



FOOD & BEVERAGE MANAGER
HERITAGE BAY GOLF & COUNTRY CLUB
NAPLES, FLORIDA

CLUB OVERVIEW

Heritage Bay offers an extraordinary lifestyle to 1,250 resident members that includes the best in golf, tennis, fitness, social activities and gated community living. Heritage Bay boasts a 27-hole Lewis-Azinger designed championship golf course, complete with an aqua driving range and a fully stocked golf shop. The course opened in November of 2006 and has been dazzling golfers since its opening. Heritage Bay was built on 718 acres in North Naples. The property is enhanced by two sparkling quarry lakes that provide a dramatic and inviting entry and the 1,800-acre Cypress Preserve to the north and west. Our entry bridge spans the water culminating in the turn to the clubhouse marked by a vibrant dancing fountain. The golf course is one of the most beautifully landscaped and maintained in Southwest Florida, with ample landing areas for occasional players and strategic hazards in place for the lower handicap player.

At the beautifully appointed and recently refurbished clubhouse you will experience the delights of the renowned culinary team in the elegant yet comfortable Grille Room with breathtaking views of the course and water, multiple rooms filled with social activities, an, Men's & Ladies Locker Rooms with all the essentials, and an abundance of supplies and specialties in the Golf Shop. Other club amenities include the Tennis and Pickleball Center, Bocce Ball Courts, Wellness Center, five satellite pools, and the Resort Pool enhanced by the community hot spot, The Cabana, the open-air restaurant offering delicious food and live music. Our exemplary staff is well versed in all aspects of the club lifestyle and is ready to welcome you home.

HERITAGE BAY BY THE NUMBERS

- Resale Capital Contribution Fee: \$10,000 – 2024
- Annual Dues: \$8,758
- Annual Dues Volume: ~\$8.1M
- F&B Volume: ~\$3.8M
- Food Cost Percentage: ~46%
- A La Cart vs. Outside Banquet: ~89% vs. ~11%
- Gross Payroll: ~\$3M
- Full-time F&B employees in season: 70 FTE • Full-time F&B employees' off-season: 35 FTE
- Club POS and Accounting Systems: Jonas



POSITION SUMMARY

Responsible for overseeing the dining services of the club. Provides guidance on the setup of the clubhouse for daily operations, private functions, and meetings. Maintains the cleanliness and safety of the Food and Beverage dining outlets. Consistently strive to exceed the desires and expectations of club members and guests.

Supervises and leads the Food and Beverage team. Ensures that both staff and club members adhere to the high standards of excellence set by the Country Club. Acts as the Manager on Duty when executive club management is absent.

Ensures that members and guests enjoy a pleasant and memorable dining experience. Greet and acknowledges all members and guests in accordance with club standards. Anticipates and addresses the needs of members and guests, offering assistance to those with specific requests, concerns, or complaints.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Demonstrates strong supervisory abilities.
- Capable of working efficiently while paying close attention to detail; adept at multitasking.
- Proficient in time management techniques.
- Engages in weekly scheduling for Front of The House.
- Participate in weekly BEO meetings.
- Skilled in coaching and motivating service teams.
- Exhibits an exceptional service-oriented attitude, consistently exceeding Member expectations.
- Adaptable and flexible to meet evolving Club and Member needs.
- Maintains professionalism and communicates effectively.
- Displays genuine enthusiasm for both the job and the Club.
- Demonstrates empathy, patience, and willingness to assist colleagues.
- Handles pressure with composure, maintaining efficiency during peak periods.
- Addresses Member complaints in accordance with Club protocols.
- Upholds the highest standards of ethics, personal integrity, and honesty.

EDUCATION AND CERTIFICATION

A bachelor's degree from a four-year university or college degree is desirable, preferably in Hospitality or Business Management. In lieu of the degree, substantial hospitality experience will be considered. Credentials from the hospitality industry, recognizing ongoing involvement and commitment to lifelong personal and professional.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Stand, sit, or walk for an extended period of time or for an entire work shift.
- Move over sloping, uneven, or slippery surfaces as well as up and down stairs and/or service ramps.



- Perform other reasonable job duties as requested by Supervisors. Do repetitive tasks with few breaks, at sporadic points of the day/week/year.
- Follow all company and safety and security policies and procedures, report accidents, injuries, and unsafe work.
- Ability to lift and carry up to 50 pounds.

SALARY AND BENEFITS

The salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent bonus and benefits package.

INSTRUCTION ON HOW TO APPLY

Please prepare a thoughtful cover letter addressed to Mr. Mircea Pop, Director of Food & Beverage, Heritage Bay Golf & Country Club and clearly articulate why you want to be considered for this position at this stage of your career. Email your cover letter and resume to MirceaP@golfheritagebay.com.