

**DIRECTOR OF FOOD AND BEVERAGE PROFILE:  
CHAMPIONS RETREAT  
EVANS, GA**

**THE DIRECTOR OF FOOD AND BEVERAGE(DFB) OPPORTUNITY AT CHAMPIONS RETREAT**

A special opportunity exists for candidates with a successful track-record of leadership and high-quality food and beverage operations management in private clubs or high-end establishments in the hospitality industry. We are conducting the Director of Food and Beverage search for Champions Retreat in Augusta, GA. The successful candidate will be an integral part of a high-performing team at a club recognized for its innovations, quality work environment and focus on continually ‘raising the bar’ for its members and staff.

The primary focus of the role is on the overall member/guest experience, which is of utmost importance to the fabric of the Club. The ability to consistently “look forward” in planning, innovations, organization and overall departmental leadership is a critical skill set required for success in this position. Equally important is the ability to intuitively embrace the need to be visible and highly interactive with the members and staff; leadership in this area begins and ends with approachability and accessibility.

[Click here to view a brief video about this opportunity.](#)

**CHAMPIONS RETREAT & COMMUNITY**

Champions Retreat is a 27-hole private golf club located just minutes from Augusta, Georgia and about 2.5 hours away from the major metropolitan areas of Atlanta, GA, Charlotte and Charleston, NC. This golf destination brings together the diversity and creativity of three legends of the sport, Arnold Palmer, Jack Nicklaus and Gary Player. Each masterfully sculpted their own nine signature holes of championship golf among more than 365 faultless acres of skyward Georgia pines, long-standing hardwoods and numerous wetlands along the great Savannah River — making Champions Retreat the only golf property in the world with individually designed courses by the Big Three. The property also offers 16 luxurious, A. Hays Town inspired Golf Cottages, imaginative cuisine and a 10,000 sq. ft. elegantly rustic event venue — The Barn — Champions Retreat embraces the true spirit of southern hospitality with warm hearts and a genuine smile.

Champions Retreat is built around the idea of a shared experience – one where the bonds of friendship and family are forged and strengthened on the course, in the cottages, and around the clubhouse. The club prides itself in offering true Southern hospitality and the authentic, rustic charm of the incredible unique property.

For 51 weeks out of the year, Champions Retreat is a private club. But during the Masters Tournament in April, this impeccably conditioned course with perfect bentgrass greens is open to the public for golf and hospitality. 2019 is a special year for the club. For the first time ever, one week prior to Masters week, the club is co-hosting the Augusta National Women’s Amateur. The first two rounds will be played at Champions Retreat with the final round being played at Augusta National. This partnership is a first of its kind and speaks to the world class reputation of the golf course and club.

**CHAMPIONS RETREAT FOUNDING VISIONS:**

Exemplary Service      Warm Hearts      Genuine Smile

## **CHAMPIONS RETREAT BY THE NUMBERS:**

- 2005 Established
- 220 Local Members / 150 National Members
- \$2.1M F&B revenue, 38% à la carte
- 90 Employees (FTE) in season
- Approximately 15,000 Rounds of golf annually

**CHAMPIONS RETREAT WEBSITE:** [www.championsretreat.net](http://www.championsretreat.net)

## **DIRECTOR OF FOOD AND BEVERAGE POSITION OVERVIEW**

The Director of Food and Beverage (DFB) is ultimately responsible for all club property food & beverage service operations daily, including its activities, dining options, and relationships between club members, guests, and employees. 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. The DFB consistently provides *superb* dining and other food and beverage experiences for the club’s membership and their guests. This senior level position works closely with, and reports to, the General Manager. The relationship with the executive chef and management team is very important to this position, ensuring collaborative and harmonious relationships between front and back of house operations.

