



## Food & Beverage – Clubhouse Support Staff

*At Eagle Ranch, we deliver an exceptional golfing experience and every team member is inspired to exceed expectations. Our approach to resort development and operations is simple - we strive to provide the ultimate guest experience - which means hiring and retaining employees who strive for excellence in all that they do. This is not extraordinary for us; it comes as second nature to every member of our team.*

Reporting to the F&B Manager – **F&B Clubhouse support staff** position is available in our Clubhouse dining area. Support Staff are an integral part to a successful service in any restaurant. You will be responsible for assisting all front of house positions to maintain our standards and steps of service. As support staff, you are the first and last person that guests will interact with. You should always be cheerful, professional and welcoming. You are also responsible for the beginning and end of every dining experience at Eagle Ranch. Other duties include answering phones, taking and seating reservations, as well as assisting servers and bartenders during service.

### **Essential Functions:**

- Deliver a “yes we can” attitude to all guests while generating a positive and professional atmosphere.
- You will be a specialist in the delivery and knowledge of our products.
- Answer any questions that guest may have about or menus, operations or golf course.
- When delivering food or drinks to guests, you will show the same level of passion for these items as the chefs and bartenders who prepared them. You are not just dropping off food. You are creating an experience.
- Work with both the FOH and BOH team to create the best possible experience for our guests.
- Assist servers and bartenders during service i.e. clearing/setting tables, running food, greeting guests.
- Be a proactive and positive member of the Eagle Ranch team. Offer help to fellow teammate whenever possible, regardless of department.
- Perform daily operational tasks and maintain daily and weekly cleaning duties.
- Help others in all phases of the job. Ensure all guests have everything they need.
- Follow any supervisor and/or management direction at any time.
- Participate in events and functions related to operation of the restaurant.
- Follow our guiding values as laid out in our employee handbook.
- Ensure impeccable cleanliness, safety awareness, and security standards.
- Recommend necessary maintenance requirements to supervisor.
- Strive to improve yourself by attending all training/information sessions.
- Ensure personal hygiene and maintain a clean, crisp and professional appearance.
- Booking reservations for the restaurant.
- Answering phones and directing calls to the appropriate departments.
- Greeting every guest upon arrival and helping to create a memorable experience at Eagle Ranch.

### **Physical Requirements:**

Must be able to stand for up to 8 hours and carry 50 lbs.

We thank all applicants in advance and look forward to reviewing your resume and cover letter. Only candidates selected for interviews will be contacted.

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**Please submit your cover letter and resume to:**

careers@eagleranchresort.com