

**Job Title:** Bar and Restaurant Manager

**Department:** Food and Beverage

**Location:** Whidbey Golf Club, 2430 SW Fairway Lane, Oak Harbor, WA 98277

**Reporting To:** Board of Trustees/House Committee Chair/Club Manager

### **Overall Purpose:**

The Bar and Restaurant Manager is responsible for overseeing the day-to-day operations of the bar and restaurant/kitchen, ensuring a high level of customer satisfaction, maintaining quality standards, and driving profitability. This role involves managing restaurant and kitchen staff, handling customer inquiries, maintaining inventory, and implementing effective marketing strategies.

### **Key Responsibilities:**

1. **Operations Management:**
  - Oversee daily operations of the bar and restaurant/kitchen to ensure smooth and efficient service.
  - Ensure compliance with health, safety, and sanitation regulations.
  - Manage inventory levels, ordering supplies as needed.
2. **Staff Management:**
  - Recruit, train, and supervise bar and restaurant/kitchen staff.
  - Schedule staff shifts and manage labor costs.
  - Conduct performance evaluations and provide feedback.
3. **Customer Service:**
  - Address and resolve customer complaints promptly and professionally.
  - Ensure a high level of customer satisfaction by maintaining service quality.
  - Implement customer feedback mechanisms to continuously improve service.
4. **Financial Management:**
  - Monitor financial performance, including sales, expenses, and profitability.
  - Prepare and manage budgets, forecasts, and financial reports.
  - Implement cost-control measures to maximize profitability.
5. **Marketing and Promotion:**
  - Develop and execute marketing strategies to attract new customers and retain existing ones.
  - Plan and organize events, promotions, and special offers.
  - Collaborate with the marketing team to enhance the restaurant's brand presence.
6. **Menu Development:**
  - Collaborate with the chef to develop and update the menu.
  - Ensure the menu reflects current trends and customer preferences.
  - Monitor food quality and presentation standards.

## **Required Qualifications:**

- Bachelor's degree in Hospitality Management, Business Administration, or related field (preferred).
- Certification in Washington State food safety and alcohol service (e.g., ServSafe).

## **Experience:**

- Minimum of 3-5 years of experience in a management role within the food and beverage industry.
- Proven track record of managing a bar and restaurant/kitchen successfully.

## **Key Skills and Competencies:**

- Strong leadership and team management skills.
- Excellent customer service and communication skills.
- Financial acumen and ability to manage budgets and financial reports.
- Knowledge of food and beverage operations, including inventory management.
- Ability to work in a fast-paced environment and handle high-pressure situations.
- Creativity in developing marketing strategies and promotions.
- Proficiency in using restaurant management software and POS systems.

## **Working Conditions:**

- Must be willing to work evenings, weekends, and holidays as required.
- Ability to stand and walk for extended periods.
- Ability to lift and carry up to 50 pounds.

## **Salary Range and Benefits:**

- Competitive salary based on experience.
- Benefits package, including health insurance, paid time off, and employee discounts.