

KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

DIRECTOR OF FOOD & BEVERAGE COVE CLUB AT CABO DEL SOL SAN JOSÉ CABO, MEXICO

DIRECTOR OF FOOD & BEVERAGE AT COVE CLUB

Cove Club located in Cabo del Sol, an exclusive, world-class golf and beach club community is searching for a Director of Food & Beverage that will be a visionary leader with the energy, passion, and experience to lead current food and beverage operations and to facilitate all future venues including a 250-seat signature restaurant and raw bar opening in 2022, club events and banquets. Cove Club and the Cabo del Sol resort is the finest residential, golf and beach club/resort in all of Mexico.

The Director of Food & Beverage will be the driving force behind staff training and development, future expansion of F&B venues and operational oversight to ensure a world-class experience for the members and resort guests. Establishing a legacy of excellence and a relaxed, over the top level of service for the members at one of the premier clubs in the world. The Director of Food & Beverage will be on a constant quest to provide innovative, fresh, casual and fine dining food and beverage opportunities for the members.

[Click here to view a brief video about this opportunity.](#)

CABO DEL SOL & COVE CLUB

Located in the heart of the Gold Coast midway between Cabo San Lucas and San Jose del Cabo, Cabo del Sol is one of the finest resorts in all of Mexico, its Beach Club and private Cove Club are tucked along one of the region's most beautiful swimmable beaches, stretching over one and a half miles. The Club features Jack Nicklaus' famed Cove Club Course, considered among the finest golf courses in the world and access to Cabo del Sol's Weiskopf Desert Course being redesigned by Fry/Straka. Other features include the Four Seasons Resort and Private Residences Cabo San Lucas at Cabo Del Sol, authentically inspired residences, true farm- and sea-to-table cuisine, and their signature Experience & Services Program (ESP), the Cove Club's exclusive recreation and lifestyle assistance team.

COVE CLUB WEBSITE: www.coveclubcabodelsol.com

CABO DEL SOL/COVE CLUB BY THE NUMBERS

- Gross Volume: \$7.3M (in 2019, closed in 2020) the Club experienced tremendous growth in 2021
- F&B Volume: \$1.3M (in 2019) Increased F&B venues and memberships will drive growth
- Number of Members: Currently - 80, Full Capacity - 395
- Initiation Fee: \$150K
- Annual Dues: \$24K
- Residential Fees: \$10k-\$25k depending on house size
- Average Age of Member: mid 40's to low 50's
- Number of Employees: 350
- Annual Rounds: Cove Club Course 12,000 at 395 members; Desert Course 25,000 semi-private
- Number of Residences: Cove – 7 currently, 30 under construction, 400 planned; CDS – 175 currently, 700 planned (including Cove)

DIRECTOR OF FOOD & BEVERAGE POSITION OVERVIEW

Manage and oversee all aspects of the Cove Club Food & Beverage Operations, assuring the highest quality of standards.

The DFB is expected to be the visible leader of the F&B team, with a primary focus on training and developing mid-managers, designing excellent service experiences, and executing world-class events. Secondly, but equally important to ensuring excellence in service and experiences, the Director will be spending much of their time interacting with members and guests around the club recommending club events and activities, inspecting the Restaurants and F&B Outlets, and ensuring proper setup and maintenance of the Club's facilities. This is an upper management position within Cove Club that will be one of the key faces of Club Leadership both to employees and members.

THE DIRECTOR OF FOOD & BEVERAGE WILL:

- Develop, revise, and maintain standard operating procedures, steps of service, training manuals, and checklists.
- Collaboratively consult on all future F&B venues. Plan all pre-opening training and operational opening strategies.
- Establish and maintain a welcoming and positive relationship with members and colleagues.
- Manage and oversee the F&B team to ensure a positive and cohesive work environment; provide delegation of duties to ensure service is delivered to a quality expected of a high-end private club.
- Hire, train, supervise, and schedule all F&B employees.
- Gather member/guest/prospect preferences, record and distribute preferences amongst the team.
- Respond to any questions, needs and desires of members and guests and anticipate the unstated desires, and follow up with guests to ensure requests have been met to their satisfaction.
- Train direct reports in all things F&B to be able to effectively run operations in the Directors absence.
- Consult daily with Executive Chef on daily menus and events to ensure all staff are aware of offerings and trained to exceed member expectations.
- Develop best-in-class beverage offerings including a world class wine inventory.
- Ensure uncompromising standards of presentation and cleanliness within the F&B Outlets.
- Coordinate training of F&B teams in hospitality, restaurant operations, club operations and to ensure Cabo del Sol always remains at the forefront of the hospitality and culinary industries.
- Plan and coordinate wine dinners with prominent wineries from around the world in conjunction with Culinary Department.
- Promote all amenities, conveniences, and programs offered at Cove Club.
- Ensure each dining outlet at Cove Club is staffed appropriately to always provide exceptional experiences.
- Provide deliberate direction to leadership that is required by being in direct contact with members and hearing out their needs and feedback.
- Establish friendly relationships with all Cove Club Members and Employees.
- Coordinate F&B Offerings with other Cove Club departments for any events or activities.
- Ensure members and guests are properly greeted upon their arrival.
- Prepare necessary data for the F&B budgets; project annual revenue, COGS, labor, other costs, and monitor actual financial results taking corrective action necessary to help ensure the financial goals are achieved.
- Manage daily and monthly billings as related to all F&B Operations.
- Attend all staff and management meetings.
- Will honor, undertake and complete other appropriate assignments and additional duties as delegated by the Chief Operating Officer.
- Have a strong and highly visible and respectful presence with the membership, be an exceptional communicator, have adroit interpersonal skills, and the maturity to instinctively know how to treat members and guests with a high-level of service. He or she must be able to communicate these expectations to a staff with diverse backgrounds and motivate them positively to understand and execute to those expectations.
- Oversee all dining areas to ensure smooth and consistent experience commonality in all operations, high levels of member and guest satisfaction, quality food products and exemplary service.
- Hold weekly staff meetings with direct reports to keep them informed of necessary and relevant activities and expectations at the Club. Assist in planning and be responsible for ensuring that special club events are well-conceived and executed.
- Oversee all banquets and social functions, including member and member sponsored events.

