



*Carolina Country Club*

## JOB DESCRIPTION

**DEPARTMENT: Food & Beverage – 24**

**FSLA STATUSES: Non-Exempt**

**JOB TITLE: Golf Halfway House Attendant**

**SUPERVISES: None**

**REPORTS TO: Club Manager, Assistant Club Manager, Captains**

### **Job Summary:**

The Golf Halfway House Attendant provides platinum level service to members and guests in the free standing snack outlet on the golf course. This position assists with the opening and closing duties/checklists for set up and breakdown of the halfway house, the preparation and sales of foods, alcoholic and non-alcoholic beverages, maintain cleanliness and safety of area. The Attendant is responsible & knowledgeable and follows Club policies and procedures; always maintains order, will assure that member's satisfaction standards are consistently attained; will use club training tools and will greet members using surname; will seek opportunities to create memorable moments and deliver legendary service with gracious hospitality. This individual will embody The Carolina Country Club Platinum Service Absolutes and ensure Platinum Level Service at all times.

### **Job Functions include:**

- Arrives on time for work shift, well-groomed and dressed in the appropriate uniform.
- Reviews checklist and sets up/breaks down the halfway house outlet, properly stocking food, beverages and paper products and other supplies, maintaining cleanliness on a daily basis.
- Graciously greets members by name and their guests.
- Maintain cleanliness and organization of all Halfway House storage and service areas.
- Serve food and beverages to members in an efficient manner.
- Establish, maintain and seasonally reset par stocks for consumable goods.
- Offer product suggestions to increase sales and heighten member satisfaction.
- Maintain a clean, safe, organized work area.
- Ensure perishable foods are held at safe storage temperatures.
- Ensure food and beverage products are rotated to optimize freshness.
- Process member billing; complete POS daily closeout instructions.
- Assemble sandwiches to order while golfers wait "on the turn".
- Cook and serve hot dogs, brats and other menu items without main kitchen support.
- Perform other duties as assigned.
- Professionally and quickly handles complaints from club members, guests, and visitor and communicates to Management immediately.
- Understands all safety, accident and emergency policies and procedures and consistently follows.
- Enforces established rules, regulations and policies.
- Attends mandatory departmental meetings as scheduled.



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- Is knowledgeable and follows local and state laws and the club's policies and procedures for the service of alcoholic beverages.
- Completes other appropriate assignments and projects as required by management.
- Works with a good attitude, with respect towards others and creates professional working relationships with co-workers.
- Follows Club safety and security policies and stays alert and promptly reports accidents, injuries, maintenance issues, suspicious activity and unsafe work conditions to management.
- Completes required computer based courses, North Carolina Alcohol Beverage Control rules and regulations and any other department specific training.
- Performs other duties as assigned.

**Working Conditions, Physical Functions and Abilities:**

The physical demands of work environment characteristic described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Equitable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be a minimum of twenty one (21) years of age.
- Capable of lifting up to twenty five (25) pounds or more.
- Capable of standing and maneuvering independently and safely around work area.
- Capable of standing on for a length of eight hours or more.
- Ability to see and hear, or to use prosthetics that will enable these senses to function adequately to assure that position requirements can be fully met.
- Ability to read, write, speak and understand English. Sound mental and physical health: ability to get along well with others, to demonstrate a high level of sensitivity and interest in people.
- Subject to moderate physical and emotional stress associated with food/beverage service. Must be able to work a flexible schedule including weekends and holidays.

**I acknowledge receipt of the above job description for the Golf Halfway House Attendant.**

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**Employee Signature & Date**

**Print Name**