**Club:**

**Position: House/Clubhouse Manager/Food & Beverage Manager**

**Reports To: General Manager/Club/Manager/Club Secretary**

**Overview of Position:**

The role of the House Manager is to serve as the focal point for all food and beverage activities within the clubhouse, ensuring that all operations align with the golf club’s high standards and member expectations. The position is responsible for overseeing the overall management of the dining experience, ensuring exceptional service quality to maintaining operational efficiency. The House Manager plays a key role in fostering an environment of excellence and delivering the best possible experience for both members and guests.

Possessing strong communication skills, a deep understanding of the hospitality industry, and an analytical mindset for addressing operational challenges. Equally important is the ability to lead with enthusiasm, maintaining a balance between service excellence and business goals. A genuine passion for people and service is essential to consistently meet the dynamic needs of the members and guests.

**Key Areas of Responsibility:**

**Food & Beverage Operations:**

* Responsible for ordering bar stock and liaising with suppliers to ensure the best prices and quality.
* Issue written orders for supplies required, ensuring accuracy in quantities and product specifications.
* Record the receipt of goods and approve supplier invoices for payment, ensuring all deliveries match orders.
* Collaborate with the GM/Committee to regularly update and maintain the wine list, ensuring top selections are offered.
* Maintain up-to-date records of event requirements, ensuring adequate stock levels and preparation.
* Foster a close working relationship with the Head Chef to plan and coordinate food offerings for functions and events.
* Set pricing for functions and events in collaboration with the Head Chef, ensuring profitability and value.
* Liaise directly with members and event/match organizers to understand their needs and ensure smooth event planning.
* Monitor service standards during events to ensure delivery aligns with expectations and club standards.
* Oversee the coordination of staff schedules and duties for events, ensuring appropriate coverage and efficiency.

**Facility Management:**

* Key Holder Duties, assume responsibility for clubhouse security, ensuring safe access and overseeingthe opening and closing of the facility.
* Implement and manage a maintenance schedule for repairs, maintenance, and decoration of the clubhouse and its immediate surroundings to ensure the facility remains in top condition.
* Oversee the club's laundry and linen supplies, ensuring cleanliness, availability, and timely replenishment to support clubhouse operations.
* Ensure compliance with all health and safety regulations, regularly reviewing safety protocols and ensuring staff adherence to safe practices in the clubhouse environment.
* Ensure that the sale of alcohol in the clubhouse adheres to all local laws and regulations, including managing responsible service and maintaining licenses as required.
* Manage both proactive and reactive maintenance of bar and kitchen equipment, ensuring that all machinery is regularly serviced and that any necessary repairs are promptly addressed.

**People, Human Resources:**

* Oversee the training and professional development of all full-time and temporary staff, ensuring they are equipped with the skills to provide excellent service.
* Maintain and enforce high standards of behavior and appearance for all staff to ensure a professional and welcoming environment for members and guests.
* Collaborate with the Head Chef to create effective staff rotas that account for seasonal work patterns, ensuring adequate coverage and maintaining operational efficiency.
* Ensure accurate records are maintained for all staff hours worked, including tracking accrued lieu hours and overtime.
* Monitor and track staff holidays, ensuring proper scheduling and adequate coverage while maintaining compliance with club policies.
* Recruit and manage the induction and onboarding process for new starters, ensuring they understand the club’s values, policies, and operational procedures.
* Regularly assess staff performance, providing constructive feedback and support to ensure that all team members meet the high standards expected of them.
* Attend and actively contribute to relevant Committee meetings, offering insights and updates on food and beverage operations, financial performance, and overall clubhouse management.

**Finance:**

* Create and deliver annual food and beverage budgets that align with the overall club strategy and financial goals.
* Oversee food and beverage cost control, ensuring that expenses stay within the allocated budget while maintaining quality.
* Monitor and manage related stock levels, ensuring inventory is maintained at appropriate levels to meet operational needs without excess waste.
* Conduct regular stocktakes and spot checks to ensure inventory accuracy and prevent discrepancies or theft.
* Ensure strict adherence to appropriate cash handling procedures, maintaining accountability and security with all cash transactions.
* Work closely with the Club Manager to handle procurement processes, negotiate with suppliers, and manage supplier relationships for competitive pricing.
* Regularly report on food and beverage financial performance, including analysis of variances, and provide recommendations for improvements.

**I hereby confirm that I have read, understood, and acknowledge the contents of this job description.**

**Signed:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_