

## **DRIFFIELD GOLF CLUB (DGC) – BAR AND FRONT OF HOUSE (FOH) MANAGER**

### **Job Description**

The Bar and FOH Manager reports to the Chair of House and Social Committee (H&SC) who is the line manager. In the absence of that individual, the Chairperson of the Management Committee (CMC) should be consulted. Your holidays are authorised by your direct line manager.

One of the key role requirements is your contribution to DGC. The H&SC is responsible for the social standing of the club and for its programme of events. You will have ideas and suggestions and you are encouraged to contribute fully to the H&SC via your line manager.

Your primary responsibilities are:

#### **1. Bar**

- Stock control and ordering to meet the needs of the club.
- Stock and cellar management to ensure that products are correctly stored and served.
- Control of cash and sales data.
- Banking of cash as necessary.
- Security including the placing of cash overnight in the safe.
- Cleanliness and appearance of the bar and related areas.

#### **2. Front of House**

- Ensuring that table and chairs are put back into proper places as members leave, if they do not do this themselves.
- Ensuring that tables are cleared, and that glasses crockery and cutlery are removed and washed at the earliest opportunity.
- Inspecting the clubhouse daily to ensure that the cleaners have done their job thoroughly and that standards are maintained.
- Inspecting the clubhouse daily to note any maintenance tasks that are required. The Bar and FOH Manager has some delegated powers to call in trades people to deal with minor maintenance tasks. Major issues will be reported to the Chair of H&SC for action, or in that person's absence, to the Club Office.
- When parties of 8 or more golfers who are not members of DGC visit the club, you, or a person nominated by you should meet the visitors and welcome them to the club, ensuring that their catering requirements and administrative needs are met. Equally, you or your representative should inform the Office and it will produce a welcome sign for the visitors which is displayed at the front door of the club on the day of the visit.
- Ensure that the clubhouse television is on and in web/advertising mode unless members have a requested to watch a specific sports events for which the club has an appropriate licence.

### **3. Staff**

- Ensuring that staff are correctly dressed, smart and courteous to members and guests.
- Ensuring that new starts are briefed and trained to serve customers in a correct manner. Where formal training (such as food hygiene certification) is required, you must ensure that the Chair of H&SC is made aware so that resources and authorisation can be given for you to arrange that training.
- Dealing with routine HR related issues and keeping records of sickness, absence, holiday requests and any minor disciplinary matters for which cautions, or warnings have been given. As the bar and FOH manager you will authorise holidays and shifts for the senior steward (your assistant) and stewards.
- Records such as holidays, sickness and absence which affect pay are to be reported to the book keeper/ assistant treasurer in the Club Office on Monday and Friday, at the earliest opportunity. More serious disciplinary matters are to be reported to the Chair of the H&SC at the earliest opportunity in person or by e-mail.
- Ensuring that staff are given adequate notice of shifts and special club events so that they can plan. Equally ensuring that only the minimum numbers of staff are on duty to cover the workload on any day.
- Ensuring that staff complete their time sheets and that these are handed to the book keeper/ assistant treasurer on a weekly basis.
- Assisting the Chair of H&SC in recruiting stewards as necessary.

### **4. Sales**

- You will liaise with the book keeper/assistant treasurer at least once per week and produce sales figures and proof of cash to bank so that the club accounts are maintained.
- There is a requirement to complete a full stock take on a monthly basis. This can be conducted by yourself and a member of the H&SC nominated by the line manager, or by an external team. If the external team is in attendance you will accompany it throughout.
- The monthly stock take is then to be reconciled with the sales slips that you have presented to the book keeper so that the profit and loss account can be accurately maintained.
- You will be given a sales target over each three-month period. Your ability to boost your earnings will be based on beating the sales targets, whereupon you will receive a share of additional profit. Targets will be reviewed on a periodic basis as will the share of additional profits that you receive.

### **5. Dining Room**

- You are to liaise on a regular basis with the Catering Manager/Head Chef and the Club Golf Professional (Director of Golf) to ensure that you are aware of visiting parties and any bookings for functions and meals in the dining room.
- You are to maintain a diary of these events so that you can plan staff accordingly.

- On the major club events such as Committee Dinner, Captain's table, Rabbits, EGGS and Ladies section annual dinners (to name but a few) you are the face of the Club and should oversee the service and event.

The above list is not exhaustive, and you may be called upon to undertake other duties for the benefit of the club