

Job description

About us

Bent Tree is a vibrant private gated community located in the North Georgia mountains of Pickens County. The full-service community offers an 18-hole championship golf course; Lake Tamarack featuring kayaking, fishing, and beach; a tennis/pickleball center, The Tavern and Club Tamarack restaurants; outdoor aquatics; dog park, hiking and horse trails, and an equestrian center.

We are looking for a Front of the House Supervisor to join our team. The Front of the House Supervisor plays an essential role in the overall functionality of the restaurant.

Duties and Responsibilities (but not limited to):

The purpose of the Front of the House Supervisor position is to ensure a superb dining experience for all members and guests. Provide an organized, effective, and balanced level of service by supervising and supporting the service staff to attain optimum performance. Greet and converse with guests and members, making them feel comfortable and ensuring 100% satisfaction with the product and the service provided.

Primary Responsibilities

Assist Food & Beverage Director with any projects as requested.

Assist Food & Beverage Director with training of staff.

Clearly describe, assign, and delegate responsibility of the various food and beverage departments.

Attend to the needs of the members, solicitation of their comments regarding Food & Beverage service, and taking the appropriate steps to ensure immediate and follow-up action.

Ensure all Food & Beverage staff are well groomed according to policy and in their proper uniform.

Balance daily sales and gratuities for payouts. Ensure accuracy in accounting of all receipts.

Perform a walk-thru of all member areas at the beginning and end of shifts, observe and report any problems to the proper department head.

Accountable for all checks transacted have been properly entered and closed to the proper accounts. Report to accounting any discrepancies, voids or other concerns involving member accounts.

Monitor safety conditions and employee conformance with safety procedures; update emergency plans and procedures and assure that effective training for these programs is conducted.

Ensure that all legal requirements are consistently adhered to, including: wage and hour, Federal, State, and local laws pertaining to alcoholic beverages; assure that all applicable policies and procedures are followed.

Creative, energetic, engaging and a highly visible assistant manager to the staff, management, membership, and guests.

Ability to use empathy to understand members, guests, and coworkers' feelings or mood and responding in the appropriate tone and manner.

Greet and converse with guests and members, making them feel comfortable and welcome.

Comply with all applicable laws and regulations as it pertains to liquor licensing and responsible service of alcohol.

Assist servers and all staff during high-volume, high-demand times on the floor

Provide pertinent information to supervisors, team members and staff via telephone, in written form, e-mail or in person in a timely fashion.

Ensure service levels are achieved by being on the floor and available.

Receive reservations and ensure that information is accurately recorded.

Promote and support excellent employee, member, and guest relations.

Perform any other duties that may be required by management or assist with special projects as assigned.

Qualifications and Characteristics Required

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job with or without reasonable accommodations:

Any combination of education or experience equivalent to the graduation of high school or any other combination of education, training or experience that provides the required knowledge, skills and abilities to perform to the position standards. High school diploma required. Post high school education preferred.

Minimum of 3 years previous Food & Beverage Supervisory experience.

Bar and catering/event experience required.

Serve Safe and Food Handlers Certification preferred.

Previous serving experience in a hospitality Food & Beverage operation preferred.

Ability to exhibit and execute exceptional teamwork.

Basic understanding of allergen information and response.

Ability to communicate with all levels. Provide guest service.

Attention to detail and cleanliness standards.

Good customer/member service skills.

Ability to handle multiple requests and organize time.

Ability to make proper charges to guest/member billing.

Experience required: 3 years

Required qualifications/Physical requirements:

Must be able to work weekends, holidays, days/nights

Occasionally lift objects weighing 20+ pounds, frequently lift objects weighing 10-15 pounds

Utilization of both hands

Must be able to remain in a standing position for extended periods of time

Frequently bend, stoop, and lift

Job Types: Full-time**Salary: \$42,000.00 - 62,000 per year****Benefits:**

The position will offer a benefits package featuring medical/dental/vision, 401k retirement plan, 11 paid holidays, and vacation/sick leave.

Schedule:

8 hour shift

Ability to commute/relocate:

Jasper, GA 30143: Reliably commute or planning to relocate before starting work (Required)

Work Location: In person

Interested applicants should submit an authentic Cover Letter introducing yourself and addressing why you would be a great fit for the responsibilities of this position, along with a Resume and Salary History to Chef Michael Klein, Director of Food and Beverage by email chefklein@bent-tree.com, or mail to 40 Little Pine Mountain Road #20202, Jasper, GA 30143. Review of applications will begin on August 6th and the position will remain open until filled.

