

KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

DIRECTOR OF FOOD AND BEVERAGE PROFILE: OCEAN FOREST GOLF CLUB SEA ISLAND, GA

THE DIRECTOR OF FOOD AND BEVERAGE (DFB) OPPORTUNITY AT OCEAN FOREST GOLF 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. We are conducting the Director of Food and Beverage search for Ocean Forest Golf Club in Sea Island, GA. The successful candidate will be an integral part of a high-performing team at a club recognized for its superior service, 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.](#)

OCEAN FOREST GOLF CLUB & COMMUNITY

Opened in 1995 by then Sea Island CEO Bill Jones III, Ocean Forest Golf Club is a private membership club owned and operated by the Sea Island Company and is the only golf course located on Sea Island. Situated near the northern tip of Sea Island, the gated community of Ocean Forest is located in one of the most beautiful areas of the Golden Isles and is centered around the Ocean Forest Golf Club.

Many of Ocean Forest's 18 holes offer breathtaking vistas of the Atlantic Ocean on the east and the Hampton River on the north and west. Golfers also enjoy views of saltwater tidal marshes and play through stands of enormous oaks, pines, magnolias and palm trees.

The Ocean Forest clubhouse is a modest place. A gently tan structure with a sunburned orange roof. Yet the clubhouse would seem to be a timeless jewel which could have been built in the 1920s instead of just before the millennium. The rich flavor of the clubhouse was indeed born in an earlier era. After a clubhouse renovation in 2018, the Ocean Forest Clubhouse now boasts multiple unique options for dining. The Dining Room, Clubroom and Ocean View Terrace are all member favorites for a memorable evening, and the newly created Pavilion has added an al fresco dining option and event space that overlooks the Atlantic Ocean.

Traditional yet highly personalized and attentive service is the backbone of the Ocean Forest experience, and our aim is to provide the highest levels of member satisfaction.

SEA ISLAND HISTORY

Howard Coffin, the inventor of the Hudson motor car, had an affinity for the Georgia coast and in 1928, Coffin turned Retreat Plantation into the Sea Island Golf Club and along with his younger cousin, A.W. Jones, opened The Cloister Hotel with just 46 rooms. The Cloister was the focal point of the company's interests and was referred to as a "friendly little hotel."

After surviving the Great Depression, in part by printing its own money to meet the payroll, Sea Island began to prosper, and over time the hotel grew with additional buildings spread among the historic oaks and along the Atlantic Coast.

Eventually, Coffin would turn the company over to Bill Jones in the 1930s. Under the leadership of three generations of the Jones Family, Sea Island developed a reputation as a renowned and world class resort. On December 28, 1928, a Sea Island tradition was born when then-President Calvin Coolidge planted the first historic oak on the grounds of The Cloister. Since then, he has been followed by other Presidents and dignitaries, including President George W. Bush and British Prime Minister Tony Blair, both of whom planted oaks during the G8 Summit, held at Sea Island in 2004. Other traditions in service and hospitality, activities, relationships and amenities are very important at Sea Island, and are key elements in the company's ongoing success.

In 1998, the Company embarked on a Resort Master Plan which resulted in new amenities and facilities, including The Lodge, which opened in 2001, followed in 2006 by the new main building and wings of The Cloister, the Spa at Sea Island, and the Tennis Center, and, in 2007, the Beach Club.

In 2016, the company was purchased by the Anschutz Family and, with its new sister property, The Broadmoor of Colorado Springs, is now in a 100-year family trust. In 2017 the company announced enhancements being made to The Lodge, including a pool, pool house, 18-hole putting course, six cottages with a total of 14 new sleeping rooms, and a new Golf Performance Center. Those improvements were completed in the Fall of 2018, followed by a redesign of Plantation Course in 2019.

SEA ISLAND VISION, MISSION AND VALUES:

OUR VISION: Enriching Lives

OUR MISSION: Our Sea Island family is committed to creating meaningful value by providing gracious hospitality, extraordinary experiences, and a lifestyle worthy of sharing with generations.

OUR VALUES:

- Integrity We conduct ourselves in an ethical, honest and genuine manner.
- Loyalty We are committed to demonstrating the ideals and beliefs for which Sea Island stands: Our Mission, Vision and Values.
- Respect We honor the feelings and opinions of others.
- Passion We enthusiastically "enrich lives" at every opportunity.
- Accountability We take personal responsibility for the high quality of our teams.
- Caring We are selflessly committed to helping those around us.
- Trust We have a mutual confidence in all that we say and do.
- Teamwork We work together to accomplish greatness.

OCEAN FOREST GOLF CLUB THE NUMBERS:

- 1995 Founded
- 413 Total Members
- Initiation Fee – \$150,000.00
- \$1.8M F&B revenue, 55 % à la carte, 45% catering and events
- Club POS - Micros
- 29 Employees (FTE) year round

OCEAN FOREST GOLF CLUB WEBSITE: www.oceanforestgolfclub.com

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.
- Works in coordination with other department leaders to ensure consistent standards that result in high member satisfaction.
- Establish a collaborative relationship with the Sea Island Director of Food and Beverage to maximize efficiencies and quality of product and service.
- Works with the House Committee and when appropriate the Board of Directors in ensuring maximum member satisfaction, attending meetings when applicable.
- Have oversight of F&B operations for the cottage on the 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.
- Works closely with the Director of Engineering to ensure that all club dining facilities and FF&E are adequately maintained.
- 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.

Minimum Requirements:

- Bachelor's Degree preferred
- Experience working in a luxury, upscale environment with strong hospitality focus preferred.
- A minimum of four to six years of Food & Beverage management experience in a facility or an equivalent combination of related education and experiences.
- Proven track record of growth in previous roles.

Physical Requirements:

Ability to kneel, crouch, squat, climb, stand, sit, balance, reach, bend, push, pull and walk for prolonged periods. Ability to lift, carry, pull and push up to 20 lbs intermittently throughout a shift. Ability to read, write and communicate effectively in English, both written and verbal. No visible tattoos, visible body piercing or unnatural hair color or hairstyles per company grooming standards.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A Bachelor's degree (B.A.) in Hospitality Management is preferable.

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. Kory Reitz, General Manager, 200 Ocean Road, Sea Island, GA 31561**, and clearly articulate why you want to be considered for this position at this stage of your career and why Ocean Forest and the Sea Island 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 & Club Name"

(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

Lead Search Executive:

Sam Lindsley, Search Executive

sam@kkandw.com

216-509-2250 – Medina, OH

KOPPLIN KUEBLER & WALLACE

www.kkandw.com

Thomas B. Wallace III, CCM, CCE, ECM, Partner

tom@kkandw.com

412-670-2021 - Strongsville, OH

KOPPLIN KUEBLER & WALLACE

www.kkandw.com