



Knutsford Golf Club, Cheshire England February 2020

Role Profile -- Steward(s)

An exciting opportunity has arisen for a live-in Steward(s) at this prestigious Private Members Club situated near the thriving market town of Knutsford and adjacent to Tatton Park.

The Knutsford Golf Club was established in 1891 and offers a stable, secure and welcoming environment for ambitious, hardworking, flexible and creative appointee(s) to thrive.

The club has a wide variety of members, approximately 450 in all, with a common desire to see the Clubhouse Services and F&B Quality improve and develop to match the changing nature of our golfing community. Our Mission is "to enhance the experience of membership" and the recruitment of a new Steward(s) is critical to this.

The clubhouse, featuring a large dining room (80 covers), bar, snooker room and conservatory, was recently refurbished and provides the potential to further develop the variety of services and events. The club house incorporates a recently refurbished unfurnished apartment providing accommodation for the appointee.

The club is now looking for an energetic, hands on Steward(s) with a natural work ethic, customer focus and positive approach who, working alongside colleagues will own and deliver the day-to-day running of the clubhouse facilities seven days/week. This will include bar service, cellar management, catering services for bar food and formal functions, the upkeep of changing rooms and general appearance of the Club's front of house, so ensuring an excellent hospitality experience for our Members and guests.

If you would like to be considered for this important role, please write to the Hon Secretary (secretary@knutsfordgolf.com) with a covering letter and CV explaining:

- a. What you will bring to the role and how you will deliver the objectives, illustrated with relevant experience
- b. Why you want to live at the golf club and be responsible for all its services.
- c. What you see as the risks and opportunities for the role and the club
- d. Any other relevant aspects you wish to include.

Please include details of current employer, salary, salary expectations, notice period and contact details. References will be taken.

Remuneration will be competitive and commensurate with experience.

1. Role Objectives and Purpose:

This is a significant role for the Knutsford Golf Club and the overarching purpose of the role has four key elements:

- a. Manage and deliver all aspects of clubhouse H&SE, F&B and other services, maintenance and security.
- b. Manage and deliver staff resourcing, performance management and care
- c. Develop, expand and deliver an excellent hospitality experience for all members and guests, ensuring high quality, value for money F&B and events in a warm and welcoming environment.
- d. Control costs within budget, grow revenues and profit.



2. Principal Duties:

Please see Appendix for a detailed summary.

3. Location

The role will be “live-in” based at the attractive clubhouse apartment adjacent to Tatton Park, Knutsford.

4. Knowledge, Skills, Experience and Education required

Please provide evidence of the following and other relevant aspects.

4.1 Knowledge:

- Experience and expertise of the hospitality, F&B and golf club or related services sector
- Modern Golf Clubhouse F&B and member services.
- All relevant HSE, Food Safety, and Staff Management qualifications and experience

4.2 Skills:

- Customer Service and ability to manage different customer needs and expectations
- Budgetary Management and control
- F&B and hospitality management and delivery
- Proactive problem solver
- Managing conflicting priorities and a periodically high workload
- Tenacious and hardworking able to drive and develop this role in a conservative members golf club environment

4.3 Experience:

- Private members Golf clubhouse services and management, or similar
- F&B and event delivery
- Staff management
- Face to face customer communications
- Growing revenues and profit.

5. Education:

- Relevant education and qualifications for hospitality, cellar management and food hygiene, HSE. Please provide details.

6. Behaviours and Attributes.

- Highly presentable, articulate, trustworthy, reliable, and flexible in their working hours,
- Hands on with a natural work ethic
- Desire to deliver an excellent hospitality experience for Members and guests.
- Desire and ability to develop and grow the clubhouse activity, turnover and profit for the club.
- Enjoys new challenges and has a high level of energy and personal ambition.
- Has self-awareness, is positive/optimistic and keen to achieve
- Passionate about customer service, presentable.
- Ability to connect with people and build business like relationships
- Committed to ensuring a safe, secure and enjoyable environment for Members.



APPENDIX 1.

DUTIES OF THE STEWARD(S) – KNUTSFORD GOLF CLUB

The following is a summary of the key duties at a level of detail necessary to understand to extend of the role. It is not an exhaustive list. Flexibility in the role is essential and the duties will be developed and amended once the appointee is in place.

1. Provide excellent catering/F&B services for day-to-day bar food and all events.
2. Take responsibility for opening the premises each day and for locking and securing the premises each night after all members have left or at such times as the Club through its authorised officer may require.
3. Take responsibility for keeping all the goods and property of the Club permitted to their care as the Club shall direct and will supply all such goods to the members of the Club such priorities and at such times as the Club shall direct and in accordance with the provisions of the Licensing Act.
4. Keep a true account of all monies received and paid with the appropriate books, invoices and memoranda and shall handover such items to the appointed officer of the Club as required.
5. Ensure the smooth and efficient running of the bar facilities.
6. Be present at, and assist in, the taking of bar stocks at such intervals as the Club shall direct. The banking of bar takings, green fees and any other receipts shall be your responsibility.
7. Ensure that all the visitors are correctly signed in and exercise good conduct.
8. You will be responsible for the cleanliness and tidiness of the premises including all toilet and changing facilities (also on course) including the provision of towels in accordance with the current Cleaning Schedule.
9. Issue and receive back golf buggies and their keys. Ensure that buggy batteries are put on charge.
10. Retain the keys for Clubhouse and all external buildings including the course Halfway House but excluding greens staff buildings. Ensure these buildings are locked and alarmed when not in use and the keys are kept in a secure location.
11. Supervise Club contractors and report any performance issue to the House Chairman, to include, for example:
 - Laundry
 - Waste disposal
 - Window cleaning
 - Bar supplies
12. General duties to include telephone handling when the office is closed; deliveries, management of entry/exit gates, cash and carry visits for bar and club supplies, general maintenance (replacing light bulbs etc)
13. Report in good time to the House Chairman any Clubhouse or outbuilding maintenance issues that require resolution and facilitate agreed repair action.



14. Liaise with the Secretary to agree formats for packages to be promoted to visitors and visiting golf societies.
15. When requested for special competitions, stock the Halfway House with drinks and arrange appropriate catering.
16. Liaise with Secretary re Club diary for functions, societies, visitors etc, ensuring a clear paper and "soft" diary is always UpToDate with backup copies.
17. Take and record Green Fees. Issue visitors with bag-tags.
18. Liaise with the House Chairman to review bar gross margins and waste levels.
19. Maintain sufficient bar stock levels and product range.
20. Comply with all legislative procedures regarding employment law, health and safety law, licensing law, food safety requirements and any other matters of compliance.
21. Welcome all members, visitors and guests in a professional manner that always promotes the best interests of the Club.
22. Report to the House Chairman or, in his absence, the Honorary Secretary any equipment maintenance/repair issues that require resolution and facilitate agreed repair.
23. Resource the correct numbers and quality of staff to assist in running all aspects of the Clubhouse F&B, bar and other services within agreed budgets.
24. Manage all staff matters ensuring appropriate levels of performance management and employee care and development.
25. Maintain the cellar, line cleaning, ice machine cleaning etc as required
26. Ensure all activity is managed with agreed budgets. Cost control is essential allied to excellent service delivery for members and guests.
27. To achieve the budgeted incomes and monitor the department payroll & roster accordingly to meet the business needs.
28. To be responsible for all aspects of clubhouse security including daily cash handling & to act as primary key holder.
29. To achieve an outstanding standard of service & train the team to a similar level.
30. To operate the Clubhouse in a safe manner complying with current fire, health & safety, employment & licensing legislation and act as premises license holder.