



Food & Beverage Manager / Assistant Manager

Reporting to: General Manager

Position Summary: We are seeking an experienced and driven Food & Beverage professional to join our team at either Manager or Assistant Manager level, depending on experience.

The successful candidate will be responsible for the overall management and continuous development of all aspects of the Clubhouse and Castle Food & Beverage business. This will involve providing a clear strategic direction, identifying additional sales and marketing opportunities, ensuring customer service excellence is consistently delivered, and maximising revenues and profitability.

Key Responsibilities:

- Support the overall management of the Clubhouse and/or Castle Food & Beverage operations
- Participate in the annual business strategy & budgeting process
- Manage various supervisors and team leaders
- Assist with the management of payroll costs, food and beverage costs and overheads
- Assist in the recruitment & engagement of a team of professional, motivated employees
- Conduct pre-service briefings with F&B teams
- Ensure all key performance indicators are monitored, met & exceeded annually
- Ensure that all team members have an extensive knowledge of all aspects of the Resort
- Apply effective rostering techniques to meet the business demands
- Ensure that all team members comply with the hotel's conditions of employment, procedures and policies.
- Conduct annual appraisals with your team members

- Drive commerciality through upselling, effective rostering, manpower planning and cost-effective purchasing
- Ensure your outlets have a welcoming and friendly environment that results in it being a pleasant atmosphere for both guests and team members alike
- Create a culture of open communication throughout your function ensuring your team are informed and knowledgeable on all relevant information
- Ensure your team have adequate resources to do their job
- To communicate effectively with all relevant parties in a structured and organised manner.
- Ensure Guest satisfaction monitoring is consistently carried out & deal with any Guest feedback in a responsive manner
- Ensure that tasks are allocated & delegated in a fair manner to ensure operational effectiveness.
- Drive commerciality through upselling, menu engineering, effective rostering, manpower planning and cost-effective purchasing

Experience & Skills Required:

- Demonstrate strong interpersonal skills to positively engage, negotiate and influence guests and team members alike.
- Be an inspirational leader & role model leading by example to motivate, nurture and coach team members to achieve their best potential.
- In conjunction with other leaders, positively support the creation of a working environment where people enjoy their work, feel appreciated, valued and respected for their contribution and recognise individual/departmental success and achievements.
- Nurture, coach, correct and direct individual improvement, performance and behaviours; where necessary utilising appropriate corrective/disciplinary processes where necessary.
- Be involved in the recruitment and individual development of team members; supporting CPD, job chats, evaluations and career progression.
- Demonstrate good communication skills by engaging in regular, frank and open discussion, meetings and reporting structures – maintaining good relations, trust and integrity across all departments.
- Lead from the front – be visible in all departments within your area, in hands on capacity when required.

- Actively participate on the overall resort management team & support all resort initiatives.
- Take responsibility for own personal development & the development & succession planning of the team.
- Contribute ideas, suggestions for continuous improvement on a regular basis.
- Regularly network within the hospitality industry, visit & benchmark against competitors

General Requirements:

- Good communications and inter-personal skills with a customer / member-oriented approach.
- Excellent leadership & delegation skills required.
- People management.
- Business development.
- Organisation and planning.
- Flexibility around working hours.

You are expected to carry out your duties in a diligent and professional manner with a friendly outgoing attitude. It is important that you work together with other members of the management team to ensure that we operate a high standard of professional service and provide an enjoyable environment for members, customers and employees alike.

Why join our team:

- Competitive Salary
- Employee Recognition Awards
- Learning and Development
- Team appreciation events throughout the year
- Employee Discounts
- Complimentary golf
- Complimentary Car Parking
- Meals while on duty