

Goring & Streatley Golf Club

Job Description

Assistant Front of House Manager

Responsible to – Front of House Manager

Purpose of the job

1. In the absence of the Front of House Manager assist in the operation & service of members lounge bars & functions suites, within Goring & Streatley Golf Club. These include all golf societies, members affiliated events, various functions, corporate meetings & weddings. This will include weekend and evening shifts around the needs of the business.
2. To ensure and maintain that the standard and level of service delivery to the members and guests is of the highest possible quality.
3. To maintain and contribute an open and effective line of communication with all parts of the building (kitchen & Sales coordinators) and between catering staff and FoH Manager.

Responsibilities

1. Coordinate the all function suites & bars operation under the management of the Front of House Manager.
2. Attend regular meetings with the Front of House manager with regards to forward planning
3. Deliver superior guest services and ensure absolute customer satisfaction
4. Enforce and offer the best quality of service possible
5. Maintain all catering equipment are clean and ensure correct stock levels are kept (not kitchen)
6. Ensure that all bars & functions suites inc adjacent areas are kept tidy at all times.
7. Appraise personnel's performance and provide feedback to the FoH Manager at all times.
8. Maintain inventories in line with guidelines set with FoH Manager.
9. Monitor compliance with sanitation and safety rules and regulations
10. Control non-food related costs and minimize waste in absence of FoH Manager
11. Successfully promote and publicise the brand
12. Nurture a positive working environment and lead by example
13. Monitor operations and initiate corrective actions
14. Compile orders for bar stock under guideline from FoH Manager
15. Ensure that your & staffs Cellar management is adhered to at all times
16. To ensure all cash procedures are adhered to in a safe manner and any discrepancies are reported to the Front of House manager immediately
17. Too assist the FoH Manager in his or Her duties if absent.