



**Job Title:** Bar & Dining Supervisor

**Department:** Bar & Dining

**Reports to:** General Manager

**Location:** Chatham, Ontario

### **About Maple City Country Club:**

Maple City Country Club is a private club in Chatham-Kent ON, with 630 members, offering exceptional amenities and services. We provide a premier golfing experience, dining room and bar services, all within a beautiful and well-maintained 18-hole golf course and practice facility on the Thames River. Our mission is to deliver outstanding service and create memorable experiences for our members and their guests.

### **Position Summary:**

We are seeking a highly motivated experienced Bar & Dining Supervisor with a positive attitude to oversee all service aspects of our Food and Beverage Operations and lead a high performing team. The Club's food and beverage facilities include a full-service dining room, bar, dining & pool patios, and an on-course beverage and snack facility. This is a full-time seasonal position which normally begins in early March and ends mid- November.

This role requires a strong leader with a passion for high levels of customer service, exceptional organization skills and serves as a role model to the front of house staff promoting a professional culture and positive atmosphere at all times. Reporting to the General Manager and working closely with the Chef, the Bar & Dining Supervisor is an integral part of the Management team, ensuring an outstanding dining experience and service for members and their guests.

### **Qualifications:**

- 3 – 5 years Supervisory experience in Food & Beverage.
- Private club or upscale restaurant, or hospitality environment is considered an asset.
- Proven ability to mentor, train and foster a learning culture within a team to drive high service standards.
- Strong working knowledge of hospitality industry principles, methods, practices and techniques.
- Outstanding interpersonal and oral/written communication skills.
- Team player who consistently presents a positive outlook and attitude.
- Strong financial acumen and high level of literacy skills.
- Highly organized and able to multi-task.
- Ability to analyze and interpret the needs of members and guests and offer the appropriate options, solutions and resolutions required.
- Exceptional conflict resolution, negotiation and objection handling skills; able to take the initiative and resolve problems without supervision.

- Knowledge of beverages, including wines, beers and spirits is an asset.
- Manages time efficiently and prepares regular weekly work schedules for Bar & Dining staff which includes day, evening, weekend and holiday hours to satisfy the Club's operating requirements.
- Strong working knowledge of setting up and executing tournaments, special events and booking functions.
- Positive and professional engagement with all levels of management, staff, members and suppliers.
- Highly visible individual who interacts personally on a daily basis with the Club's members and guests.
- Meets with convenors of functions (as required) to ensure that all event details are taken care of, including service, audio visual, room setup and any other requests.
- Able to work a flexible schedule including evenings, weekends and holidays.
- Familiarity with MS Office (Word, Excel, Outlook).
- Working experience with Jonas Point of Sale is considered an asset.
- Smart Serve required.

### **Key Responsibilities:**

- Responsible for the overall management and organization of all Food & Beverage services including day to day bar and dining service in the dining room, patios and on-course facility as well as for Club Tournaments and Special Events .
- Maintains service levels and continuously seeks process improvements and synergies across departments to create positive changes to further enhance member experiences
- Collaborate with the Chef on menu offerings and Event planning.
- Directly hires, orientates and trains all Food and Beverage Front of the House Staff.
- Prepares, in consultation with the General Manager and the Chef, the department's annual Food and Beverage Operational and Capital Budgets.
- Develops staffing plans and schedules to meet service standards while adhering to Operating Budget.
- Effectively manages department operations to ensure achievement of established Revenue and Expense Budgets.
- Ensures that Jonas Point of Sale is updated to ensure accurate capture of sales for all F&B areas.
- Provides the General Manager with regular reports on the Department's performance to ensure revenue shortfalls or labour excesses are being proactively addressed.
- Acts as a coach, team builder, leader and role model, to the front of the house staff.
- Ensures staff and department are compliant with all regulations and statutory legislation.
- Collaborate alongside our Chef to create menu offerings.
- Ensure the Club and its' surroundings are always clean and presentable daily
- Fiscal responsibility to reach sales goals, budgets and proper reporting of spending items.

## **Compensation**

This is an outstanding opportunity which provides a competitive salary package, commensurate with a candidates' qualifications and experience.

## **How to Apply:**

Please send your resume and cover letter outlining your qualifications and experience to the Search Committee at: [mcccbdoofdir@maplecitycc.com](mailto:mcccbdoofdir@maplecitycc.com)

**Application Deadline:** March 24, 2025

Maple City Country Club is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

We thank all applicants for their interest, however, only those candidates selected for interviews will be contacted.