



Position Title: Food and Beverage Management Internship

Department: Food and Beverage

Direct Report: Clubhouse Management

Rate: \$20/hr

Additional: Employee Housing Available

Position Summary: To assist with all food and beverage service departments; including assistance in hiring staff; scheduling; training; direct supervision of food and beverage supervisors, and front of the house operations on a day to day basis. Ensure the Roaring Fork Club's service standards are being delivered by the food and beverage service team, and that member satisfaction is achieved. Maintain a high level of service and visibility on the floor to assure that the wants and needs of the Club's members and guests are consistently exceeded.

Position Responsibilities:

- Train and set standards, supervise, counsel, praise and/or discipline staff for the outstanding performance and efficient operations of the dining rooms, bars, and events. Responsible for the implementation and maintenance of training plans to ensure high quality presentation and level of service within the department. Organize and conduct pre-shift and departmental meetings communicating pertinent information to the staff, such as special events and menu changes. Schedule and direct staff in their work assignments, while managing various dining rooms and special events.
- Review all written Banquet Event Orders and Special Event/Athletic Tournament Write-Ups to determine appropriate staffing levels, room/station assignments, floor plans and service plans as they relate to banquets, athletic tournaments and room set-ups.
- Responsible for the Club's day-to-day beverage operation/programming including maintenance of the wine, beverage lists and inventories. Directly oversee all bar personnel. Support member requests for wine in the dining rooms or at their private events at the club. Enforce Club policies as it relates to beverage service and control.
- Interact positively with members promoting events and services. Resolve problems to the satisfaction of involved parties. Answer telephones in a clear voice. Coordinate and document reservations. Facilitate communications with all departments to ensure needs are met.
- Develop and implement departmental standards with supervisory team to ensure Club service is held in high standards, making them representatives of one of the finest Clubs in the country. Delegate training responsibilities to ensure all foodservice personnel receive adequate training and can perform at desired levels for all skills as defined by their respective positions. Help to implement and provide monthly safety and continued safety training such as ServSafe, TIPS, and First Aid/CPR to appropriate Staff members.

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- Work closely with the Housekeeping, Maintenance, and other departments to coordinate the appropriate and timely set up of all functions and meetings while maintaining standards of food, beverage and meeting specifications. Communicates all daily activities, in person or by log, to staff to ensure smooth transition and follow-up from one shift/day to another
- Interact with all departments and staff to ensure they are familiar with menus and beverages being served. Provide POS training as needed.
- Interact with the Executive Chef and Kitchen Staff, Catering, Housekeeping and all other Club departments and personnel to ensure synergy for all food and beverage services.
- Inspect to ensure all safety, sanitation, energy management, preventive maintenance and other standards are in place and consistently met. Assure all standard operating procedures for revenue and cost control are in place and consistently utilized.
- Develop in concert with our Director of Marketing and Communications interesting ways of promoting Club events and functions in the dining room, lounge and other outlets.

Supportive Functions: In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the manager based upon the particular requirements of the club.

- Provide direct service to members as needed, including, but not limited to, serving tables, bussing tables, seating guests and general cleaning duties.
- Participate in food beverage, china, glassware, silverware, and linen inventories regularly.
- Maintain good working relations with preferred vendors of the Club and ensures adherence to policies and regulations.
- Attend all department and Club meetings as necessary.
- Ensure all legal requirements are constantly adhered to including wage and hour and federal and state and/or local laws pertaining to alcoholic beverages; and assistance as necessary.

Physical Demands:

- Most work tasks are performed indoors. Temperature generally is moderate and controlled by club environmental systems; however, must be able to work in extreme temperatures like freezers (-10F) and outdoors (+110F), possibly for one hour or more.
- Position requires walking and giving direction most of the working day. Length of time of these tasks may vary from day to day and task to task.
- Must be able to exert well-paced ability to maneuver between functions occurring simultaneously.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and subordinates
- Must be able to lift up to 25lbs. on a regular continuing basis
- Must be able to lift trays of food or food items weighing up to 15lbs.
- Must be able to push and pull carts and equipment weighing up to 50lbs occasionally
- Must be able to bend, stoop, squat and stretch occasionally

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- Vision occurs continuously with the most common visual functions being those of near and color vision and depth perception
- Requires manual dexterity to use and operate all necessary equipment
- Must have finger dexterity to be able to operate office equipment such as computers, printers, multi-line touch tone phone, filing cabinets, photocopiers and other office equipment as needed.

Grooming: All employees must maintain a neat, clean and well-groomed appearance per club standards. Professional business attire required.

Other: Due to the cyclical nature of the club, Managers may be required to work varying schedules to reflect the business needs of the operation. Managers aim to satisfy the members' needs and create an environment where the members can create incredible life time memories for their friends and family, while cultivating a positive work environment for our staff.

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