Eltham Warren Golf Club

House Manager
Job Description

Responsible to:

- The General Manager on a day-to-day basis and through him to the Director of House for strategy and policy direction for the bar and catering operation..

Responsible for:

- All bar and catering staff.

Purpose:

- To set and maintain standards for the effective and efficient management and delivery of all bar operations and, in liaison with the Catering Supervisor, food operations provided to the membership and external parties.
- To provide the highest level of customer service which is also cost-effective to meet budgeted targets for revenue, Club utilisation and profitability.

Bar Management

- To be responsible to the Board, through the Director of House, for the efficient and profitable operation of the bar and catering functions.
- To hold a monthly meeting with the Bar & Catering Sub-committee.
- To work proactively to identify opportunities for improving the quality and profitability across the hospitality offering.
- To submit a monthly bar report to the Director of House.
- In conjunction with the Catering Supervisor, to ensure that there is a front-of-house presence during trading hours.
- To maintain and enforce the Clubhouse dress code and behaviour policy.
- To maintain the till system to ensure the pricing structure and till layouts are up to date.
- To monitor any price increases from beverage suppliers and take action on pricing where necessary, with the agreement of the General Manager, to maintain the target GP%.
- To ensure the cellar is kept safely and hygienically, with stock rotated and stored correctly.
- To maintain all cellar procedures in accordance with manufacturers' and product providers' recommendations.
- To ensure that stock is purchased from agreed suppliers on a weekly basis to set par levels and that all delivery notes and invoices are passed to accounts for processing on a monthly basis.
- In conjunction with the independent stock taker, to ensure monthly stock takes are carried out and results are submitted to the Club within two days.
- To ensure that the external stock taking process is undertaken in accordance with accepted industry practices and that the results are fully analysed and a subsequent action plan is produced, detailing measures needed to rectify any concerns.

- Not to overstock (using industry norms guidelines on stock as a guide) and to negotiate the return and credit of overstocked items.
- To accurately record any wastage for the stock taker.
- To ensure that payroll information, upon the agreement of the Director of Finance, is passed to accounts ahead of payroll processing.
- To manage staff rotas to meet the Club's demands for both full and part-time staff, ensuring staffing levels reflect the level of business while being cost-effective.
- To identify a 'chain of command' to ensure that their duties can be delegated in the event of their absence and to train those personnel identified to the correct and acceptable level.
- To ensure that all staff are appropriately dressed and ready for service.
- To manage staff reviews regarding performance and to mentor where necessary.
- If required, to obtain and maintain staff's personal licence status.
- To recruit, train and develop a team of full-time and casual bar staff.
- To be proactive in driving sales, reviewing products and, with the agreement of the General Manager, offering promotions.
- To be the 'Designated Premises Supervisor' for the Premises / Club licence.
- To ensure that all bar and cellar equipment is maintained in a safe working condition.

Function & Event Management

- Be the front-of-house management presence at functions and events.
- With the Catering and Bar Supervisor, to ensure the efficient operation of the booking system and diary operation.
- With the Catering Supervisor, to oversee all functions taking place in the Clubhouse.

Administration

- In liaison with the General Manager to ensure the preparation of all essential reports for submission to the Board as required.
- In liaison with the bar supervisor, to maintain stocks of house, bar and kitchen stationery – till rolls etc.

House Management

- To fully understand the fire and burglar systems and the layout of the house.
- To be a key holder and first responder.
- To have a working understanding of the house boiler, hot water and electrical systems.

Professional Duty

To conduct themselves in a professional manner in all their dealings with members and visitors as the Club's key representative for the bar operation.

Key Performance Indicators

- The day to day control and management of the bar operation.
- The identification and agreement of a list of realistic control measures for gross profits, gross margins, wage levels, yields, waste reduction, qualification achievements, increased productivity, promotional

activity regarding products and events, and then to achieve the agreed targets and goals as identified by the Club.

- Providing the Club with guidelines and direction regarding the government and control of the bar operation by means of tried and tested operational procedures and accepted industry norms.
- Providing both cost saving and income generating schemes designed to improve the Club's bottom line profitability.
- Providing the Club with a relevant operating procedures document detailing all aspects of bar control.
- Being aware of the members' wishes regarding service standards and product placement and, where possible and in line with the Club ethos, to deliver the same.
- Complying with all legislative processes concerning the day to day operation of the bar regarding licensing law, employment law and health and safety, and other matters of compliance.

Further Responsibilities and Duties

- To communicate with the General Manager regarding daily transactions and to submit all relevant paperwork.
- To ensure that all bar staff secure all income in the safes provided for onward transmission to the General Manager's Office together with all details regarding all shortfalls.
- To implement grievance and disciplinary procedures as requested by the Club and report all serious breaches of discipline to the General Manager.
- To attend monthly heads of department meetings and to hold regular meetings with the bar team to ensure the smooth running of their operation.
- Additionally, to attend House meetings and provide all relevant details pertaining to the role.
- Similarly, to liaise with the Kitchen staff concerning all matters that may have a direct impact upon its function.
- To ensure that all till transactions are complied with and that use of the wide range of management reporting systems is utilised, using the information supplied to the best advantage of the Club. At the same time, ensuring that staff are conversant and fully comply with the systems required for all cash and card dealings and are held accountable for any shortfalls.
- To undertake any advanced training that the Club has highlighted would lead to an advancement in their knowledge in the role.
- To ensure (where possible) that staff are conversant with, and comply with, all till technology procedures and any other equipment they are required to operate in their roles.
- To welcome all members, visitors and guests in a professional manner that promotes the best interests of the Club.
- To stock up prior to daily service and prepare all products and services ready for sales activity.
- To ensure all front of house serving areas and rear of bar areas are meticulously clean.

This document outlines the duties required for the post to indicate the level of responsibility. It is not comprehensive nor exclusive and duties may vary from time to time which do not change the general character of the role or the level of responsibility.