

Heron's Glen Golf & Country Club, Recreation District
Food & Beverage Manager
September 2022



JOB SUMMARY

The Food & Beverage Manager is responsible for managing all aspects of the daily Food & Beverage Operations ensuring high standards of service and quality are met or exceeded. The operation includes multiple dining outlets, member events, activities, pool, extensive banquet and catering functions, etc.

Recruit, hire, train, and supervise the FOH staff. Ensure staff roles and expectations are clearly defined and encourage high staff morale. Assure that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.

WHO WE ARE

Heron's Glen is a gated golf and country club community with 1,300 homes in North Fort Myers on the northern edge of Lee County, Florida. The Heron's Glen Recreation District offers many amenities to its residents and guests including a 45,000 sq ft clubhouse that features a ballroom, dining room and lounge. Our website is heronsglenncc.com.

EDUCATION AND EXPERIENCE

- High school diploma or GED.
- Minimum of six (6) years of supervisory experience in hospitality, food and beverage, culinary, event management, or related professional area.
- Previous country club experience preferred.
- Possess food safety and alcoholic beverage certification.
- Experience with payroll cost controls, and software such as Microsoft Word/Excel, and Point of Sale programs.

QUALIFICATIONS

- Strong passion and knowledge for culinary excellence and guest service.
- Demonstrate ability to be a team leader, manage staff, handle members/guests in a diplomatic, constructive, and professional manner.
- Ability to diagnose problems, respond to complaints, and increase food and beverage efficiencies.
- Capability to perform some manual labor tasks that will require some strenuous physical efforts such as carrying, lifting, pushing, pulling, bending, squatting, or occasionally moving objects more than 50 pounds. Frequent walking, standing, and sitting, and continuous repetitive motions

RESPONSIBILITIES (in coordination with the Executive Chef)

- Manage and maintain the highest standards of products and services while maximizing profitability through cost and labor control while meeting revenue goals.
- Market ideas to promote business; reduce employee turnover; maintain revenue and payroll budgets and meet budgeted productivity while keeping quality consistently high.
- Leverage technology to increase productivity and resident satisfaction.
- Create and monitor departmental objectives, budgets, policies, procedures, and strategies and meet or exceed specified goals.

- Develop and implement financial strategies by anticipating requirements, trends, and variances; develop budgets and action plans and take corrective action when necessary to ensure budgeted goals are attained.
- Oversee and monitor monthly physical inventory for timeliness, and accuracy to maximize usage while minimizing waste and breakage.
- Implement effective cost controls for food, beverage and labor.
- Audit and approve biweekly payroll.
- Maintain records of special events, house counts, food covers, and daily business volumes.
- Develop and manage BEOs.
- Manage the ordering of all purchases including food, beverages, supplies, wine, beer, liquor, sanitation, equipment, etc.
- Monitor and ensure alcoholic beverage and other regulatory requirements are met.
- Lead in obtaining and planning external and internal functions and Club events, including weddings, holiday parties, seminars, etc. Attend Chamber of Commerce and other meetings to attract additional business to the club.
- Maintain a safe, secure, and healthy work environment by establishing, following, and enforcing sanitation and quality of food and beverage preparation, service standards, and procedures.
- Inspect supplies, and equipment. Organize areas to ensure efficiency, safety, sanitation, and cleanliness standards. Implement and monitor sanitation and cleaning schedules.
- Assist in food and beverage service when necessary. Greet members by their name (when possible) and welcome guests while overseeing actual service on a routine and random basis.
- Serve as a member of the Management Team and provide necessary reporting to department managers, General Manager and Controller. Attend staff meetings. Perform other duties as assigned by management.
- Be responsible for all aspects of securing seasonal H-2B staff. Work with our firm in the filing, recruitment, and acquisition of those workers.

POSITION TYPE/WORK SCHEDULE EXPECTATION

This is a variable-hour position to include days, nights, weekends, and holidays. This position regularly requires long hours and frequent weekend work. In addition, attendance at all scheduled mandatory training sessions and meetings is required.

Job Type: Full-time

Pay: \$60-\$65k salary range plus an opportunity for bonuses based on specific metrics.

Benefits:

- Insurance: Medical ~ Dental ~ Life ~ Vision
- 401(k) match
- Education allowance
- Paid time off

Please send qualifications to Karon Bennett, Executive Assistant to the General Manager at BoardSecretary@hgrdnfm.com.