

JOB ROLE – HOSPITALITY, FOOD AND BEVERAGE MANAGER

JOB TITLE:	Hospitality, Food & Beverage Manager	DIVISION:	Clubhouse
ADVERTISEMENT DATE:	7 th April 2025	CLOSING DATE:	25 th April 2025
INTERVIEW DATE:		INTERVIEW LOCATION:	Golf Club
START DATE:	Target – 26 th May 2025	SALARY BRACKET:	£40,000 - £45,000

JOB ROLE & RESPONSIBILITIES

We are looking for a Hospitality, Food & Beverage Manager to work at West Malling Golf Club. The successful candidate will work closely with the team and assume responsibility for a full range of Leadership and Managing duties of the Restaurant and Bar. The successful candidate should encompass operational leadership, strategic planning and financial oversight whilst ensuring an exceptional member and guest experience.

Operational Management

- The successful candidate will be the Operational Lead of the Food, Beverage & Hospitality Team.
- They will ensure smooth and efficient daily operations, including financial management (P&L and stock control).
- Undertake weekly duties, including:
 - Management & scheduling of the staff rota for the club house bar and restaurant
 - Ordering stock for the Bar, Restaurant & Club House
 - Liaising with suppliers in relation the pricing
 - Daily reconciliation of revenue
 - Work with the Director of Golf to co-ordinate the club house opening & closing procedure
- Booking all function and events, liaising with Director of Golf with society bookings

Member and Guest Relations

- Cultivate a welcoming and memorable atmosphere, exceeding guest expectations whilst building lasting relationships
- Ensure delivery of high-quality customer service to members and guests. Including, resolving customer complaints and addressing any issues
- Drive sales through creative events including targeted marketing initiatives, whilst upholding a deep understanding of the club's members and guests
- Act as the primary point of contact for members in the restaurant, addressing concerns, feedback and suggestions
- Supervising the arranging of tables and preparing rooms for events

Staff Management

- Inspire, mentor, motivate and supervise the Food & Beverage team
- Set clear expectations, conduct evaluations and implement annual performance reviews
- Carrying out effective recruitment, training, and leadership of the team
- Work closely alongside the Head Chef and Kitchen Team to enhance and maintain a high level of food standards including managing menus (both day to day and functional)
- Work with the existing Team and new staff to ensure the best possible service can be provided
- Collaborate with the Deputy Manager
- Foster a positive and collaborative workplace culture
- Manage holiday requests, return to work after sickness & Human Resource requirements

Other

- Ensure all operations comply with Health, Safety and Food Standard Regulations
- Work with the kitchen team to uphold a 5* Hygiene Rating
- Report in board meetings monthly, including working with the board to develop the functionality of the club to suit the personal approach we aim to provide to our members and staff
- Stay updated on trends in the golf and hospitality industries
- Undertake all risk management required within the Food & Beverage Team

SKILLS REQUIRED

- Strong leadership with a track record of successfully managing and motivating hospitality, food and beverage operational staff
- Food Hygiene Certificate Supervisor – Level 3
- Have a clear understanding of the Food Safety Act 1990, the Food Standards Act 1999, and the Food Safety and Hygiene (England) Regulations 2013
- Working understanding of procurement, stock management, negotiation and interpersonal skills
- An acute eye for detail along with strong communication and organisational skills
- Ability to support, train and motivate colleagues and drive accountability
- Adapt to a variety of client needs by tailoring your approach to suit diverse backgrounds and age groups
- Upholding a professional level of excellence at all times
- First Aider (preferred, however, training to be provided if required)
- Personal Licence Holder

PERSON SPECIFICATION

- **Confident, Proven Leader:** With extensive experience as a 'General Manager' in a high-volume restaurant ensuring focus on fresh, quality food
- **People-Centric:** A passion for developing and motivating teams, creating a positive and engaging work environment
- **Customer-Focused:** A genuine commitment to providing exceptional guest experiences
- **Dynamic & Energetic:** A positive and enthusiastic personality, with a passion for creating a vibrant atmosphere
- **Excellent Communicator:** Strong interpersonal and communication skills
- **Person Specific:**
 - Ambitious
 - Highly organised
 - Self-motivated
 - Problem solver
 - Adaptable
 - Flexible
 - Easy to approach with a happy, bubbly, positive mindset!

ADDITIONAL INFORMATION

- West Malling Golf Club has just been acquired by a new board who are keen to invest in the development of the staff, golf courses, driving range, club house and membership facilities
- Ongoing career development plan, including the opportunity to grow in the role as the business develops
- Performance based bonus, ensuring recognition of your contributions
- Monthly pay
- 28 Days Holiday including Bank Holidays
- 45 Working Hours
- Company Pension
- Ongoing training opportunities
- Enhanced DBS Check is mandatory
- There will be a requirement for flexible working to suit the delivery of the role

Please send all CV's and application information to the Recruitment Team at info@aplleisure.co.uk