



Shaughnessy Golf and Country Club

Food & Beverage Manager

The Position:

Our Club is currently looking for a full-time, permanent Food & Beverage Manager to join our team. The successful candidate will work closely with the entire Food and Beverage team, reporting directly to the Director of Food & Beverage, to ensure an exceptional dining experience for our members. This prominent role oversees all aspects of the Club's dining experience, including indoor and patio dining, and occasionally, special events. Candidates must be flexible and available to work hospitality hours based on business needs. This includes morning and evening shifts, weekends, and holidays, depending on scheduled events and functions.

Who We Are:

Founded in 1911 when Vancouver was just 25 years old, Shaughnessy Golf and Country Club traces its history back to the earliest days of golf on the West Coast. First located on Canadian Pacific Railway lands, the Club moved in 1960 to the ancestral site of the Musqueam Nation's winter village. Shaughnessy has served as the proud host of many prestigious events and notable figures in golf and tennis over these 100+ years. Today's Club features an award-winning clubhouse, highly ranked and competitive golf course, indoor and outdoor tennis, fitness, and a golf performance centre.

Our Core Values:

The Shaughnessy Experience is what we strive to provide our members, through exceptional service, memorable experiences, and world-class amenities. We are committed to providing the Shaughnessy Experience through the use of our core values,

Community

- We take CARE to cultivate a community in which our members and staff feel welcome, safe, and secure; that community is founded upon mutual trust, clear and respectful communication, and a willingness to help one another.

Accountability

- Every team member is expected to fully commit to their daily tasks and ongoing duties, completing them in a timely manner and to the highest possible standard.

Respect

- Every team member is expected to treat every teammate, member, and guest with the utmost respect; so too are members and guests expected to treat our staff with respect.

Excellence

- We are always working to provide a world-class experience for all members every time they visit the Club, in the execution of our current practices and in the creative examination of methods for improvement.



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Who You Are:

- Passionate about hospitality, food, and beverage
- Attentive and motivated – you take pride in your work
- Thrive in a fast-paced, dynamic environment
- Dedicated to achieving high standards in your work
- A self-starter who takes accountability and initiative, who can work successfully independently or as part of a team
- Engaging and enthusiastic – you enjoy getting to know people
- High energy and a desire to cultivate a positive and fun work culture
- Emerging leader with the ability to develop and motivate staff members to achieve challenging goals
- Looking for career growth opportunities

Responsibilities:

- Manage the execution of exceptional, personalized service by Front of House staff to all members and guests, with a focus on peak volume periods.
- Manage the day-to-day Front of House operations across restaurants, outlets, banquet services, and special events.
- Provide leadership and high energy to cultivate a positive and professional work culture. Ensure all members and team members adhere to Club policies and regulations.
- Oversee the daily management of OpenTable reservations and floor plans.
- Oversee set-up and maintenance of all dining areas, including restaurant, bar, patio, event spaces, and grab-and-go outlets.
- Oversee effective pre-shift meetings to ensure the Club delivers a world-class dining experience that reflects its exclusivity. Maintain strong floor presence, supervision, and leadership during peak dining periods and events.
- Enhance and implement service protocols that emphasize a personalized, high-touch approach to hospitality.
- Manage and resolve F&B related member rules, complaints and service concerns, recommending service recovery strategies as needed.
- Manage recruitment and onboarding of all Front of House positions (in collaboration with the People and HR Leader), and train, mentor, and support team members to continuously improve performance.
- Manage scheduling for all Front of House and Event Service staff, including supervisors, servers, bartenders, hosts, server support and event staff, to ensure coverage aligns with service needs and budget targets.
- Assist the Director of F&B/Executive Chef with managing F&B budgets, including labour and cost management, pricing strategies, and revenue generation.
- Manage and coordinate proper inventory management for beverage, beer, liquor, wine and sundry-related products including ordering, receiving, and supporting menu development.
- Manage the Jonas Point of Sale system, ensuring accurate and up-to-date menu items and pricing.



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- Act as liaison between Front of House, kitchen, other F&B outlets and other departments to ensure seamless communication and coordination.
- Manage and coordinate the execution of internal and external Club events, working closely with the Director of Catering and Club Events or other relevant team members.
- Prepare and submit Front of House payroll to ensure all employees are paid accurately and on time.
- Manage all beverage programs, including beer, liquor and wine lists, and promotional initiatives (e.g., bottle/glass sales programs).
- Assist the Director of F&B/Executive Chef in collaborating with the Marketing & Communications Coordinator to promote dining-related updates and member communications.

The Food & Beverage Manager may be required to perform duties that are outside the above listed scope of work as assigned by any member of the management team.

Requirements:

- Minimum of 3 years of supervisory or managerial experience in the upscale hospitality industry; private club experience is considered an asset
- Valid Serving It Right Certificate
- Strong commitment to exceeding member and guest expectations
- Familiarity with financial variables such as budgeting, labour management, productivity, revenue, and expense control
- Solid product knowledge of wine, liquors, beer, and other beverages; experience managing inventory and ordering
- Proficient in computer applications, including Microsoft Excel and Word; experience with Jonas and OpenTable is considered an asset
- A Sommelier designation or WSET certification is considered an asset
- Ability to perform well under pressure during high-volume periods
- Willingness to work flexible hours including mornings, evenings, weekends, and holidays
- Excellent organizational and time management skills, with the ability to set priorities for self and others
- Strong interpersonal and communication skills
- Legally entitled to work in Canada

Compensation and Benefits:

- Full-time, permanent
- Competitive compensation package; based on qualifications and experience
- Comprehensive benefits package (after successful completion of probation), including extended health and dental coverage, life and disability insurance, and group RSP-matching program
- Participation in the Club's Staff Meal Program
- Staff golf and tennis privileges
- Free on-site parking
- Golf & tennis shop retail discounts



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- Fun staff events
- Opportunities for ongoing learning, development, and internal promotion

If you are interested in this position, we invite you to apply for this opportunity. Please submit your cover letter and resume with the subject line 'F&B Manager' to vweiler@shaughnessy.org.

Shaughnessy Golf and Country Club is an equal opportunity employer and welcomes all qualified individuals to apply. We would like to thank all applicants, however only those of interest will be contacted.