

# KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

## **DIRECTOR OF FOOD AND BEVERAGE PROFILE: BIG SPRING COUNTRY CLUB LOUISVILLE, KY**

### **THE DIRECTOR OF FOOD AND BEVERAGE (DFB) OPPORTUNITY AT BIG SPRING COUNTRY CLUB**

A special opportunity exists for candidates with a successful track-record of leadership and high-quality food and beverage operations management in private clubs or high-end establishments in the hospitality industry. We are conducting the Director of Food and Beverage search for Big Spring Country Club in Louisville, KY. The successful candidate will be an integral part of a high-performing team at a club recognized for its superior service, quality work environment and focus on continually 'raising the bar' for its members and staff.

The primary focus of the role is on the overall member/guest experience, which is of utmost importance to the fabric of the Club. The ability to consistently "look forward" in planning, training, organization and overall departmental leadership is a critical skill set required for success in this position. Equally important is the ability to intuitively embrace the need to be visible and highly interactive with the members and staff; leadership in this area begins and ends with communication, approachability and accessibility.

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

### **BIG SPRING COUNTRY CLUB**

#### **CORE VALUES**

Accountability	Member/Guest Satisfaction
Commitment to Excellence	Pride
Continuous Learning and Improvement	Professionalism
Flexibility	Respect
Integrity	Teamwork
Leadership	Trust

#### **MISSION STATEMENT**

"Big Spring Country Club provides excellent golf, dining, recreation and social activities and facilities for its members, families and guests."

#### **VISION STATEMENT**

"Big Spring Country Club will be the premier multi-faceted golf and country club in Louisville providing excellent facilities, service and year-round activities for members, families and guests."

#### **BIG SPRING HISTORY**

Big Spring Country Club, established in 1926, is the only private country club in Louisville to offer its members access to two renowned facilities – Big Spring campus in east Louisville and Harmony Landing campus in Goshen. The Club was named for Beargrass Creek, which is located just below the 13<sup>th</sup> green and runs through holes 6, 7 & 12.

Big Spring Campus features a challenging 18-hole championship-style golf course, full-length driving range and practice areas, state-of-the-art tennis complex with four hard courts and four clay courts, junior Olympic sized swimming pool with two 1-meter diving boards and a beautiful Clubhouse for all dining and social needs.

In the fall of 1952, several interested people met to consider the possibility of starting a new Country Club east of Louisville. The 430-acre farm that was located now on Harmony Landing road was chosen. The Articles of Incorporation for Harmony Landing Country Club were filed on September 19, 1953.

In April of 2014, Big Spring Country Club and Harmony Landing Country Club merged into one consolidated Club (Big Spring Country Club), giving members access to two beautiful facilities for one membership and making BSCC the premier family country club in the Louisville area.

Harmony Landing Campus features a unique 18-hole championship-style golf course, full-length driving range and practice areas, active tennis complex with six clay courts, junior-Olympic sized swimming pool with diving boards, a gorgeous Clubhouse and convenient casual dining.

#### **BIG SPRING COUNTRY CLUB BY THE NUMBERS:**

- 1926 Founded
- 20,000 Annual Rounds of Golf
- 901 Total Members
- Initiation Fee – \$28,500.00
- \$2M F&B revenue, 58 % à la carte, 42% catering and events
- Club POS – Jonas
- 126 Employees (FTE) in season, 31 (FTE) off season

**BIG SPRING COUNTRY CLUB WEBSITE:** [www.bigspringcc.com](http://www.bigspringcc.com)

#### **DIRECTOR OF FOOD AND BEVERAGE POSITION OVERVIEW**

The Director of Food and Beverage (DFB) is ultimately responsible for all club property food & beverage service operations daily, including its activities, dining options, and relationships between club members, guests, and employees. Being the “public face” of these operations with a hands-on approach and an understanding that full “on-the-floor” member and staff engagement is critical to success in this position. The DFB consistently provides superb dining and other food and beverage experiences for the club’s membership and their guests. This senior level position works closely with, and reports to, the General Manager. The relationship with the executive chef and management team is very important to this position, ensuring collaborative and harmonious relationships between front and back of house operations.

#### **KEY RESPONSIBILITIES**

##### **THE DIRECTOR OF FOOD AND BEVERAGE WILL:**

- Be the primary coordinator of food and beverage department budgeting, hiring, training, orientations and creating a culture of teamwork, and the supervision of associates to ensure all is done in accordance with approved Club policies and is compliant with governmental regulations.
- Establish and maintain respectful rapport with F&B managers and all department heads at BSCC.
- Offer effective leadership and direction for managers and staff in the F&B department.
- Develop and monitor the F&B budget and procedures to provide direction and controls for food and beverage operations and costs; implement corrective procedures as necessary to help ensure that budget goals are attained.
- Work in coordination with other department leaders to ensure consistent standards that result in high member satisfaction.
- Work with the House Committee and when appropriate the Board of Directors in ensuring maximum member satisfaction.

- 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.
- Establish standard operating procedures and processes for all dining areas.
- 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.
- Develop and implement marketing/communication programs to increase dining room, lounge, banquet and general participation in F & B related activities.
- 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.
- 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?"
- Clearly understand the metrics for successful attainment of financial goals and objectives in F&B operations, and consistently review these expectations with his or her direct reports to ensure understanding and 'buy-in' from those contributing to their attainment.
- Develop and monitor the F&B budget and procedures to provide direction and controls for food and beverage operations and costs; implement corrective procedures as necessary to help ensure that budget goals are attained.
- Have a strong sense of urgency and responsiveness, while also maintaining quality and integrity of the division's business plan.
- Recommend, monitor and manage policies, operating procedures and staffing for all F & B areas; recognize the needs and consistently perform to high levels of service in each of these operating areas.
- Ensure adherence to, and compliance with, all health, safety, liquor consumption, and all other food and beverage regulations. Keep current on all matters pertaining to the food and beverage industry.
- Be responsible for the management of all alcoholic beverage inventories and purchases.
- Consistently monitor payroll and labor resource allocations to ensure they are in line with financial forecasting and goals.
- 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 directly 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 the clubhouse facilities.
- Establish and consistently enhance operating standards for personnel in areas of responsibility and consistently evaluate knowledge, understanding and execution to these high standards.
- 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 restaurant departments.
- 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

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed above are representative of the knowledge, skill, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### 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.

### Physical Requirements:

Ability to kneel, crouch, squat, climb, stand, sit, balance, reach, bend, push, pull and walk for prolonged periods. Ability to lift, carry, pull and push up to 20 lbs. intermittently throughout a shift. Ability to read, write and communicate effectively in English, both written and verbal. No visible tattoos, visible body piercing or unnatural hair color or hairstyles per company grooming standards.

## EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

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

## SALARY & 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

**"Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary."** Your letter should be **addressed to Mr. Kelly Maxwell, PGA, General Manager, 5901 Dutchmans Lane Louisville, KY 40205**

and clearly articulate why you want to be considered for this position at this stage of your career and why Big Spring Country Club and the Louisville area will be beneficial to you, your family, your career, and the Club if selected. 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.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter & Club Name”

(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 Nan Fisher: [nan@kkandw.com](mailto:nan@kkandw.com)

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