



## **Butte des Morts Country Club – Appleton, Wisconsin**

### **Club History**

Originally acres of farmland, Butte des Morts Country Club was established 88+ years ago and has since evolved into one of the finest private golf clubs in Wisconsin. It was meticulously designed by famed golf architect W.C. Jackson of Chicago, and in late spring of 1924, the first grass seed was spread by BDM's longtime greenskeeper, Jack Taylor. Just as it was when it first opened, the course is still carefully groomed and impeccably maintained.

Set against sloping hills, wooded terrain and a picturesque landscape, BDM's private golf course offers 18 of the most stimulating holes - challenging golfers of every age and skill level - in all of Wisconsin.

### **Position Summary – Food & Beverage Manager**

Butte des Morts Country Club is seeking a Food & Beverage Manager that will oversee all food and beverage service for the Club in addition to directly supervising all food and beverage staff. In order to meet the wants and needs of members and guests consistently, the Food & Beverage Manager is expected to apply relevant marketing principles daily.

The Food & Beverage Manager is responsible for leading and training the food and beverage service staff in facilities to include the Dining Room, Grille Room, Oasis, and Pool bar and restaurant. He/she will also be responsible for ensuring the highest level of member service and hand crafted beverage menu by overseeing all aspects of service and service staff during operating hours, while working in a clean and safe environment, and meeting all financial goals for sales and expenses.

The Food and Beverage Manager reports directly to the General Manager/COO and Assistant Manager and works closely with other department heads.





### **Essential Duties and Responsibilities**

- Provides the highest level of member service in accordance with Club standards by acknowledging, greeting, and thanking members and guests and directly overseeing service.
- Assures that effective orientation and training for all new staff and professional development activities for experienced staff are planned and implemented.
- Maintains member and guest satisfaction by handling inquiries, concerns or comments and providing solutions; acquiring feedback from members/guests and co-workers in order to ensure satisfaction and/or implement service improvement ideas; developing new concepts to ensure customer satisfaction and repeat business.
- Protects Club, members and guests by training staff in and adhering to all safety, sanitation, food preparation, food storage and alcohol beverage control policies including confirming legal drinking age and discontinuing service to intoxicated guests.
- Anticipates the needs and wishes of members by keeping staff aware of member and guest food & beverage preferences.
- Schedules personnel and plans dining room set-up based upon anticipated member/guest counts and needs.
- Carefully supervises dining room staff to help assure proper service and hospitality is consistently provided; assists staff and takes orders when necessary.
- Maintains consistency of service by being aware of and prepared for all course events, large parties and reservations that may affect food and beverage service operations.
- Communicates and teams well with other departments (i.e. Banquets, Golf, Kitchen, etc.) ensuring appropriate staff levels for all events and ensuring assigned responsibilities are carried out.
- Maximizes food and beverage sales by identifying and targeting sales opportunities through marketing including promotions and special events and by training staff on “upselling.”





- Evaluates and supervises performance and carries out disciplinary action as needed, in accordance with the Club's policies and applicable laws.
- Develops and implements policies and procedures for the food and beverage department .
- All other related or appropriate duties as required or assigned.

### **Competencies and Qualifications**

- Bachelor's degree or equivalent combination of education, training, and experience required.
- Minimum 5 years of proven food & beverage management experience in a hotel, resort, or similar environment, Club experience preferred.
- Bar management experience with advanced knowledge of pairing wine, beer, and spirits with food.
- Willingness to proactively engage with the membership daily and ability to anticipate member and guest wishes and preference.
- Excellent leadership, communication, and customer service skills.
- Ability to anticipate situations and work quickly to resolve unexpected and last minute changes.
- Technical experience with POS and hospitality-related software, as well as proficiency in Microsoft Office.
- Capable of a high degree of initiative and resourcefulness in directing the activities of the service staff and being able to present a consummately professional and polished image to the membership and staff.
- Strong organizational skills and with ability to set priorities and delegate effectively with appropriate follow-through and oversight.
- Demonstrated ability to build, maintain, and develop a team.





### **Compensation and Benefits:**

- Compensation commensurate with experience
- Benefits include:
  - Comprehensive benefits package including medical, dental, vision, & STD
  - Daily complimentary meal
  - Paid vacation/sick leave
  - Education allowance
  - 401k and HSA participation
  - Golf privileges
  - Growth potential

Interested and qualified applicants should submit their resume and cover letter in confidence to **both:**

Ryan Doerr at Strategic Club Solutions

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