



COLLIER'S RESERVE COUNTRY CLUB

11711 Collier's Reserve Dr Naples, FL 34110 | (239) 597-7200

FOOD & BEVERAGE MANAGER OPPORTUNITY AT COLLIER'S RESERVE

Collier's Reserve Country Club in Naples, Florida, presents a unique opportunity for a seasoned leader in food and beverage operations management. As the Food & Beverage Manager, you will join a dynamic executive team at the only private country Club in Naples where members can paddle to the Gulf of Mexico, revel in an exceptional Arthur Hills designed golf course, engage in tennis or pickleball, access a state-of-the-art sports center, and bask in the camaraderie of extraordinary friends in a quietly sophisticated atmosphere.

Our boutique country club, nestled on 450 acres along the Cocohatchee River, is renowned for its natural beauty and is recognized as the world's first Audubon Signature Sanctuary. At Collier's Reserve, personalized service is paramount, catering to a small group of resident and non-resident members who cherish deep friendships, fine living, and sporting fitness. Conservation stewardship, exceptional character, and philanthropy are ingrained in our Club's ethos.

COLLIER'S RESERVE BY THE NUMBERS:

- 375 Memberships (All Categories)
- \$12M Gross Volume
- \$2.4M F&B Volume (\$1.6M Food and \$800K Beverage)
- 85% à la Carte/15% Catering
- 46% Average Food
- 70% Average Labor Cost
- 50 Private Events per year
- Northstar POS System
- 70 Average age of members

FOOD & BEVERAGE OUTLETS

The Boathouse offers all-day casual dining with picturesque views of the Cocohatchee River. Whether on the patio overlooking the Bocce Courts or in the cozy ambiance of the Mangrove Room, Members enjoy superb cuisine. Boathouse Lunch is served daily November through April and six days a week May through October. Boathouse Dinner is served four nights a week November through April, two nights a week May through September, and three nights a week in October.

The Clubhouse offers a more formal environment for Members and hosts our Club Events well as upscale à la carte dining on select Saturdays and entertaining Sunday Poolside Dining once a month during season. The Clubhouse's stunning interior design, drawing inspiration from Audubon's timeless beauty, immerses you in an atmosphere of elegance and sophistication.

The Turnstand is located on the driving range and is open daily during season offering hearty breakfast options, satisfying lunches, invigorating smoothies, aromatic coffees, delightful snacks, and refreshing fresh juices, all crafted to elevate your experience on the course.

FOOD & BEVERAGE MANAGER POSITION OVERVIEW

The Food & Beverage Manager is ultimately responsible for front of house food & beverage service operations, including its activities, dining options, financial success, and relationships between Club members, guests, and employees. The Food & Beverage Manager should have experience of improving member satisfaction while enhancing employee engagement. 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. Furthermore, proficiency in beverage knowledge, including wine and spirits, is essential for this role. The successful candidate must demonstrate a deep understanding of beverage trends, pairings, and service protocols, enhancing the overall dining experience and contributing to the Club's reputation for excellence in both food and beverage offerings.

The Dining Room Manager, Banquet Captain, and Food & Beverage Administrative Assistant all report to the Food & Beverage Manager. The Food & Beverage Manager reports directly to the Director of Food & Beverage. The relationship with the executive leadership team and the House Committee is particularly important to this position, ensuring collaborative and harmonious relationships.

KEY RESPONSIBILITIES

LEADERSHIP

- Offer effective leadership and direction for managers and staff in the F&B department.
- Work harmoniously with the Director of Food & Beverage and kitchen management.
- Be a positive and enthusiastic motivator for all F&B personnel.
- Be a collaborative team player who is willing to be “hands-on” when necessary but understands when to step back and lead the team.
- Ensure the team clearly understands 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 be fair and firm in adherence to Club policy and procedure.
- Recommend, monitor, and manage policies, operating procedures, and staffing for all F&B areas; recognize the needs and consistently perform elevated levels of service in each of these operating areas.

OPERATIONS AND MEMBERSHIP

- Take personal ownership of his or her area of responsibility and understand the need to be consistently “member ready” in both appearance and service.
- Establish, where needed, standard operating procedures and processes for all dining areas.
- Clearly understand the logistics of banquet operations amidst other food and beverage offerings and develop and utilize systems for consistency and quality in all banquet events.
- Working in coordination with other leaders to ensure consistent standards result in member satisfaction.

- Have a strong highly visible and respectful presence with the membership, be an exceptional communicator, have excellent interpersonal skills, and have the maturity to instinctively know how to treat members and guests with an elevated level of service.
- Oversee all dining areas to ensure smooth and consistent experience in all operations, elevated levels of member and guest satisfaction, quality food products, and exemplary service.
- Collaborate with F&B administrative assistant and banquet captain to oversee, plan, and execute all banquets and social functions, including member and member-sponsored events. Establish budgeted and P&Ls for each banquet event with the ability to communicate profit & loss expectations and targets.
- 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 special Club events are well-conceived and executed.
- Ensure adherence to, and compliance with, all health, safety, liquor consumption, and all other food and beverage regulations. Keep current on all matters of the food and beverage industry.

HUMAN RESOURCE MANAGEMENT

- Have a passion and aptitude for teaching, training, and developing all food service personnel.
- Ensure that an effective orientation and onboarding program exists in all areas of responsibility, along with consistent professional development and training.
- 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.
- 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.

FINANCIAL

- Coordinates with the Accounting Office and other food and beverage managers to keep appropriate par levels, keeps an organized system for inventory, and maintains varied offerings of wine, beers, spirits, and other appropriate beverages.
- Plans and implements the front-of-house food and beverage budget.
- Clearly understand the metrics for the successful attainment of financial goals and objectives in F&B operations.
- Consistently monitor payroll and labor resource allocations to ensure they are in line with financial forecasting and goals.
- Oversee data management including dining reservations, covers and average check, menu mix, menu engineering, P&L, and Membership satisfaction.
- Be responsible for the management of all alcoholic beverage inventories and purchases.
- Have a keen sense of urgency and responsiveness, while maintaining the quality and integrity of the department's business plan.
- Establish Key Performance Indicators (KPI's) and benchmark progress against these regularly.

CANDIDATE QUALIFICATIONS

- Proven food and beverage management experience in a restaurant/hospitality venue
- Sommelier certification is a plus
- Proven ability to work within budgeted targets and goals
- Flexible and adaptable management style
- Excellent communication and leadership skills

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's degree (B.A.) in Hospitality Management or related field, or equivalent experience
- Minimum of 5 years of experience in a high-volume hotel, restaurant, or club operation

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefits package.

Send your resume and cover letter addressed to Sean Hynes, CCM, CAM, General Manager at shynes@colliersreserve.com.