## **KEY RESPONSIBILITIES**

The **DIRECTOR OF FOOD AND BEVERAGE** will:

- Be the primary coordinator of food and beverage department budgeting, hiring, training, menu development, orientations and creating a culture of teamwork, and the supervision of associates to ensure all is done in accordance with approved Club policies and is compliant with governmental regulations.
- Develop and monitor the F&B budget and procedures to provide direction and controls for food and beverage operations and costs; implement corrective procedures as necessary to help ensure that budget goals are attained.
- Have oversight of F&B operations for the sixteen cottages on property.
- Have a strong and highly visible and respectful presence with the membership, be an exceptional communicator, have adroit interpersonal skills, and the maturity to instinctively know how to treat members and guests with a high-level of service. He or she must be able to communicate these expectations to a staff with diverse backgrounds and motivate them positively to understand and execute to those expectations.
- Establish standard operating procedures and processes for all dining areas.
- Oversee all dining areas to ensure smooth and consistent experience commonality in all operations, high levels of member and guest satisfaction, quality food products and exemplary service.
- Develop and implement marketing programs to increase dining room, lounge, banquet and general participation in F & B related activities.
- 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 that special club events are well-conceived and executed.
- Oversee all banquets and social functions, including member and member sponsored events.
- Be responsive to members’ requests for menu selections, event planning, etc., and strive to find creative ways to accommodate reasonable requests; have a belief in a service philosophy of “the answer is ‘yes,’ what is the question?”
- Clearly understand the metrics for successful attainment of financial goals and objectives in F&B operations, and consistently review these expectations with his or her direct reports to ensure understanding and ‘buy-in’ from those contributing to their attainment.

- Develop and monitor the F&B budget and procedures to provide direction and controls for food and beverage operations and costs; implement corrective procedures as necessary to help ensure that budget goals are attained.
- Have a strong sense of urgency and responsiveness, while also maintaining quality and integrity of the division's business plan.
- Recommend, monitor and manage policies, operating procedures and staffing for all F & B areas; recognize the needs and consistently perform to high levels of service in each of these operating areas.
- Ensure adherence to, and compliance with, all health, safety, liquor consumption, and all other food and beverage regulations. Keep current on all matters pertaining to the food and beverage industry.
- Be responsible for the management of all alcoholic beverage inventories and purchases.
- Consistently monitor payroll and labor resource allocations to ensure they are in line with financial forecasting and goals.
- Be an active and dynamic recruiter of team members and someone who inherently enjoys developing and building his/her team and leading them to significant, positive membership satisfaction outcomes.
- Be a collaborative team player who is willing to be "hands on" when necessary but understands when to step back and lead the team.
- Involve associates in the decision-making process of how 'work gets done' and creates a work environment people want to come to and participate every day.
- Have a passion and aptitude for teaching and training and develop and enhance training programs for all food service personnel, working, as necessary, with the managers directly responsible for those operations.
- 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.
- 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.
- Ensure that an effective orientation and onboarding program exists in all areas of responsibility, along with consistent professional development and training.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.
- Work closely with the Executive Chef to facilitate a strong relationship between kitchen and restaurant departments.
- Ensure that associates clearly understand 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 create an exceptional ambience for members and guests.
- Establish and uphold expectations for dress, decorum and other service standards and consistently always monitor for adherence.
- Take personal ownership of his or her area of responsibility, 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.

### **CANDIDATE QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed above are representative of the knowledge, skill, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

A Bachelor's degree (B.A.) in Hospitality Management is preferable, or a two to four-year degree from a Culinary School, plus a minimum of four to six years of Food & Beverage management experience in a high-volume facility or an equivalent combination of related education and experience.

### **SALARY & BENEFITS**

Salary is open and commensurate with qualifications and experience. The Club, along with the typical CMAA benefits, offers an excellent bonus and benefit package.

### **INSTRUCTIONS ON HOW TO APPLY**

**"Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary.** Your letter should be **addressed to Mr. Cameron Wiebe General Manager, 37 Champions Pkwy, Evans, GA 30809**, and clearly articulate why you want to be considered for this position at this stage of your career and why CR and the Augusta area will be beneficial to you, your family, your career, and the Club if selected."

Please upload your resume and cover letter (in that order) using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

**IMPORTANT:** Save your resume and letter in the following manner:

"Last Name, First Name Resume" &

"Last Name, First Name Cover Letter"

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

For directions on how to upload your resume and cover letter [visit this page](#).

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Nan Fisher: [nan@kkandw.com](mailto:nan@kkandw.com)

### **Lead Search Executive:**

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