



2880 La Quinta Dr,
Missouri City, TX 77459
Telephone: (281) 403-5900
www.golfquailvalley.com

Job Description

Position NO:

Job Category: Service Worker

\$50,000 - \$65,000 Salary

Exempt

Food & Beverage Operations Manager

DEFINITION

This is a full-time position at the Quail Valley Golf Course & City Centre. An individual in this position delivers customer service to guests to fulfill all aspects of implementation and management of daily F&B operations and special events. Delivery areas include on course refreshment carts, Bluebonnet Grille restaurant, banquets and special events. This position reports directly to the Director of Food & Beverage.

The following is a sample of the knowledge, skills and abilities required for this position, and not a complete list of duties or responsibilities.

EXAMPLES OF WORK

- Work with vendors to secure best value services and ensure proper implementation
- Inventory management and controls
- Maintains a high standard of professionalism and works well with the kitchen staff to expedite guest orders promptly
- Directly engages customers for feedback and works to resolve customer issues in a professional manner
- Directly responsible for FOH, BOH, Event and F&B staff to ensure job assignments are being completed and service standards and procedures are being done daily
- Review for accuracy and process invoices for payment
- Controls food and labor costs by avoiding preparation waste and overproduction as well as ensuring proper rotation and utilization
- Create and manage internal standards to determine goals, objectives, requirements and implementation to promote the facility brand
- Manage cash handling and additional transactional controls during the payment processes and prepare daily deposits

- Manage staff of up to 15 part time workers
- Work with the General Manager and F&B Director to prepare annual budget and develop marketing strategies to meet budget goals
- Attend weekly staff meetings

KNOWLEDGE, SKILLS AND ABILITIES

- Good work ethic
- Ability to work a flexible schedule. (Morning, afternoon, evenings, and holidays.)
- Basic ability to perform multiple tasks effectively in a team environment and with minimal supervision
- Professional knowledge of standards and practices, including tact and courtesy essential to effective customer service to deal with guests.
- Must be able to be a self motivator and work independently
- Excellent organizational skills
- Excellent verbal and written communication skills
- Attention to detail
- Valid Class C Driver's License. Good driving record required.
- TABC certification required
- Texas Food Handlers Certificate required, Texas Food Safety Managers Certificate preferred
- Ability to speak Spanish is beneficial
- Other duties as assigned

EXPERIENCE AND EDUCATION REQUIREMENTS *(The following is a sample of the minimum qualifications or requirements the Human Resources & Organizational Development Office will use to evaluate applicants for this position.)*

High School Diploma or equivalent. 3+ years of event management experience preferred.

The Department of Human Resources and Organizational Development may consider an equivalent combination of education, training and/or experience.

* The Quail Valley Golf Course Compensates employees according to a salary schedule that enables movement through a market based salary range. Generally, a new employee's salary is at or near the beginning of the range.