



# Hospitality Manager

## Candidate Information Pack

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| REPORTING TO | General Manager |
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| DIRECT REPORTS | Bar, kitchen and front of house staff |
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### About Forres Golf Club

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Forres Golf Club is one of the north of Scotland's most celebrated parkland courses, established in 1889 and designed by legendary architects James Braid and Willie Park. Set in the heart of Moray, just 30 minutes from Inverness Airport, the Club offers 18 holes of outstanding year-round golf amid mature woodland and stunning scenery. Forres attracts members, visitors and societies from across Scotland and beyond, complemented by The Muiry — the Club's welcoming bar and restaurant with panoramic views over the course. With a proud heritage and an ambitious vision for its future, Forres Golf Club is entering an exciting period of development and is looking for an exceptional Hospitality Manager to help drive the Club forward.

### Purpose of the Role

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The Hospitality Manager is responsible for the leadership and day-to-day management of the clubhouse hospitality operation, including the bar, kitchen and events. The role ensures consistently high standards of customer service, food and beverage delivery, staff performance, compliance and financial control.

Working closely with the General Manager and Clubhouse and Events Committee, the Hospitality Manager will develop the clubhouse as a welcoming social hub for members while growing its reputation as a profitable venue for visitors, functions and community events. The postholder will lead the promotion of the club's hospitality offering through marketing and digital communications.

## Job Description and Key Responsibilities

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### Operational Management

- Manage the day-to-day operation of the clubhouse, bar, restaurant, kitchen and event spaces
- Ensure consistently high standards of customer service, presentation and cleanliness throughout the clubhouse
- Oversee opening and closing procedures and ensure facilities are maintained to a professional standard
- Coordinate hospitality operations with golf operations and other club departments to ensure smooth daily service
- Lead by example during service and provide operational cover during busy periods, key events or staff shortages

### Staff Leadership and Management

- Recruit, induct, train and develop hospitality staff
- Prepare staff rotas to meet operational demand and budget requirements
- Manage performance, attendance and conduct in line with club policies
- Conduct regular performance reviews and identify training and development needs
- Foster a positive, customer-focused team culture and ensure statutory and mandatory training remains up to date

### Food and Beverage Management

- Oversee the delivery of high-quality food and beverage services
- Work with kitchen staff and suppliers to develop seasonal menus and promotional offers
- Manage stock ordering, stock control, supplier relationships and monthly stock takes
- Monitor gross profit, labour costs, margins and wastage to maximise profitability
- Ensure compliance with food safety, licensing and service standards

### Events and Member Experience

- In collaboration with the Clubhouse and Events Committee, plan, coordinate and deliver club events, corporate functions and private events
- Act as the main contact for event enquiries from initial booking through to delivery
- Coordinate staffing, logistics and service delivery for all events
- Develop new hospitality initiatives and social events that enhance member engagement while increasing commercial income
- Build positive relationships with members and guests, responding promptly and professionally to feedback and complaints

### Finance and Administration

- Manage departmental budgets with support from the General Manager and Business Manager
- Monitor revenue, expenditure and profitability, identifying opportunities to improve commercial performance
- Complete rotas, stock records and other operational administration
- Prepare reports and attend Clubhouse and Events Committee meetings, implementing agreed actions

### Marketing and Business Development

- Promote the clubhouse, events and hospitality services to members and visitors
- Manage the club's hospitality social media channels and digital presence
- Produce promotional materials including menus, posters and event marketing
- Develop relationships with local businesses, community organisations and event partners to increase year-round revenue

### Compliance

- Ensure compliance with food safety, licensing, health and safety, fire safety and employment legislation
- Maintain accurate records, risk assessments and operational documentation
- Act as the responsible manager on duty where required
- Promote a safe working environment through effective training and risk management

## Person Specification

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### Qualifications

#### Essential

- National 4/5 (or equivalent) in English and Mathematics
- Personal Licence Holder or willingness to obtain
- Level 3 Food Hygiene Certificate or willingness to achieve within an agreed timescale

#### Desirable

- Qualification in Hospitality Management or a related field

### Experience

- Experience of managing hospitality, leisure, golf club, hotel or membership-based operations
- Proven experience leading and developing customer-facing teams
- Experience of managing budgets, staff costs and stock control
- Experience of planning and delivering events and functions
- Track record of delivering consistently high standards of customer service

### Knowledge and Skills

- Strong understanding of bar, restaurant and event operations
- Sound knowledge of food safety, licensing and health and safety legislation
- Excellent leadership and people management skills
- Strong communication and relationship-building abilities
- Financial awareness with the ability to monitor costs and improve profitability
- Strong organisational, planning and problem-solving skills
- Competent IT skills, including hospitality systems and social media
- Commercial awareness with the ability to identify opportunities for business growth

### Personal Attributes

- Professional, approachable and member-focused
- Positive, enthusiastic and self-motivated
- High standards of integrity and professionalism
- Flexible and adaptable to the needs of the business
- Able to work independently and collaboratively as part of the management team
- Committed to delivering an exceptional experience for members, visitors and guests
- Strong attention to detail and commitment to maintaining high standards

## Performance

Performance will be reviewed annually against agreed KPIs, which are likely to include:

- Financial performance against budget
- Food and beverage revenue and profitability
- Event and function income
- Member and visitor satisfaction
- Staff engagement and retention
- Marketing and digital engagement
- Delivery of annual objectives agreed with General Manager

## Role Details

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|--------------|----------------------------------------------------------------------------------------------------------------------|
| LOCATION     | Forres Golf Club                                                                                                     |
| HOURS        | 40 hours per week, worked flexibly to meet operational requirements, including evenings, weekends and bank holidays. |
| SALARY       | Competitive salary (depending on experience), plus a performance-related element linked to agreed KPIs.              |
| CLOSING DATE | Midnight, Sunday 23 August 2026                                                                                      |
| INTERVIEWS   | Week commencing Monday 1 September 2026                                                                              |

### How to Apply

Please submit a tailored CV together with a covering letter (maximum two A4 pages) explaining your relevant experience, skills and motivation for applying.

Applications should be sent to: [recruitment@forresgolfclub.co.uk](mailto:recruitment@forresgolfclub.co.uk)