

**DIRECTOR OF FOOD AND BEVERAGE POSITION PROFILE:  
TURNBERRY OCEAN COLONY  
Sunny Isles Beach, FL**

**THE DIRECTOR OF FOOD AND BEVERAGE (DFB) OPPORTUNITY AT TURNBERRY OCEAN COLONY**

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 Turnberry Ocean Colony which is one of the premier residential club communities in Sunny Isles Beach, FL. The successful candidate will be an integral part of a high-performing team at a community recognized for its personalized service, quality work environment and focus on continually 'raising the bar' for its owners and staff. The resident club will be undergoing a \$15M renovation beginning in the summer 2019 which will include a new kitchen, dining room renovation and expanded al fresco dining.

The primary focus of the role is on the overall resident experience, which is of utmost importance to the social fabric of the club. The ability to consistently "look forward" with personalized service, 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 residents and staff; leadership in this area begins and ends with approachability and accessibility.

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

**TURNBERRY OCEAN COLONY**

Turnberry Ocean Colony is a lavish residential enclave with two sleek, modern 38-story oceanfront towers featuring 260 ultra-luxurious condominiums nestled in the city of Sunny Isles Beach, Florida. Located on the ocean midway between Bal Harbour and Golden Beach, just south of Sunny Isles Boulevard, Turnberry Ocean Colony is situated on approximately 650 feet of pristine beach. Turnberry Ocean Colony amenities include an elite, residents owned, old world West Indies beach club that provides a luxurious living experience, complete with elegant gourmet dining, a world class spa and fitness center.

The sumptuous two-to-five bedroom residencies each have private direct-entry elevator lobbies and individual security systems. Residencies were built with the finest appointments including ten-foot ceilings, Snaidero Italian cabinetry, exotic granite countertops, European appliances, Sub-Zero refrigeration., classic marble baths, steam showers, jacuzzi hydrotherapy tubs with built in TV screens, and private wrap around balconies providing unparalleled ocean and Intracoastal views

**TURNBERRY OCEAN COLONY BY THE NUMBERS:**

- 1983 Established
- 260 Owner Units (2-5 BR Units)
- \$2M F&B Events revenue, \$1M à la Carte revenue
- 20 F&B Employees (FTE)

**Please visit the website to view the many community amenities at Turnberry Ocean Colony:**

[www.turnberryo.com](http://www.turnberryo.com)

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

The DIRECTOR OF FOOD AND BEVERAGE (DFB) is ultimately responsible for all property food & beverage operations on a daily basis, including its activities, dining options, event planning, and relationships between residents, guests, and employees. Being the “public face” of these operations with a hands-on approach and an understanding that full “on-the-floor” resident 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 residents 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 budgeting, hiring, coaching, 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 compliance with governmental regulations.
- Oversee execution of all F&B operations including à la Carte, al fresco, beach service, room service and events
- The DFB will work closely with the events planner on property and will work collaboratively with other departments to plan and execute resident sponsored events.
- Have a strong and highly visible and respectful presence with residents, be an exceptional communicator, have adroit interpersonal skills, and the maturity to instinctively know how to treat residents 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, procurement, and processes for all areas while maintaining the personalized service that TOC is known for.
- Oversee all dining areas to ensure smooth and consistent experience commonality in all operations, high levels of resident and guest satisfaction, quality food products and exemplary service in conjunction with managers and staff.
- 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. Collaborate with the F&B team in planning and responsibility for ensuring that club events are well-conceived and executed.
- Have oversight of all banquets and social functions, including resident sponsored events.
- Be responsive to resident 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 plans, budgets, and procedures to provide direction and controls for food and beverage operations; 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 to include 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 residents and guests.
- Establish and uphold expectations for dress, decorum and other service standards and consistently monitor for adherence at all times.
- 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. TOC, 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 Ms. Sandra Portillo, MSHRM, Human Resources Manager, 16049 Collins Avenue, Sunny Beach Isles, FL 33160**, and clearly articulate why you want to be considered for this position at this stage of your career and why TOC and the Miami area will be beneficial to you, your family, your career, and TOC 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:**

Sam Lindsley, Search Executive

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