- Be responsive to members' requests for menu selections, event planning, etc., and strive to find creative ways to accommodate reasonable requests; have a belief in a service philosophy of "the answer is 'yes,' what is the question?"
- Develop and monitor the F&B budget and procedures to provide direction and controls for F&B operations and costs; implement corrective procedures as necessary to help ensure that budget goals are attained.
- Have a strong sense of urgency and responsiveness to operational excellence.
- Ensure adherence to, and compliance with, all health, safety, liquor consumption, and all other Food & Beverage regulations. Keep current on all matters pertaining to the F&B industry.
- Be responsible for the management of all alcoholic beverage inventories and purchases.
- Be an active and dynamic recruiter of team members and someone who inherently enjoys developing and building his/her team and leading them to significant, positive membership satisfaction outcomes.
- Be a collaborative team player who is willing to be "hands on" when necessary but understands when to step back and lead the team.
- Involve associates in the decision-making process of how 'work gets done' and creates a work environment people want to come to and participate every day.
- Have a passion and aptitude for teaching and training and develop and enhance training programs for all food service personnel, working, as necessary, with the managers personally responsible for those operations.
- Be a focused and consistent evaluator of personnel, ensuring that standards of conduct and delivery are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of clubhouse facilities.
- Conduct and/or oversee training programs for food service personnel on various issues including service techniques, knowledge of menu items and daily specials, sanitation, team building and conflict resolution; regularly test and evaluate knowledge and understanding of these expectations.
- Ensure that an effective orientation and onboarding program exists in all areas of responsibility, along with consistent professional development and training.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.
- Work closely with the Executive Chef to facilitate a strong relationship between kitchen and front of house.
- Ensure that associates clearly understand performance expectations and that assigned tasks are reasonable, well-conceived and appropriately conveyed. Provide resources necessary to allow employees to perform their jobs effectively and create an exceptional ambience for members and guests.
- Establish and uphold expectations for dress, decorum and other service standards and consistently always monitor for adherence.
- Take personal ownership of his or her area of responsibility, with special attention to the physical plant and overall appearance of the operation and understand the need to be consistently "member ready" in both appearance and service.

CANDIDATE QUALIFICATIONS

The ideal candidate will be a successful, highly visible Director of Food & Beverage with experience at a club known for exceptional member experiences with a minimum of 3-5 years of successful management in a top tier club and or resort.

- The ideal candidate is happy to relocate to Cabo
- Spanish language skills
- A confident & fun people person
- Understands the development process of a new club
- Frank, transparent & honest communicator
- Self-starter
- Inspire staff to strive for excellency
- Innovative & creative thinker with fresh ideas
- Track record of innovative & creative programming
- Possess especially strong communication skills both verbal & written
- Must be a charismatic, compassionate professional who enjoys the club/resort environment
- A collaborative leader bringing all stakeholders together focused on the "whole"
- The ideal candidate will be highly visible & available to members
- Possess a strong personality & sense of self while dealing with an elite membership

- Actively engaged with members
- Possess the ability to build rapport with members
- A member-centric professional who will create an environment where the staff enjoys coming to work
- Team builder with strong leadership experience
- Compassionate, motivational leader
- A teacher/mentor leadership style
- A history of creating organizations that become the “employer of choice”
- Strong financial acumen
- Proven experience providing “best in class” service levels for members & guests
- Proven record of a consistent focus on personal & professional development for him/herself & the team

Minimum Requirements:

- Experience working in a luxury, upscale environment with strong hospitality focus preferred.
- A minimum of four to six years of Food & Beverage management experience in a private club or resort or an equivalent combination of related education and experiences.
- Proven track record of growth in previous roles.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A Bachelor’s degree (B.A.) in Hospitality Management is preferable but not required.

CLUB COVID REQUIREMENTS

This club does not require staff to be fully vaccinated as a provision of employment but they do highly recommend it.

SALARY AND BENEFITS

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

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

Prepare a thoughtful cover letter addressed to Mr. George Sotelo, COO and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career and why Cove Club, Cabo del Sol and the Los Cabos area will be beneficial to you, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than the end of January, 2022. Candidate selections will occur early February 2022 with first Interviews expected in mid-February 2022 and second interviews a short time later. The new candidate should assume his/her role by the end of March 2022 at latest.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter Cove Club”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Katy Eliades: katy@kkandw.com

Lead Search Executives:

Sam Lindsley
Search & Consulting Executive
216.509.2250 (Cell) – Medina, Ohio
sam@kkandw.com

Annette Whittley
Search & Consulting Executive
561.827.1945 (Cell) – Washington, DC
annette@kkandw.com

Thomas B. Wallace III, CCM, CCE, ECM
Partner – KK&W
412.670.2021 (Cell) – Strongsville, OH
tom@kkandw.com