



The Commonwealth Club

Events & Services Manager

REPORTS TO: General Manager

OVERVIEW: The Commonwealth Club is a private “city club” in downtown Richmond, Virginia. The Club’s legacy is rooted in its reputation for impeccable, gracious service and an outstanding culinary program. Our loyal team of staff is committed to excellence in customer service. The Clubhouse provides elegant accommodations, ideally suited to host meetings, corporate events, galas, rehearsal dinners and wedding receptions.

POSITION SUMMARY:

The Service & Events Manager is an integral part of daily clubhouse operations, including member services, dining facilities, bars, events and offsite catering services. This is a key, junior management position with a high visibility, and direct responsibility for establishing and maintaining superior standards for food and beverage service and outstanding member relations that meet and exceed expectations. The position supports the management of department budgets, cost-controls and inventory; staffing and training; service, sanitation and safety standards.

Essential Duties and Responsibilities:

Personnel & Management:

- Hire, train, supervise, schedule, evaluate and discipline event service staff; ensure that all event staff are consistently well-groomed and in proper uniform.
- Assist with assigning work responsibilities and ensure that all shifts are properly covered.
- Set and enforce performance standards and club policies for all service employees
- Develop and implement on-going customer service training program to ensure best practices.
- Actively participate in scheduled staff and management meetings.
- Implement policies and procedures established by the board and general manager.
- Oversee purchasing, receiving and storage of service-related items.
- Share closing manager on duty responsibilities with other service manager.
- Keep up to date on local competition and over industry trends; recommend changes and improvements as needed.

Service & Event Execution:

- Oversee success of member dining areas (reservations, menu updates, staffing and training)
- Direct and supervise setup and execution of events through regular, proactive communication with key staff.
- Develop detailed execution plans for each event; serve as liaison between service staff and department heads to ensure accuracy and attention to event details. (Executive Chef, Director of Events, Housemen and Housekeeping)
- Assure that all functions are properly staffed in accordance with the service schedule.
- Prepare for and lead pre-function meeting with event service staff to ensure smooth, efficient service; assign server stations and coordinate the timing of courses.
- Conduct post-event evaluations to improve quality and efficiency of all event elements.
- Ensure that all appropriate charges are billed correctly to each event and forwarded to the accounting department for billing.

Facilities Management:

- Assure proper inventory of all event service equipment and supplies to meet required needs.
- Regularly inspect front and back-of-house service areas and equipment to assure that sanitation, safety, energy management, preventive maintenance and other standards for the departments are met.
- Assure the neatness, cleanliness and safety of all event areas.
- Take responsibility for identifying and reporting issues associated with event.

Member & Guest Services

- Maintain customer satisfaction and employee productivity by handling member and guest inquiries, concerns and comments in a professional and timely manner.
- Develop new concepts and/or implement service improvement ideas to ensure customer satisfaction and repeat business.
- Act as head waiter at special, private functions and maître d' in the dining room, when needed.
- Based on volume, may have dual responsibilities as event manager and dining room manager.
- Protect the Club, the members and the guests by adhering to all safety, sanitation, food preparation, food storage and alcoholic beverage control policies.
- Resolve routine questions and problems and refers more complex issues to higher levels.

Minimum Qualifications and Skills Required:

- Bachelor's degree preferred.
- Minimum of 3-5 years of applicable and progressive food and beverage management experience, preferably in a private club, upscale hotel or resort/restaurant.
- Passion for hospitality industry and excellent customer service.
- Demonstrated experience in resolving customer issues/complaints and exceed expectations.
- Strong administrative/computer and cost-control skills; proficient in software including Microsoft Office, Word and Excel.
- Solid time management, organization and prioritization skills.
- Proven ability to effectively supervise, build and foster a team environment.
- Thorough knowledge and understanding of all regulatory requirements impacting food service operations.
- Ability to efficiently and proactively handle multiple duties under pressure with minimal supervision; work flexible hours as required including nights/Saturdays.
- Excellent interpersonal communication skills including a positive attitude, professional manner and appearance in all situations.

SUPERVISES: Event captains and dining room/bar servers.

CLASSIFICATION: Full-time (salaried)

WORKING CONDITIONS: Work hours will vary – to include morning, afternoon and evening hours (Monday – Saturday) based on event schedule and reservations. The Club is closed on Sundays.

COMPENSATION: Salary (commensurate with experience); Club offers excellent benefits including health/dental, 401(k), group life insurance and employee meals.

Please send cover letter and resume:

Eric Abuneel, General Manager | abuneel@thecommonwealthclub.net (No phone calls.)