



Front of House Manager

The Carleton Golf & Yacht Club is currently seeking a **Front of House Manager**

Located along the banks of the Rideau River just minutes from downtown Ottawa, the Carleton Golf & Yacht Club is a member-owned 12-month private facility. CGYC is known for its outstanding course conditions, friendly atmosphere, and an unwavering commitment to providing an unforgettable member & guest experience. In recent years, Carleton hosted the Canadian Men's Mid-Amateur Championship, PGA of Canada Seniors' Championship and several regional Championships.

The Club's facilities include an 18-hole championship course, indoor and outdoor dining facility (with a riverfront view!), beverage cart services, on-course halfway house and an indoor golf simulator room.

We are seeking an experienced and engaging Front of House Manager to lead our Food & Beverage service team and plan/execute F&B events. Reporting to the Director of Clubhouse Operations, the successful candidate will work closely with the Head Chef and serve as a key member of the leadership team delivering a memorable dining experience for our members and guests.

Responsibilities

- ✓ Oversee daily front-of-house operations, ensuring engaging daily service and a high level of member & guest satisfaction.
- ✓ Market, plan and execute all F&B events, including member themed events, weddings, corporate events and private functions.
- ✓ Recruit, supervise and train staff, fostering a positive work environment that encourages teamwork and professional growth.

- ✓ Manage daily opening and closing procedures, ensuring accuracy in transactions and adherence to company policies.
- ✓ Collaborate with kitchen staff to ensure seamless communication regarding food preparation and service.
- ✓ Implement and uphold food safety standards, ensuring compliance with health regulations.
- ✓ Address member & guest inquiries and resolve any issues promptly to enhance guest experiences.
- ✓ Maintain cleanliness and organization of the front-of-house area, including dining spaces and bar areas.
- ✓ Oversee product ordering and inventory management.

Qualifications

- ✓ Previous experience in a F&B supervisory role in a club environment or upscale hospitality setting.
- ✓ Strong leadership skills with the ability to motivate and manage a diverse team.
- ✓ Knowledge of industry trends with the ability to effectively manage costs and margins
- ✓ Familiarity with budgeting and financial reporting.
- ✓ Deep understanding of food/beverage preparations techniques.
- ✓ Exemplary customer service skills with a focus on creating positive member & guest interactions.
- ✓ Ability to work in a fast-paced environment while maintaining a high-level of attention to detail.
- ✓ Degree/diploma in hospitality or food service management is an asset
- ✓ Proficiency in MS Office; Jonas POS experience is an asset.
- ✓ Flexibility to work various shifts, including evenings and weekends as required.

Compensation

- ✓ \$55,000 to \$65,000 annual salary based on experience
- ✓ Attractive performance bonus package (up to 10k) and opportunity for commissions

Benefits

- ✓ Employee Benefit Plan
- ✓ Staff Meal Program
- ✓ Employee Events

Starting Date

- March 2025

Application Deadline

- February 28th, 2025

Contact

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** Thank you to all who apply. Only those applicants selected for interviews will be contacted **

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