

Position Title: F&B Service Director

Reports To: AGM

Job Description

Oversee the Food and Beverage a la carte service operation to make certain quality standards are met and ensure member satisfaction. This will be accomplished by maintaining a high profile and visibility presence in the dining rooms during peak service hours, and monitoring service personnel while seeking member feedback. This position functions dually as operations director: responsible for managing all aspects of the daily dining and social operation of the Clubhouse. Through contact with members, is responsible for projecting and maintaining a warm, welcoming feel within the Clubhouse and serve as an example of Club welcome and hospitality.

Duties and Responsibilities

F&B

1. Oversee the F&B service operation (Dining Rooms, Bars, Living Room, and Sports Café/Grill, Adult Pool Bar) to ensure quality standards are met and members are satisfied
2. Develop and mentor the management staff (staffing, operations plans, menus, usage, and budget, individual projects, wine lockers, payroll and HR concerns)
3. Develop, train and mentor the dining room service managers and staff
4. In conjunction with the Culinary Department, create, implement and periodically change Food and Beverage usage plans and programming. Interact with the culinary staff to share member feedback and provide oversight, advice and guidance.
5. Member communication and follow up regarding F&B concerns and complaints.
6. Coordinate with Service Managers and execute all annual Clubhouse social events such as Easter/Mother's Day brunch, Thanksgiving, etc.
7. Create, implement and periodically change F&B usage plans and programming: Sunday Brunch; Tuesday Kids Movie; Wednesday Prime Rib Night; Thursday Wine Flights & Entertainment; Friday/Saturday Entertainment.
8. Monitor and maintain the Food and Beverage operating budget with input from the Culinary and Catering departments Establish, monitor and operate within the F&B budget.
9. Assist Club Sommelier with Member Wine Locker and Club Wine program. Assist in the development and implementation of on-going wine education program for the service staff; member wine events and MWL Expos.
10. With Men's Grill & Sports Café Manager establish, create and maintain area operational game plans for Men's Grill/Pub, Carryout & Delivery, Sports Café, Sports Grill and Adult Pool Bar.
11. Assist AGM in writing and implementation of all promotional plans (e-blasts, flyers, posters, newsletters, social media posts etc.) for the social and dining programs
12. With AGM maintain and oversee our ongoing department training plans and weekly/monthly F&B management operational meetings.
13. Assist AGM, Catering Director and Executive Chef in maintaining the schedule of capital expenditures for the department.
17. Co-coordinate cross-usage planning, staffing needs with Catering Director
18. With AGM determine and purchase employee uniforms (seasonal).

Clubhouse

1. With AGM work with the Maintenance Director, responsible for the maintenance and upkeep of all the public areas within the Clubhouse
2. With AGM, responsible for coordinating the communication of Clubhouse events and information to the membership through the Marketing Manager and Service Managers using the web site, the quarterly newsletter, blast e-mails, posters, social media and other appropriate communication methods.
3. Point person and coordinator for all the internal Food and Beverage needs of all departments within the organization
4. Club trades and donations coordinator
5. With AGM and in communication with Catering Director determine, create, plan and coordinate all Clubhouse annual social events
 - Animal House with the Zoo
 - Wine Vendor Showcase (two per year)
 - Easter Bunny Egg Hunt
 - Easter Brunch and Dinner
 - Guest Chefs Series
 - A Taste of the Club events
 - Father Daughter Dance
 - Mom Prom
 - Mother's Day Brunch and Dinner
 - Father's Day Brunch and Dinner
 - Wine Dinners and Tastings
 - Thanksgiving Brunch
 - Santa Breakfast
 - Hanukkah Bingo
 - Family New Year's Eve Party
6. Along with AGM Club entertainment coordinator: Friday, Saturday nights Year Around; Thursday nights May-Sept, Friday nights Adult Pool Bar June-August; various holiday needs (Valentine's dinner, special brunches)
7. With AGM relay, the Clubhouse social events calendar (coordinate with marketing and other depts)
8. Learn and begin to collectively coordinate all Club tennis, B&T, golf events according to their individual annual calendars
9. With AGM and Catering Director establish and manage outsourced vendor relationships and negotiate service contracts: Valet Parking, Club Floral, Entertainment, etc.
10. Point person for Clubhouse holiday décor set up and tear down
11. Point person for employment ads in various publications

Catering

1. Plan and execute member catered events on request
2. Assist Catering department **when necessary** and appropriate in booking and or servicing a private party or event.
3. Maintain lines of communication for staffing, events, and overall development of F&B with Catering Director.