



CAROLINAS CHAPTER

CLUB MANAGEMENT
ASSOCIATION OF AMERICA

CAROLINAS CHAPTER

JOB OPENING

CLUB	Forest Lake Club
LOCATION	Columbia, SC
POSITION FOR HIRE	Service Manager-Restaurants

CLUB INFORMATION

Forest Lake Club is a 99-year-old, member-owned, “legacy type” private club with a total of 1140 members. The 44,000 square foot clubhouse has a ballroom that seats 300 or accommodates up to 700 for receptions and three dining rooms seating 20, 60, 100 respectively; all of which were renovated last year. The Clubhouse Grill and Lounge, which serve as the more formal ala carte dining facility for the members, were also renovated last year. The Club features a summer pool snack bar and nearby, there is a golf snack bar with seating for 30 people. In addition, there is our free-standing casual dining restaurant, The Lakeside Grille, situated next to the Clubhouse and pool. This opened in February of 2020 and is a primary driver of activity and enjoyment for the membership. The Club has an 18 hole golf course, ten tennis courts and a newly-rebuilt, resort-style pool facility. Currently, FLC has a waitlist of over 110 candidates. Food and beverage revenue is currently @\$2.7 million annually.

POSITION SUMMARY & RESPONSIBILITIES

The primary objective of the position is to elevate the expertise of all the service staff in the restaurants to maximize the member’s enjoyment of the dining experiences and increase use and patronage. Working closely with the other two Service Managers, this position will help create stellar dining experiences by combining superior service with the excellent food and bar products provided to the members. By regular presence in the restaurants and through regular oversight of all ala carte servers and bartenders, this position ensures the use of proper service techniques, thorough knowledge of food and bar products is evident with the staff, teamwork is present and effective to complete all tasks and maintain their facilities’ cleanliness and organization as well as all setup tasks. Responsible for training of personnel, as well as motivating, hiring and holding accountable per the Club’s culture and policies and procedures.

QUALIFICATIONS & KEY CHARACTERISTICS

- Minimum at least two years experience as a restaurant manager or country club restaurant manager or equivalent
- Possesses strong leadership, communication, organization and relationship skills
- Solid understanding of a la carte revenue generation
- Sufficient knowledge of expense control as it relates to service payroll, cost of sales and the forecasting/budgeting of expenses

- Strong technical literacy, including Microsoft Word and Excel, payroll management and point of sale systems
- Diplomatic team player able to foster relationships with members, employees and guests
- Reports directly to the Club Manager

Desired Skills and Capabilities:

- Previous restaurant opening experience a plus
- Strong independent restaurant experience a plus
- Previous country club experience desirable
- Highly motivated and passionate about quality and presentation
- Ability to direct all day to day operations in a friendly, professional manner
- Leads by example, serving as a role model and maintains effective employee relations.
- Strong administrative skills; computer use, Microsoft software familiarity, typing speed, composition and language
- Creative in bar operations and features
- Ability to perform all the tasks involved with each position in the service department
- Develops relationships with vendors
- Thorough knowledge of wines, craft beers and spirits
- Searches for quality people to work in the service department
- Possess characteristics that command a presence in the dining room

Maintains all safety and sanitation standards

COMPENSATION & BENEFITS

Salary is posted at an annual of \$45k - \$55k depending on experience and qualifications. Benefits include vacation and personal time pay, health and life insurance and a matching contribution schedule to the club's 401(k) Safe Harbor Plan.

CLUB WEBSITE

www.forestlakeclub.com

HOW TO APPLY

Send or email resume to: smclaughlin@forestlakeclub.com

Sean McLaughlin/ Forest Lake Club
Club Manager
340 Country Club Drive
Columbia SC 29260