



Glenvista Country Club is seeking a professional, hands-on, and service-driven **Floor Manager** to join our **Food & Beverage team**. This role is essential in ensuring exceptional service standards, smooth daily operations, and memorable experiences for our members and guests.

Key Responsibilities

- Ensure cleanliness and sanitation of all service areas, glassware, and equipment through regular inspections
- Develop and implement standard operating procedures to improve service area efficiency
- Collaborate with management to update and maintain training manuals
- Plan dining floor layouts and assign servers to sections based on reservations
- Prepare dining room setups according to expected guest counts and client preferences
- Manage reservations, maintaining an accurate schedule and reservation log
- Welcome and seat members and guests promptly and professionally
- Ensure service staff uniforms meet cleanliness and appearance standards
- Act as a liaison between the dining floor and kitchen to ensure smooth communication
- Ensure compliance with all legal requirements related to beverage service
- Work closely with management to deliver seamless food and beverage service across all outlets and special events
- Conduct regular inspections to ensure adherence to sanitation, safety, energy management, and maintenance standards
- Address and resolve member and guest concerns related to the Food & Beverage Department
- Prepare detailed shift reports including operational issues and guest counts
- Assist with private functions and service in food and beverage outlets when required
- Develop and implement training programs for service staff
- Lead pre-shift briefings to communicate service expectations
- Participate in staff and management meetings as required
- Supervise opening and closing procedures and ensure area security
- Step in as a bartender or server when operationally necessary
- Ensure compliance with club policies regarding the sale of alcoholic beverages
- Monitor inventory levels to ensure all outlets are adequately stocked
- Act as opening or closing manager when required

Requirements

- Previous experience in a supervisory role within hospitality or food & beverage
- Strong leadership, communication, and organizational skills
- Excellent customer service and problem-solving abilities
- Knowledge of food safety, sanitation, and beverage service regulations
- Ability to work flexible hours, including weekends and events

If you are passionate about hospitality excellence and leadership, we invite you to apply and become part of the Glenvista Country Club family.

Please send your CV to: manager@glenvistacc.co.za

Applications close: Tuesday, 10th February 2026