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The Director of Food & Beverage facilitates the day-to-day operations relating to the Food & Beverage Department, consisting of the kitchen, dining rooms, halfway house, café, beverage carts, locker rooms, lounges and bars, and banquet facilities. This position ensures that superior service is provided to members and guests in keeping with the high standards of the club by ensuring that the food & beverage product provided is of the highest quality within the budgeted guidelines of the F&B Department.

PRIMARY RESPONSIBILITIES (INCLUDING BUT NOT LIMITED TO)

- Make decisions regarding F&B Operations and gives input regarding F&B policy and administration.
- Offer effective leadership for managers and staff in the F & B Department
- Ensure that all F&B employees adhere to the guidelines and procedures as outlined in the F&B Training Manuals.
- Ensure staff clearly understand performance expectations and assigned tasks are reasonable, well-conceived and appropriately conveyed. Provide resources necessary to allow employees to perform their jobs effectively and be fair and firm in adherence to club policy and procedure.
- Establish where needed, standard operating procedures and processes for all dining areas.
- Develop and manage the beverage program including award winning wine list from Wine Spectator.
- Recruit, interview, and make selections for hiring new staff members with HR oversight.
- Ensure that all new and existing staff is properly trained and certified in all aspects of food & beverage service.
- Responsible for the ongoing training of the F&B service staff, ensuring that proper technique is consistently used in providing service to our members and guests.
- Supervise the Food & Beverage Managers, Catering Sales, Banquet Captain, Member Special Events Coordinators to ensure the essential functions of those positions are being performed daily and to the highest standards.
- Coach, counsels, and disciplines staff as necessary to ensure peak performance and productivity.
- Oversee the level of service provided to members and guests, ensuring that all needs and expectations are met and exceeded.
- Have a strong and highly visible and respectful presence with the membership, be an exceptional communicator, have high interpersonal skills, and the maturity to instinctively know how to treat members and guests with a high-level of service.
- Work closely with the Executive Chef to facilitate a strong relationship between kitchen, dining outlets and staff and develop menus.
- Hold weekly meetings with direct reports to keep them informed of necessary and relevant activities and expectations at the Club.
- Assist in planning and responsible for ensuring special club events are well-conceived and executed.
- Develop the annual Special Events Calendar
- Responsible for the monthly beverage inventories as directed by the Controller and Accounting.
- Oversee banquets and social functions, including member/member sponsored events. Establish budget and actual P&L's for each event with the ability to communicate P&L expectations and targets.
- Responsible for F&B, 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.

- Clearly understand logistics of banquet operations amidst other food and beverage offerings and develop and utilize systems for consistency and quality in all banquet events.
- Oversee dining room operations, communicating with members and guests to ensure a positive dining experience, resolving any service issues as they arise.
- Have a passion and aptitude for teaching and training for all food service personnel, working, as necessary, with the staff directly responsible for operations.
- Complete appropriate paperwork for personnel changes, and payroll in a timely manner.
- Ensure that an effective orientation and onboarding program exists in all areas of responsibility, along with consistent professional development and training.
- Assist in the development of F&B management staff to ensure job tasks and responsibilities of the various food & beverage outlets are performed with a clear understanding and consistency.
- Ensure that the F&B outlets are at peak performance, providing top quality in service and product.
- Act as Manager on Duty as required
- Write/Execute yearly budgets for the Food & Beverage Department, consisting of kitchen, dining rooms, halfway house, café, beverage carts, locker room, lounges and bars, and banquets.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.
- Oversee data management including dining reservations, covers and average check, menu mix, menu engineering, P&L and Membership satisfaction.
- Partners with the Latrobe Country Club's Food & Beverage operation, ensuring sharing of standard practices and operating procedures.

QUALIFICATIONS AND CHARACTERISTICS REQUIRED

The individual must possess the following knowledge, skills, and abilities, and be able to explain and demonstrate the he or she can perform the essential functions of the job with or without reasonable accommodations.

- Any combination of education or experience equivalent to the graduation of high school or any other combination of education, training or experience that provides the required knowledge, skills, and abilities to the position standards.
- High School diploma required. Post high school education preferred.
- Must have a minimum of 10 years previous Food & Beverage management experience.
- Florida Food Handler Certification within 30 days of employment.
- Computer, POS Computer, calculator, kitchen, dining room and banquet equipment.
- Ability to communicate with all levels using proper communication skills of listening, counseling, coaching, and training.
- Ability to analyze numbers, statistics and to create valuable reports
- Ability to train, coach and counsel staff to motivate optimum performance.
- Ability to identify service and product issues and resolve to satisfaction using excellent member / guest service skills.
- A strong dedication to organization, attention to detail and accuracy.
- Ability to work long hours and handle a heavy workload.
- Ability to remain calm and focused during busy periods or stressful situations.
- Ability to make good independent business decisions.
- Ability to exhibit integrity and professional ethics.

PHYSICAL/MENTAL REQUIREMENTS

- Must be able to lift/push/pull up to 40 lbs.
- Must be able to endure long periods of standing, sitting and walking.
- Mental demands include learning, thinking, concentration and the ability to work under pressure, particularly during busy times or for special events.
- Licensed driver