



Job Title: Club House Assistant

Job Level: Front Line

Responsible To: Golf Reception Manager

Direct Reports: None

Place of Work: Based at Tapton Park Golf Club but expected to travel to other venues as a when required.

Purpose of the Job

To assist in the day-to-day running of the golf club by providing an excellent front of house service.

Job Summary:

The Club House Assistant is based within the Food & Beverage department and will provide an excellent standard of customer service to club house customers, providing a food & beverage service as well as assisting with reception and cleaning duties. The role involves some elements of lone working and early starts, including opening and closing procedures.

Key Responsibilities:

- Integrate with the Golf Reception Team to ensure a seamless operation regarding the club house and all associated areas.
 - Work as a member of the Operations team, working proactively with other members of staff both in service & delivery along with housekeeping and all other areas of the business.
 - Follow SCT produced dish specifications in the production of food items.
 - Responsible for the correct procedures regarding stock control and actively recording wastage within the department.
 - Complete all log sheets/cleaning schedules within the catering department in line with legislation.
 - Cleanliness of the club house to include front and back of house.
 - Ensure Driving Range is prepped and clean in line with company standards.
 - Undertake, individually or as part of the Golf team, a cleaning schedule to ensure the venue is kept in a clean and hygienic condition in accordance with the high standards set by Sheffield City Trust.
 - Undertake internal duties such as sweeping, vacuuming, dusting, polishing and removal of refuse of designated areas.
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- Adhere to company cash handling procedures at all times
 - Upsell food and beverage related items and other golf services whenever possible
 - Ensure costs can be saved when necessary
 - Work on own initiative in the absence of Golf Reception Manager
 - Act as a course marshal as and when required
 - Maintain and clean as required all hire equipment, fixtures and fittings and ensure they are operating to the highest standards, in line with the standard operating procedures.
 - Have an up-to-date knowledge of the Golf offering at the Golf Club
 - Ensure closing and opening procedures are followed and recorded.
 - This list of duties is not exhaustive, and you may be required to undertake any other duties that may be necessary.
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Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.