

THE DIRECTOR OF FOOD & BEVERAGE at LOUISVILLE COUNTRY CLUB

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. 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 Director of Food and Beverage will have the opportunity for full consideration to ascend to the Director of Clubhouse Operations position with demonstrative success in the DFB role. 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.

DIRECTOR OF FOOD & BEVERAGE (DFB) POSITION OVERVIEW

The Director of Food and Beverage (DFB) is ultimately responsible for all club property food and 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 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.

The salary range for this position is \$75-\$90,000 per year.

AREAS OF OVERSIGHT INCLUDE:

- The Casual Dining Area - Family Dining
- The Adult Grill Room - 18 and over
- Four Bridges Bar
- The Side Bar
- The River Room
- The Ballroom & Private Dining Room
- The Pool Patio & The Pool Snack Bar
- The Turn

KEY RESPONSIBILITIES THE DIRECTOR OF FOOD & BEVERAGE WILL:

- Be the primary coordinator of food and beverage department budgeting, hiring, training, beverage inventories, 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.
- Have a passion and aptitude for teaching and training for all food service personnel, working, as necessary, with the staff directly responsible for operations.
- Be a positive and enthusiastic motivator for all F&B personnel.
- Ensure associates clearly understand performance expectations and 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.
- Be a collaborative team player who is willing to be “hands on” when necessary but understands when to step back and lead the team.
- Maintain a “run to the fire” mentality in operations oversight.
- Professional knowledge of food and service, cocktails and beverages, beer and wine.
- Establish and uphold expectations for dress, decorum and other service standards and consistently 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.
- Establish and maintain respectful rapport with F&B managers and all department heads.
- Offer effective leadership and direction for managers and staff in the F&B department.
- 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.
- Work in coordination with other department leaders to ensure consistent standards result in high member satisfaction.
- Work with the House Committee and when appropriate the Board of Directors in ensuring maximum member satisfaction.
- 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 those expectations.

- Establish where needed, 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.
- Participate in marketing/communication 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 special club events are well-conceived and executed.
- Oversee all banquets and social functions, including meeting with members to plan events, creating Banquet Event Orders, communicating to all staff involved, and ensuring execution of all 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 including budgeted COGS as well as payroll; implement corrective procedures as necessary to help ensure that budget goals are attained.
- Have a strong sense of urgency and responsiveness, while maintaining quality and integrity of the department's business plan.
- Have a heart for hospitality and appreciation of the history and tradition of Louisville Country Club.
- 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.
- 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.
- 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, dining outlets and staff.

DIRECT REPORTS:

- Dining Room Manager
- F&B Manager
- F&B Service Staff

CANDIDATE QUALIFICATIONS

To be successful in this job, 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. Very strong F&B skills are necessary, as is an intuitively respectful style and mentoring/nurturing/developing approach to staff and team. Louisville Country Club is a high expectation club operation with multiple operating outlets, events and activities occurring simultaneously; the ability to be able to manage and lead in such an environment in an organized, thoughtful manner is critically important.

Please send resumes to the club's General Manager, Ryan Ronan at rroman@loucc.net.