



ROYAL MAYFAIR GOLF CLUB

Job Posting: Assistant Front of House Service Manager (Banquets)

The Assistant FOH Service Manager is responsible for managing the daily operations of the Banquets department and assisting in the creation and implementation of policies and procedures in the Hospitality Department. The Assistant FOH Service Manager will work with the banquet service team to provide an outstanding Member experience delivered in compliance with the Board of Governor's Ends Policy. This position will foster the Club's high-quality image in all interactions with Members, guests and staff.

The Assistant FOH Service Manager is expected to know and ensure compliance with Club policies and municipal, provincial and federal laws including occupational health and safety regulations as applicable to the position.

Responsibilities:

- Assist with operations in the Food & Beverage department by expediting in banquet functions and member dining needs during the peak service hours.
- Ensure adequate staffing for Banquets while maintaining budgeted labour cost percentages.
- Assisting in hiring and when required, discipline of Hospitality hourly personnel. All such decisions are to be reported to the Director of Hospitality in a timely manner.
- Lead staff training sessions to ensure all staff hired complete full training for their job description
- Maintain up to date training procedures and policies outlined in the training manuals and within the Royal Mayfair guidelines
- Perform proper billing, liquor counts, and consumption tracking reports. Assist in the completion of monthly inventory counts and inventory requisitions as required.
- Verifying and signing employee cash-out envelopes, cash floats, cash out sheet, ensuring credit cards slips are closed, completing the Closing Report, and running Batch Reports on the credit card terminals. Provide team with an overview correspondence at end of day
- Enforce staff grooming and uniform guidelines
- Ensure the adequate service staffing levels are maintained at all times through efficient scheduling of staff. Adjust staffing levels as needed.
- Inform the General Manager and Director of Hospitality of any problems or complaints occurring during service.
- Attend weekly function meetings with Events Coordinator and Chefs
- Maintain and enhance the cleanliness of banquet areas, storage areas, and the facility overall.
- Maintain the beverage program (liquor, beer & wine) to the industry standards and trends.
- Assist Events & Culinary on beverage needs and execution of special events.
- Able to troubleshoot the usage of the audio-visual components at the Club
- Strategize and develop ways of improving banquet service
- Works with 3rd party vendors to coordinate arrangements as required



ROYAL MAYFAIR GOLF CLUB

POSITION: FOH SERVICE MANAGER (BANQUETS)

- Follow the procedures related to all function bookings in our Events office and be able to provide excellence in quality service to our Members and guest's co-ordination of function arrangements and menu design, co-ordinate room allocations and assist in planning of special events and tournament functions.
- Execute prompt and efficient service to all Members and outside clients. Endeavour to meet with the host/organizer prior to every function to ensure you understand what their needs and desires are from beginning to the end of an event.
- Address customer complaints and implement systems for guest recovery should the need arise
- Ensure that all products provided from the Bar and the Kitchen meet the quality standards established by the Royal Mayfair Golf Club in Food and Beverage products.
- Along with the Events Manager and FOH Service Managers, provide training and retraining of all Events employees

General:

- Highly creative, hardworking and motivated both personally and professionally
- Effective communicator, able to work with as a team with all departments
- Exceptional planner and organizer
- Able to work a varied schedule that will include evenings and weekends
- Ability to excel in a high stress and time sensitive environment
- Render professional advice, opinion, assistance and service as required.
- Participate in product knowledge and professional development seminars and/or meetings
- Maintain a first class, professional, appearance at all times
- Communication skills and employee training experience an asset
- Language requirements: must be fluent in English

Education and required experience:

Secondary School Diploma

2 years banquet service at a top tier facility

ProServe Liquor Staff Training Certification

Remuneration for this position is \$55,000 CAD per annum with standard company benefits including medical, dental, life insurance and vision care, after 3 months of employment. This is a full-time / permanent position requiring 40 hours per week and some overtime as required by business levels.

If interested, please send a cover letter and resume to dfadden@mayfair.ca