



Job title: Food & Beverage Manager
Department: Food & Beverage
Role: Full-time (salaried)
Reporting to: General Manager
Revision date: June 30th, 2024

Job overview:

To run the food and beverage operation at the Club ensuring the highest standards of service are offered to the Members and their guests. To also support the wider management team in making The Philadelphia Club one of the finest private members' clubs in the United States.

Essential functions:

- To establish and maintain the highest levels of service throughout all F&B areas – dining room, bar, private dining and Club Events.
- To plan and execute Club Events and private dining parties, including dealing with enquiries and offering show rounds.
- To be a charming host for all Members and their guests.
- To champion the training and development of the team including drafting standard operating procedures (SOPs) for all key tasks.
- Along with the General Manager and Food & Beverage Committee, to manage the Club's wine list and cellar.
- To be the health and safety champion of the department paying particular attention to back of house cleanliness and cleaning rotas.
- To ensure the Club achieves the agreed beverage gross profit each month.

Hours of work:

As required by the needs of the business. The normal working week will mostly be Monday to Friday, but you may be required to work weekends (occasional Saturdays or Sundays). Anticipated hours (dependent upon business needs).

Skills and Requirements:

- Proven experience as a Restaurant Manager or Food & Beverage Manager in a 4-star deluxe or 5-star environment.
- Minimum 5 years' experience supervising/managing staff.
- Strong knowledge of classical 5-star restaurant service is essential for this position.
- Broad knowledge of American and European food.
- Broad knowledge of American and European wines.
- Broad knowledge of American and European cocktails.
- Knowledge of health and safety procedures, including food allergens. ServeSafe Certificate required.
- Knowledge of point-of-sale use in bars and restaurants (including programming).
- Knowledge of restaurant reservations systems and the ability to take bookings from Members as and when required and note these down in the No.27 reservations diary.
- Strong organizational and time management skills.

- Strong communications skills, both verbal and written. Fluency in English is essential to this role.
- Physical requirements for this role include but are not limited to: lifting of heavy objects, reaching including overhead, stooping, bending, and standing for prolonged periods of time.
- Experience of complaint handling and the ability to deal with any Member's complaints in a polite and professional manner and bring them to the attention of the General Manager.

Preferred skills and qualifications: *(not essential)*

- Diploma or degree in food and beverage or a related field. External training may be offered/required in the future, paid for by the Club.
- Diploma or certification in wine production and/or service. Wine Spirit Education Trust training can be given, paid for by the Club.

Stock management:

- Gross profit – to help ensure that all food and beverage areas achieve the target monthly gross profit. Not just the wine and beverage areas but to support the food gross profit goal also.
- Ensure that all items are entered into the point-of-sale system in a timely fashion and recorded in the correct way.
- Beverage inventory – to conduct a monthly inventory of all wine and beverage stock and support the wider team in carrying out their inventories. To take responsibility for all ordering as required.
- Glass and china inventories – to carry out quarterly inventories of all glassware and china used in the Club. To take responsibility for all ordering as required.
- Wastage – to be aware of and manage all perishable stock and use and rotate stock as required.

Marketing:

- The vision – to be fully engaged with the Club's vision for the future and to actively participate in adding to that vision.
- Communication – to share the vision and the activities the Club decides upon with the staff and the Members and engage everyone in a positive way. To be a champion for what we are doing.
- Club newsletter – to assist in gathering interesting and meaningful content for the Club's newsletter and/or website.

Human Resources:

- Recruitment – to recruit food and beverage staff as required and within the agreed budget's agreed by the Club.
- Onboarding – to ensure all new staff are inducted into the department and buddied up with a new member of the team. To also ensure that the staff review process, during the introductory period, is adhered to.
- Training – to ensure all staff are trained on an on-going basis. To also ensure staff are developed to further their knowledge and skills.
- Standard Operating Procedures – to draft and champion SOPs for all key tasks in the department. These can then be used for training and the setting of all standards.
- Discipline – to follow the Club Policy relating to disciplinary and grievance procedures.

Health & Safety:

- To endeavor to maintain a safe working environment and report any maintenance issues to the office as and when they occur.
- Allergens – to ensure that all staff are aware of food allergens and what action to take when guests have dietary requirements
- Fire - to be fully conversant with the Club's fire procedures, health and safety policy procedures and staff handbook.
- Cleanliness – to ensure the highest level of cleaning standards in the Dining Room and Bar. And to ensure that weekly cleaning schedules are completed and adhered to.

- Uniform - to wear a clean uniform and be of a smart and tidy appearance. This includes being clean-shaven and having smart and tidy hair. To also ensure that all staff comply in the same way.

Other requirements:

- To commit to serving the Members of the Club to the best of your ability.
- To comply with any reasonable request made by the Club Management or Board of Direction.

Please note:

- The job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties of the jobholder might differ from those outlined in the job description and other duties as assigned might be part of the job.
- This job description does not constitute an employment contract; the employment relationship between The Philadelphia Club and the employee is an at-will relationship
- We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, ethnicity, disability, religion, national origin, gender, gender identity, gender expression, marital status, sexual orientation, age, protected veteran status, or any other characteristic protected by law.

Please contact:

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