

JOB DESCRIPTION

On Course Food and Beverage Services

DEPARTMENT: Food and Beverage

REPORTING TO: Manager of Food and Beverage Operations

JOB SUMMARY

To exceed member and guest expectations by serving quality food and beverage products efficiently, courteously, and correctly.

RESPONSIBILITIES & EXPECTATIONS

- Sell and serve on course food & beverages to guests of the Club.
- Ensure that all preparation and closing duties are performed according to standards and published checklists.
- Execute any other duties as requested by immediate supervisors.

DUTIES & TASKS

- Report on time and in proper uniform.
- Clean and maintain on course Food and Beverage as required.
- Assist with maintaining an attractive and orderly appearance in all on course Food and Beverage areas.
- Attend to guest requests and attend to guest complaints as required.
- Attend and contribute to department communication meetings.
- Stock the beverage cart and completely fill out Cart Inventory Sheet.
- Always keep the cart clean.
- Follow proper rotation around the golf course. Drive the beverage cart against the flow of play. Keep moving – do not park except to serve customers.
- Do not bypass customers. Make contact with everyone in a friendly manner.
- Communicate with the kitchen staff in a timely and effective manner regarding quality control/stock replacement/change, etc.
- Radio supply needs into the Cook or Bartender/Snack Bar Attendant. Find out an approximate time when new supplies will be ready.
- Spend minimal time in the restaurant area.
- Keep Dry Storage and Walk-in neat, organized, and clean.
- Follow proper procedures for filling out Inventory Sheets and cash handling.
- Closing Cart person is responsible for removing all items from the cart and properly putting them away. Cart must be thoroughly cleaned before leaving.
- Inform management of all problems or complaints encountered during shift.
- Inform management of any supplies that are running low and need replacing.

Work Conditions

- Primarily outside work.
- Some inside work required.

Skills

- Organization.
- Communication.
- Quick evaluation and decision making.
- Telephone.
- Strong comprehension of English language (oral & written).
- Understanding and knowledge of food & beverage industry.
- Ability to work well with the general public.
- Work efficiently in a non-supervised position.

PHYSICAL ACTIVITY AND STRENGTH REQUIREMENTS

This job entails much physical activity and a strength level up to 50 pounds. The Beverage Cart Attendant must have outstanding personal hygiene and understand proper food handling procedures.

PHYSICAL DEMANDS	<i>Frequency</i>	PHYSICAL DEMANDS	<i>Frequency</i>
--Standing	Occasionally	--Stooping	Occasionally
--Walking	Occasionally	--Balancing	Occasionally
--Sitting	Frequently	--Kneeling	Occasionally
STRENGTH		--Crouching	Occasionally
--Lifting	Occasionally	--Crawling	Occasionally
--Carrying	Occasionally	--Reaching below waist level	Occasionally
--Pushing	Occasionally	--Reaching overhead	Occasionally
--Pulling	Occasionally	--Twisting	Occasionally
--CLIMBING	Occasionally	--SEEING	Continuously
--TALKING	Frequently	--FEELING	Frequently
--HEARING	Frequently		

FREQUENCY SCALE:

OCCASIONALLY 1% - 33% of the workday
 FREQUENTLY 34% - 66% of the workday
 CONTINUOUSLY 67% - 100% of the workday

OTHER FACTORS	EXIST?	COMMENTS
Environment		
--Inside	15%	
--Outside	85%	
Extreme Cold	No	
Extreme Heat	Outside summer heat	

Wet	Occasionally	Rain
Noise/Decibel level	Cart	Gas engine
Vibration	No	
Hazards		
--Mechanical	Yes	Grill devices, beverage cart
--Electrical	No	
--Burns	Yes	Grills, oven, stove, steamer, etc.
--Explosives	No	
--Radiant Energy	Yes	The Sun
--Other		
Atmospheric Conditions		
--Fumes	Yes	Cooking area, cleaning chemicals, gas exhaust
--Odors	Yes	Cooking area, cleaning chemicals, gas exhaust
--Dusts	Yes	Every day dust and dirt
--Mists	Yes	Cleaning chemicals
--Gases	Yes	Gas cart
--Ventilation	Yes	Outdoors
--Other		