Position Description

Hospitality Manager, Alice Springs Golf Club Inc.

About Alice Springs Golf Club

The Alice Springs Golf Club is a premier multifunctional facility featuring an 18-hole desert course with grassed fairways, tees, and greens set against stunning mountain ranges and rocky outcrops. Our facilities include a 14-bay driving range, practice putting areas, golf simulators, bowling green, pro shop, and clubhouse with administrative offices, bar, and restaurant.

As a seasonal service and tourism centre with a diverse population, providing exceptional hospitality experiences to our members, guests, and visitors is essential for our continued success.

Position Overview

The Hospitality Manager is a key leadership role responsible for overseeing all food and beverage operations at the Alice Springs Golf Club. This position manages our bar and restaurant facilities, ensuring high-quality service, operational efficiency, and financial performance while creating memorable experiences for members and guests.

Key Responsibilities

Operational Management

- Oversee the day-to-day operations of the bar and restaurant facilities
- Develop and implement food and beverage menus in collaboration with kitchen staff
- Maintain inventory, order supplies, and manage relationships with vendors
- Ensure compliance with all relevant health, safety, and licensing regulations
- Implement and maintain quality control and food safety standards
- Monitor and maintain cleanliness and presentation of all hospitality areas

Staff Management

- Recruit, train, supervise, and evaluate hospitality staff
- Create staff schedules to ensure appropriate coverage for all service periods
- Foster a positive work environment focused on teamwork and customer satisfaction
- Conduct regular staff meetings and training sessions

- Handle staff concerns and resolve conflicts promptly and effectively

Financial Management

- Prepare and manage departmental budgets
- Monitor revenue and expenses, implementing cost-control measures as needed
- Analyse financial reports to identify trends and opportunities for improvement
- Establish pricing strategies for food and beverage items
- Process payroll information for hospitality staff

Event Coordination

- Plan and execute special events, functions, and tournaments
- Coordinate with other departments to ensure seamless event experiences
- Develop and promote function packages to drive additional revenue
- Handle customer inquiries and bookings for private events

Customer Service

- Ensure exceptional customer service standards are maintained
- Handle customer feedback and resolve issues promptly and professionally
- Build relationships with regular members and guests
- Work with the Business and Marketing Officer to implement strategies to increase patronage

Administration

- Maintain accurate records of sales, inventory, and expenses
- Prepare regular reports for the General Manager
- Stay informed of industry trends and implement innovative practices
- Assist in marketing initiatives related to food and beverage operations

Qualifications, Experience and Attributes

Required Qualifications

- Minimum 3 years' experience in hospitality management, preferably in a club or resort setting
- Current RSA (Responsible Service of Alcohol) certification
- Food safety certification/supervisor qualification
- Knowledge of liquor licensing requirements and regulations
- Experience with point of sale systems and hospitality software
- Understanding of financial management and budgeting principles

Skills and Attributes

- Strong leadership and team management abilities
- Excellent customer service orientation
- Financial acumen, including budgeting and cost control skills
- Knowledge of food and beverage operations and trends
- Inventory control and stock management expertise
- Proficiency with hospitality management software
- Experience with Microsoft 365 (Word, Excel, Outlook)
- Exceptional communication and interpersonal skills
- Problem-solving abilities and attention to detail
- Ability to work under pressure in a fast-paced environment
- Adaptability and flexibility in a seasonal business environment
- High level of personal presentation and professionalism
- Passion for creating exceptional hospitality experiences

Working Conditions

- Must be available to work flexible hours including evenings, weekends, and public holidays
- Physical demands include standing for extended periods, lifting up to 15kg, and moving between different areas of the club
- Fast-paced environment requiring the ability to multitask and prioritize effectively

This position reports directly to the General Manager and works collaboratively with other department heads to ensure the overall success of the Alice Springs Golf Club.