



WAIKELE
COUNTRY CLUB

94-200 Paioa Place
Waipahu, HI 96797

Waikēle Country Club is always looking for smiling faces who can deliver high quality customer service in a social, family atmosphere. It is our mission to provide every guest with an exceptional dining and golf experience that fosters fun and camaraderie. If you are ready to become part of the Waikēle Country Club Team, read below and apply.

Position: Food & Beverage Assistant Manager

Job Type: Full Time

Primary Objective: Assist in the management and operation of the Food and Beverage (F&B) Department and deliver exceptional guest experience, with the goal of maximizing sales and revenue through employee engagement and customer satisfaction.

Duties and Responsibilities:

- Assist with management of restaurant operations (Front and Back of the House) to ensure company, employee, and guest satisfaction.
- Assist with management of banquet operations and follow Banquet Events Order (BEO) to ensure execution meets requirements of event.
- Assist with setting up appointments with clients for potential banquet events; assist with securing banquet arrangements and client requests; ensure restaurant and banquet set up meets company standards.
- Assist with creating and entering invoices into invoicing systems and processes (such as Quick Books, etc.).
- Develop and provide excellent customer service and relations; ensure guests' needs are met.
- Assist with verification and approval of employee time and attendance in payroll system.
- Provide leadership and direction to all employees, to create and foster a respectful and inclusive team environment, while maintaining an overall management style that follows company best practices; address and resolve issues within the workplace; and assist with supporting ongoing learning and development of staff.
- Complete tasks assigned by F&B Manager accurately and efficiently; support F&B Manager as needed; report employee issues/concerns and banquet/restaurant issues to F&B Manager; fill in for F&B Manager in times of absence and provide accountability.

- Maintain company standards, including set up and cleaning; ensure all side jobs are completed and done correctly at the end of each shift in a timely manner.
- Ensure all opening and/or closing procedures are followed and met.
- Assist with the closing of daily Point of Sales (POS) transactions and ensure cash drops are accurate.
- Be well versed in industry standards and trends.
- Ability to work independently with little or no supervision.
- Other related duties as assigned.

Minimum Qualifications:

- High School Degree or GED Certification
- Four (4) years food and beverage experience or two (2) years manager/supervisor experience.
- Manager's Liquor Commission Card for the City and County of Honolulu.
- State of Hawaii TB Clearance verification.
- Demonstrated experience in cashiering, credit card and debit card handling, and monetary transactions.
- Demonstrated knowledge and proficiency of all applicable food and beverage laws and regulations, inclusive of state, federal and county mandates.
- Excellent verbal and written communication skills.
- Skilled in making decisions and taking accountability.
- Knowledge and experience in POS system and transactions.
- Basic computer knowledge.
- Ability to effectively interact, communicate and manage staff and guests; ability to foster teamwork and unity among staff at all levels; must possess strong interpersonal skills and experience in working with diverse people.
- Ability to problem solve and adapt to various situations; ability to multi-task and handle multiple priorities simultaneously within a fast-paced setting; effective time management skills; must be able to perform independently and responsibly, while maintaining a professional demeanor.
- Ability to work a flexible schedule with various work shifts, days and hours each week, inclusive of evening, holidays and weekends, based on events and operational needs.
- Commitment to excellence; guest oriented and service minded.
- Must be able to speak, read, and write in English.
- Basic mathematical skills for computation and calculation.
- Any equivalent combination of education and/or work experience which provides the required education, knowledge, skills and abilities as indicated.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to:

- Walk and/or stand for prolonged periods of time; climb, balance, stoop, kneel, crouch, crawl, bend, twist, reach, and grasp; use hands to finger, handle, or feel; close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- Ability to lift up to 30 lbs.; push/pull/move objects; and lift overhead.
- Ability to work with detergents and sanitizers.
- Ability to work under variable noise levels, and in air-conditioned and non-air-conditioned environments.

Preferred Qualifications:

- Two (2)-year or Four (4)-year degree from an accredited university in Food Service Management, Hotel and Restaurant Management, Hospitality, Business Administration or related field.
- CPR/First Aid/AED Training Certification.
- Banquet management experience.
- Experience with QuickBooks accounting program.