- A strong commitment to service excellence
- An interest in and knowledge of the golf is desirable
- Numerate and the ability to handle cash accurately and efficiently
- Food Hygiene Level 3 Certificate (training will be provided)

Duties:

- Provide a quality bar and catering service to Club Members and Visitors
- Assist with food preparation and delivery.
- Ensure that the Club's premises are always maintained in a presentable manner.
- Open and close the business premises as required.
- Be flexible with days and hours of work.
- Accounting daily for all takings whether from bar sales or otherwise and providing an analysis thereof.

- Oversee the purchasing of supplies and receiving, checking and recording of all deliveries from suppliers and ensuring that all empties are returned and that any credit arising is received.
- Supervise bar staff and other employees
- Ensure that all staff are following procedures and maintaining a high level of work quality
- Manage inventory and food safety compliance in accordance with company policy
- To keep all bar and cellar equipment in a clean and hygienic condition and in good working order.
- To regularly liaise with the Marketing team in order to plan and coordinate future events and the development of the hospitality offers at the Club
- Have full control and be accountable for the overall budget of key events
- Handle or direct complaints according to guidelines and in a way that satisfies customers
- Carry out other duties, as advised, from time to time
- Take direction from the Board of Directors.

Responsibilities

- To maintain the smooth running of the Bars/Restaurants in the Clubhouse & Course refreshments for the benefit of all customers of Arscott Golf Club.
- Adhere to the rules and practice of the bar license and licensing laws
- Operation of till and money handling
- Health and safety standards to be upheld at all times
- Health and hygiene standards to be upheld at all times
- Offering a high quality of customer service
- Plan the staff rota. Monitoring staffing levels to control costs and ensuring customer service levels are met. Signing of time sheets for the department's hours
- Creating a harmonious environment with other staff
- Being respectful and courteous to customers and colleagues
- Responsible for the managing and security of the clubhouse premises.
- Actively displaying Arscott Golf Club's core values
- Induction and training of all Front of House staff in line with agreed standards, and uphold the quality standards required to be maintained in the department.
- Ensure legal requirements and standards of hygiene and health and safety are met and front of house staff are fully compliant in all areas.
- Suggest ideas and implement improvements for developing the catering and bar business.

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