

## Food and Beverage Director

**Related Titles:** Food and Beverage Manager; Food and Beverage Service Manager

**Reports to:** Clubhouse Manager

**Supervises:** Events Director; Banquet & Events Manager; Restaurant Managers

### Education and/or Experience

- Four-year college or university degree. Hospitality Management Preferred.
- Five years or more in a similar food and beverage managerial role. Assistant food and beverage or restaurant managers will be considered if their current position and revenues are comparable to that of Palma Ceia Golf & Country Club.

### Job Knowledge, Core Competencies and Expectations

- Food and beverage cost controls and operating procedures.
- Menu design.
- Marketing and promotions.
- Wine, spirits, and bar operations.
- Stay current on food, cocktail, and alcohol trends to ensure offerings are relevant and meet members' expectations.
- Point-of-sales systems; Jonas Preferred.
- Strong interpersonal and organizational skills.
- Polished, professional appearance and presentation.
- Manage stress and time.
- Build a team, train, and maintain employee teams.
- Effective communication through all department levels throughout club.
- Ability to perform required role during emergency situations.

### Job Summary (Essential Functions)

The Food and Beverage Manager will oversee the club's diverse dining and banquet facilities. Key responsibilities include directing operations across the following areas:

- **The 19th Hole:** A casual family dining venue, open 6 days a week with à la carte service. Handles an average of over 145 lunch covers, and 185 dinner covers. Buffet style service is available for Sunday Brunch and Wednesday Dinner in addition to the à la carte service, averaging 250 covers per week.
- **The Lounge:** An adult-only pub, offering bar and casual food service Tuesday-Sunday, with additional lunch service on weekends, averaging more than 40 covers daily.
- **The Men's Locker Grill:** A men's-only dining area open for lunch service Monday-Saturday and bar service daily.
- **The Pool Pavillion:** Operation hours vary by season. The outside pavilion serves on average 75 covers daily during peak season.

- **Bendelow's:** A versatile fine dining space available for private events and regular service Thursday-Saturday evenings. It can host up to 80 members/guests for private events.
- **Banquet Facilities:** Overseeing event spaces, including the Ballroom (up to 250 guests), Windsor Room (40 guests), Living Room (70 guests), and Centennial Room (24 guests).

In addition to these areas the Food & Beverage Director will supervise all F&B outlets (snack bar, concession stand, turn stand, etc.) and supervise Events Director, Banquets & Events Manager, and Restaurant Managers. Collaborate with Clubhouse Manager and Executive Chef to manage departmental budgets. Hire, train, and supervise staff while applying marketing strategies to exceed club members' needs and expectations.

### **Job Tasks/Duties**

- Works closely with Clubhouse Manager developing an operating budget for each of the department's revenue outlets; monitors and takes corrective action as necessary to help ensure that budgeted sales and cost goals are attained.
- Recommends capital purchase for all necessary food and beverage equipment and recommends facility renovation needs.
- Responsible for proper charge procedures, member check analysis, commissions reports, ticket controls and daily sales reports and analysis.
- Manages the department's short-term and long-range staffing needs.
- Assists in recruitment, training, supervision and termination of food and beverage employees.
- Helps develop within their department the organizational chart, staffing requirements and scheduling plans.
- Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- Monitors employee records to keep labor costs within budget.
- Assures that all standard operating procedures for revenue and cost control are in place and consistently followed.
- Assures that all applicable club policies and procedures are followed.
- Helps plan internal marketing and sales promotion activities for the department's outlets and special club events.
- Works with Clubhouse Manager and Executive Chef to review menu items, pricing, and menu designs for all outlets, special events and banquet events.
- Works with Human Resources to ensure all legal requirements are consistently followed, including wage/ hour and federal, state, or local laws for food safety and the sale/consumption of alcoholic beverages.
- Ensure preventive maintenance and other standards are consistently met.
- Works with Human Resources that all new employees receive the appropriate safety instructions and training; establishes and enforces all safety policies and procedures including OSHA regulations and ensures that appropriate proof of training is documented to the employees' personnel files.
- Researches new products and evaluate their cost and profit benefits.

- Works closely with Human Resources to maintain food and beverage personnel records.
- Works with Purchasing Manager to monitor purchasing and receiving procedures to ensure proper quantity, quality, and price for all purchases.
- Consults daily with the Executive Chef, Banquet Manager, Purchasing Manager, and other club administrators to help assure the highest level of member satisfaction at proper costs.
- Greets members, guests, and oversees actual service on a routine, random basis.
- Helps develop wine lists and wine sales promotion programs.
- Helps develop Cocktails, Beer, Whiskey & Bourbon promotion programs.
- Establishes, updates, and maintains all written standards and procedures for the department as needed.
- Addresses member and guest complaints and advises the Clubhouse Manager about appropriate corrective actions taken.
- Serves as an ad hoc member of appropriate club committees.
- Monitors appearance, upkeep and cleanliness of all food and beverage equipment and facilities.
- Monitors employee dress codes according to policies and procedures.
- Monitors or manages physical inventory verification.
- Monitors the point-of-sale chits and revenues.
- Maintains records of special events, house counts, food covers and daily business volumes.
- Ensures that an accurate reservation system is in place (where applicable).
- Assist with direct managers weekly payroll.
- Approves all entertainment.
- Establishes and maintains professional business relations with vendors.
- Recommends operating hours for all food and beverage outlets.
- Serves as manager-on-duty on a scheduled basis.
- Ensure timely correspondence with all catering including inquiry, follow-up, contracts, and billings.
- Complete periodic China, glass, and silverware inventories.
- Implement and monitor sanitation and cleaning schedules.
- Completes other appropriate assignments assigned by the Clubhouse and General Manager.

### **Licenses and Special Requirements**

- Food safety certification.
- Alcoholic beverage certification.

### **Physical Demands and Work Environment**

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.

- Work in a hot, humid, and noisy environment.

### **Salary & Benefits**

Salary is commensurate with qualifications and experience. Palma Ceia Golf and Country Club offers an excellent benefits package, including medical, dental, vision, life, short- and long-term disability, and retirement (401k).

A full background check and drug testing will be conducted on selected candidate.

### **Apply**

Professionals who meet or exceed the established criteria are encouraged to send current resume and cover letter addressed to Mr. Robert Ley, General Manager Palma Ceia Golf & Country Club. Send to:

*Bob Ley, General Manager*  
[palmaceiacountryclub@pcgc.org](mailto:palmaceiacountryclub@pcgc.org)

