



Job Title: Tavern Assistant Manager

Reports To: Tavern Manager

Location: Tavern on Ten at Northampton Valley Country Club

Job Type: Full Time

Pay:

Schedule: Days, Evenings, and Weekends

Job Summary

We are looking for an Assistant Tavern Manager to help deliver a high-quality dining experience and support the team in providing exceptional customer service. This hybrid role will require time split between Tavern and Banquet operations. The ideal candidate will assist in maintaining efficient daily operations while upholding standards of quality, service, and guest satisfaction. This position requires strong management experience in both front and back of house operations. The Assistant Tavern Manager will lead by example, support staff during high-volume service, and help ensure the tavern runs smoothly. Ultimately, this role plays a key part in ensuring guests have a consistently positive dining experience.

As a full-time employee, you are required to work a minimum of 37.5 hours per week. Benefits associated with full-time status will be reviewed by the HR department and include vacation and holiday time. Due to the seasonal nature of the business, particularly weddings, vacation requests during May, June, September, and October will not be approved unless adequate coverage is confirmed by management.

Responsibilities:

- Coordinate daily Front of House and Back of House operations
- Deliver superior service and maximize customer satisfaction
- Respond promptly and effectively to customer complaints; report all complaints immediately to the F&B Manager and General Manager
- Regularly review product quality and assist in evaluating new vendor partnerships
- Organize and oversee shifts, ensuring appropriate staffing levels
- Assist in scheduling bartenders, servers, bussers, and beverage cart staff
- Evaluate team performance and provide constructive feedback
- Train new and existing staff on service standards and operational procedures
- Forecast supply needs and assist in managing inventory of goods, kitchen utensils, and cleaning products
- Ensure compliance with sanitation and safety regulations
- Uphold and enhance the tavern's reputation within the community
- Monitor and help control operating costs; identify opportunities to reduce waste
- Promote the brand locally through social media and events
- Support marketing efforts to expand customer reach (e.g., promotions, themed nights)
- Implement and enforce policies that support efficient restaurant operations
- Assist with banquet operations as needed to support overall club business

Skills & Qualifications:

- Proven experience as a Restaurant Manager, Hospitality Manager, or similar leadership role
- Strong customer service background with supervisory experience
- In-depth knowledge of food and beverage operations, including menu items and ingredients
- Excellent leadership, communication, and interpersonal skills
- Strong organizational and time management abilities
- Ability to remain detail-oriented while managing a fast-paced environment
- Financial awareness with basic cost control and budgeting knowledge
- RAMP Certification required
- Ability to problem-solve and adapt quickly
- BS degree in Business Administration preferred; hospitality or culinary training is a plus

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required for personnel so classified.

Uber accessible. No public transportation.

Apply in person at the Pro Shop or call 215-355-2234 for an electronic employment application.