

OUR CULTURE

At The Club, we place great value on our sense of community, which we believe distinguishes us from other facilities. We aim to create “a home” where our Members can come together and feel a true sense of belonging. Maintaining strong mutual respect between our Members and staff is essential to us.



OUR CULTURE

We all share the responsibility of fostering a diverse, inclusive, and accountable environment where employees at The Club, regardless of their backgrounds or lifestyles, feel valued, respected, and supported. We seek to recruit individuals who are passionate about their work and committed to elevating The Club's service standards as we uphold to create a workplace where everyone is encouraged to be authentic and grow together as a team.



Food & Beverage Supervisor

Reporting to:

F&B Executive

Assistant F&B Managers

F&B Manager

Role Overview:

F&B Supervisor manages daily food and beverage outlet operations, ensuring high standards of customer service, and overseeing staff performance. Also handles inventory, coordinate with kitchen and bar staff, and address members complaints. Additionally, ensures compliance with health and safety regulations and contribute to menu planning and promotions.

Work will include but may not be limited to the following:

- To supervise service staff, as well as service members within the Outlet to maximize member satisfaction and food and beverage profitability.
- All work is carried out in line with the Clubs guidelines, food & beverage SOPs, marketing and the restaurant business plans.
- As an active, knowledgeable, enthusiastic and passionate team player, you are committed to our vision, mission and our values.
- To achieve & practice The Club's 'Food & Beverage's 21 Core Service Standards' is your primary focus.
- Through your member focused mind and courteous attitude you guarantee and 'go beyond' what is required in providing 'excellence' in food and beverage service.
- As a devoted hospitality professional you work with pride and integrity in all areas of the outlet / banquet operation and service delivery.
- You strive towards anticipating, meeting and excelling member expectations. You promote teamwork and an enjoyable atmosphere amongst your colleagues and you always find new ways to improve our members' experience.
- Your efforts, dedication and mere presence ensure profitability of our Club since you are the reason our members return, time after time.
- Physically ensuring that all the 21 core service standards are met in the respective outlets with the support of the training executive and F&B Management Team.
- Will be highly involved in executing the VIP dinners like Gourmet nights, Chain De Rotisseur etc...
- Attending daily briefings with the Supervisors and F&B manager.
- Monitoring and reviewing the progress of employees by using questionnaires and through discussions with Managers/Executives.
- Developing, training and counseling staff wherever necessary.
- To assist in the supervision of and in maintaining an efficient and effective team, understanding member's needs, and working to exceed these wherever possible.
- Demonstrate a positive leadership style with an enthusiastic, positive, committed and flexible attitude. He shall be promoting the importance and benefits of effective team working.

Other duties deemed to be essential and fundamental to the operation of The Club's policies
Essential function of individual positions within the classification may differ. Your manager may assign reasonable related additional duties to employees consistent with our policy.