



Philadelphia Country Club

Job Description

About Us: Founded in 1890, the Philadelphia Country Club is among the elite private, member owned clubs in the country. It is recognized as a Platinum Club of America. The Club's 975 Members and Guests enjoy exceptional facilities and service in a "family focused" setting. The Club's facilities include a 27-hole championship golf course, hydro tennis courts, paddle courts, squash courts, pickleball courts, fitness center, a state-of-the-art resort style pool, a Summer House, a rustic Lodge for trap and skeet shooting, four lanes of bowling and 100,000 square foot clubhouse featuring casual and formal member dining rooms and recently renovated private dining facilities.

Summary: Promotes the Club's facilities and dining rooms for Member-related activities. Develops event orders for and oversees all administrative aspects of preparing and executing Member events. Provides Members with a one-stop shop experience to coordinate and plan all aspects of their event. Interacts and works with other departments to assure that the Member's expectations are exceeded and financial goals are attained in accordance with budgeted Club revenues and expenses.

Essential Duties and Responsibilities:

Operations -

Marketing: Implements aggressive, on-going marketing campaign to alert and inform Members about the Club's events and activities.

Creates: Continually explores potential new events and ideas to create unique and high quality events. Establishes and publishes a Member event calendar and marketing plan every January for the upcoming calendar year.

Details: Helps Members arrange events or banquets including, luncheons, meetings, and other events related to Holidays, Bridge, Athletic Activities, and Junior Activities. Obtains all pertinent operational information needed for guest planning including menus, entertainment, theme, decorations, set-up, etc.

Menu Development Works with the Executive Chef and Clubhouse Manager to develop menu presentation, selection of menu items and pricing for all items related to events.

Menu Planning: Determines the Member needs and suggests menu items in conjunction with the Executive Chef and/or other culinary personnel. Possesses the culinary knowledge to entirely customize the event menu.

Event Planning: Develops detailed plans for each Member event pertaining to arrival; set-up, execution, decor, entertainment and departure details. Coordinates the plan with the Director of Operations, Executive Chief, Senior Private Dining Manager, Clubhouse Manager and the Food & Beverage Operations Manager(s) to insure proper service delivery and maintenance of the Club's service standards.

Communication: In a timely manner, transmits necessary information to culinary, service, set-up, Clubhouse engineering and housekeeping Staff. In the absence of the Senior Private Dining Manager, presents the weekly event schedule at the weekly department head meeting. Coordinates the production of completed function sheets to be distributed to all Club departments in the weekly BEO distribution packet.

Checks Details: Checks function sheets against room set-up diagrams and directions and inspects finished arrangements.

Pre-Meal Communication: Attends pre-function meetings with servers to ensure smooth, efficient service, offer explanations about menu or special services required and coordinated the timing of service.

Floor Supervision: Meets and greets Members arriving for events. Assists the Food & Beverage Operations Managers with the supervision of service and bar staff only as needed. Assists the Member with last minute changes or coordination or the timing of their event by communication changes to Food & Beverage Operations Managers.

Inquiry responses, proposals and menus sent out in a timely manner.

Banquet Event Order's detail date, space, time and estimated attendance for the event. Banquet Event Order and diagrams completed and a signed copy returned to Banquet office 14 days prior to event. Daily event sheets produced for all departments with correct information. Provides staff with accurate attendance responses for upcoming events.

Event billing completed in detail accurately and immediately following event; final billing coordinated with accounting department.

Complaint Resolution: Handles Members complaints I comments. Communicates issues and comments to General Manager in a timely manner.

Future Bookings: Maintains past and potential Member event files; schedules calls / visits to assess on-going needs of Members for Member events.

Forecasts and Budgeting: Assists with the preparation of the annual banquet budget and compiles monthly and annual forecasts for Member events.

Computer Database: Assists in the maintenance of the banquet database in Jonas with all bookings being accurate and event details correct.

Works closely with the Director of Operations Food & Beverage Operations Managers, Marketing Manager, Executive Chef, Banquet Sous Chef, Clubhouse Department Heads, Sports Pros, Clubhouse Manager, and Controller.

Ensures that all Staff consistently complies with the Club's employee manual, Club's policies and procedures. This includes Staff grooming, uniform, personal hygiene, and name tag standards.

Administrative -

Operates a computer to enter, retrieve, review or modify data; utilizes word, excel, Jonas, internet, outlook, and other software programs at a high level of proficiency. Maintains the banquet database in Jonas.

Paperwork: Sequence followed consistently. Appropriate thank you letters sent. E-mails, voice mails and phone calls returned in a timely manner.

Management -

Forecasts and Budgeting: Assists with the preparation of the annual banquet budget and compiles monthly and annual forecasts.

Participation at daily meeting conducted to discuss changes within 72 hours. Participates in scheduled Management, Staff and departmental meetings. Attends Events, Sports & Activity Committee meetings as scheduled.

Member Service -

Acknowledges Members and Guests with a greeting or by Mr. and Mrs. (Last Name) or Doctor. Provides a friendly and welcoming environment which includes eye contact, a smile and a

greeting, acknowledging every Member or Guest maintaining outstanding, fast and efficient service.

Provides Members, Guests and Employees with a safe environment.

Ensures that all Club Members and Guests receive courteous, prompt and professional attention to all their needs. Meets or exceeds their expectations.

Education | Experience:

Degree in Hospitality or related field. Must have 2 years' experience in catering | banquet sales and processes or equivalent food and beverage operational experience.

Competencies:

Must have knowledge in business planning and budgeting. Able to demonstrate sales ability.

Must be self-motivated and have an outgoing personality with excellent people skills. Provide exceptional Member service and uses prompt and responsive follow-through. Asks questions to identify Member's needs and / or expectations.

Must possess the ability to plan, organize, develop, and implement events. Must possess the ability to seek out new programs, ideas, current trends, and incorporate them into the existing catering program.

Flexibility in accommodating last minute requests, and getting guarantee numbers.

An energetic, forward-thinking and creative individual with high ethical standards and an appropriate professional image. Is discreet and behaves with a high degree of professionalism.

A strategic visionary with sound practical skills, analytical ability, good judgment and strong operational focus.

A well organized and self-directed individual with strong operation and leadership skills. Ability to use effective problem solving skills, and make independent decisions when circumstances warrant. Must possess the ability to plan, organize, develop, implement and interpret the program, goals, and objectives pertaining to the Private Dining and Member Events Department.

An intelligent and articulate individual who can relate to people at all levels of an organization and possesses excellent written and oral communication skills. Must be able to communicate policies, procedures, regulations, reports, etc, to Staff, Members, and Guests.

Must be able to maintain strict confidentiality.

Ability to be flexible in your work schedule. Must be able to work nights, weekends, and holidays as dictated by the event schedule.

Physical Demands I Work Environment:

The physical demands described here are representative of those that must be met by an Employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand, walk, use hands, reach with hands and arms, climb stairs, stoop, kneel, talk, and hear. The employee must be able to lift or move 25 pounds. Specific vision abilities include close vision, distance vision, and depth perception. The employees work environment is indoors. The noise level in the work environment is moderate.

Additional Information:

Please note that this job description is intended to be a guide to your position. You may be asked to undertake other activities or tasks which are deemed appropriate to your position and which the Club considers reasonable which are not detailed on this job description.

Please submit your resume and cover letter to our HR Director:

Renee Bickel

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