



The Lake Mohawk Country Club
21 The Boardwalk
Sparta, New Jersey 07871

FOOD AND BEVERAGE OPERATION

The Boardwalk Club Restaurant at Lake Mohawk Country Club

Situated in idyllic Lake Mohawk, The Boardwalk Club Restaurant is situated lakefront within the Lake Mohawk Country Club. The life-style of Lake Mohawk encompasses a variety of amenities inclusive of multi-leveled Clubhouse, walking trails; a vibrant shopping village, marina, restaurants; private Pool, Tennis and Golf Club facilities. Lake Mohawk features 2,700 homes, three lakes and 13 beaches that all pay homage to the historic charm and heritage.

Position

Restaurant/Dining Room Manager

Purpose of Position

As a member of the Clubhouse Team the Restaurant /Dining Room Manager has the responsibility for the overall management of the day to day operation for the Boardwalk Club Restaurant, West Lounge, and Beverage operations while working cooperatively with all other departments. The Restaurant/Dining Room Manager is responsible for all food and beverage service departments: including planning, implementing and maintaining a budget, hiring and counseling of staff, scheduling, training, direct supervision of Assistant Restaurant Managers, supervisor's ad front of the house operations on a day to day basis. Ensure the Country Club's service standards are being delivered by the food and beverage service team, and that member satisfaction is achieved. Create and apply relevant marketing principles to assure that the wants and needs of the club's members and guests are consistently exceeded. Be visibly present on the restaurant floor during service and solicit feedback from guests/customers.

This position supervises:

- Assistant Restaurant/Dining Room Managers
- Food and Beverage Supervisor's
- Beverage Staff
- Food Service Staff

Essential Functions & Responsibilities

- Assists with the hiring, training, coaching, and counseling of staff, planning, scheduling, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Performs daily walk-throughs to ensure full compliance with Department of Health regulations and the Lake Mohawk Country Club standards.
- Works with direct reports to develop and implement promotions, food and wine pairings, menu items and presentations.
- Estimates food, liquor, wine, and other beverage consumption in order to anticipate amounts to be purchased or requisitioned.
- Handles employee issues and ensures compliance with governmental regulations and Club policies. Addresses and resolves member complaints and suggestions.
- Oversees all dining areas ensuring smooth operations, quality food products, and exemplary service.
- Implements and executes training programs for all service staff.
- Develops and maintains on-going relationships and dialogue with members through name recognition, personal communication, and follow through to ensure maximum member satisfaction.
- Cooperates with the Director of Food Service/Executive Chef, Catering Sales Manager and Membership Room Coordinator, along with all intra-club social committees in the planning and supervision of special events, parties and catered activities and ensures that all events meet budget.
- Oversees the Beverage program, costing, purchasing, inventory and implementing new procedures.
- Participates in on-going facility inspections throughout the Club to ensure that cleanliness, safety, and other standards are consistently attained.
- Maintains and updates point-of-sale information.

Knowledge, Skills and Abilities

- Possesses extensive knowledge of back of the house and front of the house operations
- Ability to think and act clearly under stress while maintaining a professional manner.
- Ability to direct, counsel and motivate staff.
- Must be able to understand and adhere to budgets.
- Must have excellent communications skills.
- Ability to analyze, interpret data and prepare reports.
- Previous club experience is preferred.
- Ability to communicate well verbally and in writing.
- Ability to understand and carry out verbal and written instructions in English.
- Must be able to multi-task and work in a fast paced environment.

Supervisory Responsibilities

- Manages subordinate supervisors who supervise line employees in the Food & Beverage Department. Is responsible for the overall direction, coordination, and evaluation of these units.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Education and/or Experience

- Bachelor's degree (B.A.) in Hospitality Management or related field, and a minimum of four years of Food & Beverage management experience in a high volume facility or any equivalent combination of related education and experience.

Certificates, Licenses, Registrations

- Serve safe manager's certification or equivalent recommended.
- TIPS or Alcohol awareness certification recommended.

Specific Job Knowledge, Skills and Abilities

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills, and abilities:

- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be able to read and write to facilitate the communication process.
- Requires good communication skills, both verbal and written.
- Must possess basic computational ability and inventory control.
- Must possess basic computer skills, preferably Microsoft Office and previous Food & Beverage POS knowledge.
- Knowledge of computer accounting programs, math skills as well as budgetary analysis capabilities required.
- Ability to supervise subordinate staff, including, but not limited to, assignment of duties, evaluating service and taking disciplinary action when necessary.
- Ability to solve problems and make rational decisions.
- Knowledge of food and beverage operations including a la carte, off premise and bar operations.
- Knowledge of food and alcoholic beverages.

Physical Requirements

- Most work tasks are performed outdoors but also entails Clubhouse Member events and activities.
- Position requires walking and giving direction most of the working day; must be able to stand and exert well-paced mobility for up to 4 hours in length. Length of time of these tasks may vary from day to day and task to task.
- Must be able to exert well-paced ability to reach restaurant and other departments within Lake Mohawk on a timely basis.
- Must be able to exert well-paced ability in limited space.
- Must be able to lift up to 15 lbs. on a regular and continuing basis.
- May be required to lift trays of food or food items weighing up to 30 lbs. occasionally.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.

- Talking and hearing occur continuously in the process of communicating with guests, supervisors and other employees.
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception.
- Requires manual dexterity to use and operate all necessary equipment.

Qualifications

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the operation. In addition, attendance at all scheduled/mandatory training sessions and meetings is required.

Education: High school or equivalent education required. Bachelor's Degree in Hospitality, Event Planning or Food & Beverage concentration preferred.

Experience: Previous restaurant experience required. Ideal candidate will have performed in a dining establishment for one to two years.

Grooming: All Associates must maintain a neat, clean and well-groomed appearance per Lake Mohawk Country Club standards.

We are proud to be an EEO/AA employer M/F/D/V. We maintain a drug-free workplace.