



Position Description: Food & Beverage Associate – Dwan Golf Club

Position Title: Food & Beverage Associate

Date: 2019

Department: Parks and Recreation

Division: Recreational Facilities - Golf

Accountable to: Food & Beverage Coordinator

Primary Objective of Position:

Prepare food and beverage orders, facilitate purchase transactions, maintain general cleanliness, and provide excellent customer service.

Essential Functions of the Position:

- Prepare limited breakfast items and lunch menu items for customers
- Food to be prepared includes (but is not limited to): soups, sandwiches, hamburgers, hot dogs, fountain and bottled beverages, tap and can beer, grab-and-go items.
- Maintain kitchen and prep area in a sanitary and organized fashion.
- Handle cash transactions at point of sale
- Work with F&B Coordinator and Head Cook to manage F&B inventory
- Knowledge of kitchen operations
- Ability to communicate well with customers, staff, coordinators, and supervisor
- Excellent organizational skills
- Team oriented and works well with all course staff
- Experience with events/event management
- Working knowledge of various Point of Sale (POS) platforms
- Responsible to know and understand laws and policies governing regulation of service of intoxicating beverages including serving minors and over-serving customers, and to ensure that age-restricted menu items are never served to underage customers
- Ability to deliver the highest level of customer service
- Ability to accommodate a flexible schedule to include early morning/opening, late evening/closing, weekends, and holidays
- Monitor and maintain cleanliness of all food prep and service areas to health code standards, including kitchen, service counter, walk-in/reach-in coolers/freezers, grab-and-go coolers, dry storage, dishwashing area, indoor dining room, outdoor dining areas, washing dishes, utensils, and cooking implements/pots/pans, etc.
- Ability to lift, carry, and/or move objects weighing up to fifty (50) pounds
- Knowledge and ability to safely operate motorized golf carts
- Be punctual and reliable and represent Dwan Golf Club in a professional manner at all times
- Assist Head Cook and Food & Beverage Coordinator with other tasks as assigned

Staff Supervision

- None

Minimum Qualifications:

- 18 years of age
- Two or more years of customer service and cash handling experience

Examples of Performance Criteria:

- The employee attended and participated in all staff meetings and training
- The employee had a positive relationship with staff and supervisor
- The employee showed high aptitude for all position-specific systems and platforms, including POS, tee sheet, reporting, etc.
- The employee displayed exceptional customer service and provided a safe, fun, and appropriate experience for all guests of Dwan Golf Club