



JOB DESCRIPTION

TITLE: Food and Beverage Director
DEPARTMENT: Food and Beverage Operations
REPORTING TO: Clubhouse Manager
SUPERVISES: Dining Room Managers, Assistant Dining Room Manager, Bar Manager, Servers, Bus Persons, Bar Staff

POSITION SUMMARY: The Food and Beverage Manager is responsible for delivering the expected Member experience, meeting/exceeding established performance metrics by operating all F&B outlets/ functions according to Club policies and procedures. He/She works closely with the Clubhouse Management to achieve short-term objectives and ensure the long-term viability of the Club. This is a hands on position which requires daily interaction with the membership and staff. This is not a desk job.

ESSENTIAL DUTIES & RESPONSIBILITIES

Member Experience

- **Club Ambassador:** Maintain active and positive involvement with all Members. Work closely with the Clubhouse Manager and other department heads to ensure alignment on financial and operational priorities. Ensure that all Members experiences and outside function reflect favorably on the club.
- **Operational Execution:** Provide Members a great experience by ensuring that all food and beverage outlets deliver consistent high-quality products with high-quality service in every transaction or interaction with Members.
- **Facilities Management:** Provide Members, outside functions and employees an inviting and safe environment by ensuring all routine cleaning, preventative maintenance, repair work and safety processes are appropriate and completed expeditiously at all food and beverage production and serving areas.

People

- **Hiring & Onboarding:** Conduct all recruiting and hiring in compliance with state/federal labor laws and Club policies. Prepare all employment offers including hiring terms and compensation. Ensure all newly hired employees complete the new employee orientation program.
- **Training and Development:** Ensure all employees are properly trained and/or certified to successfully perform their duties. Identify high-potential employees and prepare development plans to foster their growth.
- **Staffing:** Ensure the department is properly staffed to meet Member demand. Strive for 0% vacancy at department level. Identify internal and external candidates to key departmental positions. Fill key departmental vacancies as required.
- **Performance Management:** Lead the performance management process including setting specific, measureable department objectives and administering annual performance appraisals.

This information is designed to present the key duties and requirements necessary to achieve the job's results. It is not intended to be a comprehensive list of all duties, responsibilities, and qualifications. Management reserves the right to change, rescind, add, or delete the functions of this position at any time.

Processes & Procedures

- **Operational Execution:** Ensure the department achieves established performance metrics and operate according to Club policies and procedures. Ensure the department delivers food that is presented, great tasting, according to an exact recipe, served professionally in a clean, safe and inviting atmosphere.
- **Budgeting:** Develops annual budgeting recommendations and delivers to the General Manager an annual operating budget that achieves both Member experience and performance metrics.
- **Financial Management:** Monitor and track department financial performance across the appropriate time horizons to ensure budgets are met. Analyze and present monthly financial results including variance analyses, monthly forecasts and recommendations for operating adjustments needed to achieve budget.
- **Market Intelligence:** Lead intelligence gathering to gain a solid understanding of Member and outside function wants and needs, competitor club offerings and pricing.
- **Capital Management:** Makes recommendations to General Manager for capital projects needed for the department to meet its operational execution goals.
- **Legal Compliance:** Ensure all permits, licenses, fees, taxes and/or assessments, and necessary employee certifications comply with federal, state and local requirements.

Tools and Technology

- **Current:** Ensure available tools and technologies are current and being consistently used.
- **Future:** Keep current with and recommend new tools and technologies that could improve Member experience and operational execution.

PERFORMANCE METRICS

Overall Club

Member Satisfaction	Net Member Growth	Employee Turnover
Net Operating Profit		

Departments

Revenue	Cost of Sales	Labor
Operating Expenses	Controllable Profit	

REQUIRED QUALIFICATIONS

Core Competencies

Customer Focus	Team Player	Drive / Energy
Results / Goal Oriented	Functional Skills	Industry Knowledge

Position Specific Competencies

Creativity/Innovation	Culture Management	Decisiveness
Interpersonal Skills	Leadership/Impact	People Management Skills
Planning/Organizing Skills	Stress Tolerance	

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Minimum Education Level

- Bachelor's degree, preferably in Business or Hospitality Management

Experience

- Minimum of 5 years Food and Beverage management experience with responsibility for departmental P/L, revenues of \$1+ million and 10+ employees
- Golf, hospitality and/or service industry experience highly preferred

Certifications/Licenses

- CPR/AED Certification preferred
- Florida Food Managers Certification required
- Safe Serve Alcohol Compliance preferred

Physical Requirements *(The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

- Must be able to lift up to 40 lbs. to waist height
- Frequent reaching, bending, turning, kneeling and stooping
- Exposure to hot and cold temperatures
- Must be able to stand for extended periods
- Repetitive motion required including computer entry
- Must be able to operate a golf cart in a safe manner
- Normal vision and hearing ranges required

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