



NAPLES SAILING & YACHT CLUB

Where Friendship Meets The Water™

Job Title: Food and Beverage Manager

Job Summary:

The Food and Beverage Manager is responsible for overseeing the daily operations of the food and beverage service department. This role involves managing the restaurant, bar, or catering service, ensuring the delivery of exceptional customer service, maintaining high standards of food quality and cleanliness, and overseeing staff performance. The manager also plays a key role in inventory control, staff training, and ensuring compliance with health and safety regulations.

Key Responsibilities:

1. Operations Management:

- Oversee daily food and beverage service operations to ensure smooth, efficient, and high-quality service.
- Coordinate with kitchen staff, servers, bartenders, and other team members to meet customer expectations.
- Maintain and enforce cleanliness and sanitation standards in both front-of-house and back-of-house areas.
- Monitor service areas to ensure staff are attentive and delivering the highest level of customer satisfaction.

2. Staff Management:

- Supervise food service staff, including servers, server assistants and bartenders.
- Assign duties and responsibilities to team members based on operational needs.
- Provide continuous feedback and coaching to improve employee performance and foster a positive work environment.
- Address staff concerns and resolve issues in a professional manner to maintain team morale and efficiency.

3. Customer Service & Member Relations:

- Ensure that all members and guests receive prompt, courteous, and attentive service.
- Handle customer complaints or concerns in a professional, efficient, and customer-friendly manner.
- Monitor guest satisfaction levels and make improvements where necessary to enhance the dining experience.
- Implement guest feedback initiatives to improve food and service quality.
- Help create an atmosphere and dining experience that encourages repeat visits.



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4. **Inventory & Budgeting:**

- Manage beverage inventory, ensuring the timely ordering of supplies and proper stock rotation.
- Work with the management team to develop and adhere to the department's budget, aiming to maximize profitability.
- Analyze sales reports and operational costs to identify areas for improvement.

5. **Menu Planning & Development:**

- Collaborate with the chef or kitchen staff to design and update menus that reflect customer preferences, seasonal ingredients, and profitability.
- Ensure menu items are consistently delivered to the highest standards.
- Promote new or seasonal items on the menu to guests and train staff to sell effectively.

6. **Health and Safety Compliance:**

- Ensure compliance with local health and safety regulations, including food handling, sanitation, and staff hygiene practices.
- Conduct regular safety audits and address any potential risks to prevent accidents or violations.

Qualifications:

- Bachelor's degree in Hospitality Management, Culinary Arts, Business, or a related field (preferred but not required).
- Minimum of 3-5 years of experience in food and beverage management, with a focus on customer service.
- Strong knowledge of food and beverage industry standards, including health and safety regulations.
- Proven ability to lead, train, and motivate a diverse team.
- Exceptional customer service skills and problem-solving abilities.
- Strong organizational and time-management skills with the ability to prioritize and multitask.
- Excellent communication skills, both verbal and written.
- Proficiency in Jonas system and Microsoft Office (Excel, Word, etc.).

Working Conditions:

- Must be available to work flexible hours, including nights, weekends, and holidays.
- Ability to stand for extended periods, walk, and lift up to 50 lbs.
- Fast-paced environment with the need to manage multiple priorities simultaneously.
- May require occasional travel for meetings or vendor coordination

896 River Point Drive | Naples, Florida 34102 | 239-774-0424

26° 08' 19" N | 81° 47' 20" W





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Please send resumes to:

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