



**GLENELG**  
GOLF CLUB

**CLUBHOUSE OPERATIONS MANAGER**

**JOB & PERSON SPECIFICATION**

**NOVEMBER 2018**

# GLENELG GOLF CLUB INCORPORATED

## JOB SPECIFICATION (Attachment A)

<b>POSITION:</b>	Clubhouse Operations Manager
<b>INCUMBENT:</b>	Vacant
<b>REPORTS TO:</b>	General Manager
<b>OVERALL SCOPE:</b>	Responsible for the daily provision of high quality Bar, Catering and Function facilities and services provided within Clubhouse to all members and other users of the Club.

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### Key Result Areas

#### 1. PLANNING & MONITORING

**To develop plans and budgets for the Food & Beverage operations and the Clubhouse.**

*This key result will have been satisfactorily achieved when:*

- » Develop and maintain appropriate cost and revenue control systems including weekly and monthly food, beverage and function statistics and reports working within agreed KPI's.
- » Information for inclusion in the Club's various planning instruments (i.e. Strategic and Business Plan, Marketing Plan, Annual Budget and Capital Expenditure Schedule) for the Food & Beverage Operations has been developed and provided to the General Manager.
- » Recommendations on maintenance required to machinery, furniture, fittings and Clubhouse infrastructure have been developed in conjunction with the General Manager.
- » Attendance at various Club planning seminars and other Professional Development training courses has been satisfied when requested by the General Manager.

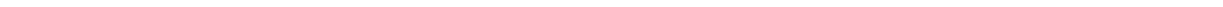
#### 2. FOOD AND BEVERAGE OPERATIONS

**To oversee the effective operation of the Food & Beverage departments**

*This key result will have been satisfactorily achieved when:*

- » Demonstrated commitment to providing quality food and beverage services to members and guests at all times.
  - » The level of stock-holdings and the quality of wines is appropriate to maximise sales and to meet the expectations of members, guests and function clients.
  - » Inventory is managed such that operational efficiencies are maximised.
  - » Ongoing review and negotiation of supplier agreements to ensure the best outcome, sourcing quality food and beverage products, for the Club.
  - » In conjunction with the Head Chef, Function, Snack, Bistro and Dining Room menus have been updated on a regular basis with fresh ideas and choices offering a variety of culinary experiences for members, guests and function clients, and to ensure maximum profitability for the Club.
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- » Ideas and initiatives have been communicated to the General Manager to increase food and beverage sales and improve the level of service offered to members and guests.



### **3. STAFF SELECTION, SUPERVISION AND TRAINING**

**To ensure appropriately skilled and trained staff and staffing levels are maintained for the Club's Food & Beverage operations.**

*This key result will have been satisfactorily achieved when:*

- » Suitable staff have been employed, inducted and sufficiently trained to meet the ongoing needs of the Food & Beverage departments.
- » The daily and evening activities of Food & Beverage staff have been managed to the standards expected by the Club.
- » All Food & Beverage staff have received appropriate training and perform their duties in accordance with their respective roles.
- » Staff have presented themselves in a manner and dress to represent the Club as professional at all times, with corrective action taken as necessary.
- » The formulation of weekly rosters for Food & Beverage staff has been completed to coordinate starting and finishing times and maximise profits and efficiencies.
- » Regular meetings held with the Executive Chef, Bar Manager and/or casual staff to maintain consistency, professionalism, friendliness and productivity within the Food & Beverage departments.

### **4. FUNCTION COORDINATION**

**To oversee the marketing, coordination and supervision of various internal and external functions held at the Club including Weddings, Conferences, Corporate Golf Days and Club events.**

*This key result will have been satisfactorily achieved when:*

- » Adequate arrangements have been put in place to ensure the highest level of supervision and service for weddings, functions, conferences, corporate golf days and other Club events held at the Club.
- » Pricing for weddings, functions, conferences, corporate golf days and other Club events has been recommended to the General Manager and is competitive with our major competitors.
- » Sufficient marketing and promotion of the Food and Beverage operations has been recommended and/or provided to the General Manager.
- » Strong demand for hosting weddings, functions, conferences, corporate golf days and other Club events is maintained to subsidise services to members and to increase Food & Beverage profits.
- » Key Performance Indicators relating to numbers and revenue achieved through internal and external functions have been met or exceeded.
- » Ideas and initiatives have been communicated to the General Manager to increase demand for and variety of internal and external functions held at the Club.

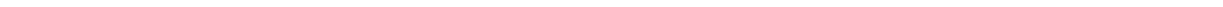
### **5. HOUSE PRESENTATION & MAINTENANCE**

**To ensure the Clubhouse, Plant and Equipment is presented and maintained to agreed standards.**

*This key result will have been satisfactorily achieved when:*

- » The set-up of the Club's various function rooms has been maintained to meet agreed standards.
  - » The Clubhouse has been presented in a clean, tidy and hygienic condition.
  - » Contracts relating to the operations of the Clubhouse, including Cleaning, Linen and other suppliers, have been managed and reviewed annually to maintain best prices and practices.
  - » Ensuring that clubhouse cleaning specifications and standards have been met.
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- » Clubhouse maintenance and repairs are managed in an effective and efficient manner.



## 6. WORKPLACE HEALTH & SAFETY

**To ensure Workplace Health & Safety and other Club policies and procedures have been complied with.**

*This key result will have been satisfactorily achieved when:*

- » Workplace Health & Safety systems, policies and procedures specifically related to the Clubhouse and surrounding environs are managed, maintained and reviewed on a regular basis to meet all legislative and statutory requirements.
  - » General Workplace Health and Safety policies and procedures, and other legislative and statutory requirements are complied with at all times and breaches reported to the General Manager within a reasonable timeframe as per Club policy.
  - » Adequate WHS training is provided to all staff.
  - » Club policies including Dress Code are adhered to at all times.
  - » Contractors have received a suitable level of supervision and the quality of work meets approved standards
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## HOW TO APPLY

Applications in Word format only should be forwarded to Justin Hinora by email to [23873@hender.com.au](mailto:23873@hender.com.au)

Telephone enquiries are welcome and may be directed to Justin or Christian Gaszner on (08) 8100 8849.

### **Please Note**

Your application will be automatically acknowledged by a return email.

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