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DIRECTOR OF FOOD & BEVERAGE PROFILE: WILLOWBEND COUNTRY CLUB MASHPEE, MA

THE DIRECTOR OF FOOD & BEVERAGE OPPORTUNITY AT WILLOWBEND COUNTRY CLUB

Southworth Development is looking for a highly motivated Director of Food and Beverage to lead the elevation of all aspects of member dining at Willowbend. Willowbend offers three (3) food and beverage outlets and a banquet function which the Director will lead: Grille Room, Café Amici and Joe's Grill. This individual will be responsible for providing leadership and managing the Food & Beverage through day-to-day management and establishing plans for long-term continued growth and profitability of the department and Club. The ideal candidate will have the ability to organize, direct and control the work of employees and managers in the in the Food & Beverage Division while ensuring exceptional service and attention to members: this individual sets the stage for us to *deliver extraordinary*.

This role is for a leader who has honed his/her skills in overall leadership, mentoring, process and procedural development, team performance management and who possesses a strong entrepreneurial style, great food and beverage background and the "hospitality gene!"

ABOUT WILLOWBEND COUNTRY CLUB AND COMMUNITY

Willowbend has been one of Cape Cod's and New England's premier communities since 1994. The 440 acres, situated just over the Bourne Bridge alongside Shoestring Bay, contain over 300 single-family dwellings, lots for custom homes, and guest villas. The centerpieces of the private community -- with four of its five neighborhoods gated -- are the 27-hole championship golf course, the tennis stadium, and eight Har-Tru courts with adjoining pickleball courts, the fitness facility, the Olympic-sized swimming pool and cabanas, and the spacious 46,000-square-foot clubhouse, which hosts functions for up to 300 people. The value and attractiveness of Willowbend have earned it a spot in Travel & Leisure's "Top 100 Communities in America."

Willowbend's rise to prominence started slowly in 1987 when Willowbend Country Club opened its 18 holes for business but soon went bankrupt. Paul Fireman, founder and CEO of Reebok International, bought the golf course at auction in 1991, and David Southworth, a hotelier turned real estate developer, became Fireman's partner and the club's first DFB. Southworth's first act was to complete the clubhouse and then, in 1992, he and Fireman publicized the venue with the Willowbend Children's Charity Pro-Am, which for 14 years attracted PGA Tour pros like Nick Faldo, Greg Norman, Gary Player and Tom Watson and was one of New England's most popular events. In 2003, he oversaw the construction of The Bay golf course, a new nine holes, which complemented The Bog and The Bend.

The 27 holes are always immaculately groomed, and the bentgrass greens, are some of the best in New England. The nines, which have surprising elevation from tees and greens, wind their ways through the scenic Cape Cod countryside: towering hardwoods and pines, working cranberry bogs, innumerable water hazards, ubiquitous marshland and natural land slopes. The six sets of tees can appease every golfer's power supply, and several forced carries helps determine which set is best for each skill level. The course fits the phrase "sneaky hard but fair."

Willowbend is a family-friendly club that offers lots of events and activities for children and adults alike. Additionally, Willowbend fosters a casual, laid-back atmosphere -- "Cape Cod casual" because so many members and residents have crossed the bridge to unwind and relax with their families. The 46,000 sq ft clubhouse enjoys dramatic views of the course and cranberry bogs and has a great lawn for hosting member events and wedding ceremonies. The Grill Room was recently renovated and provides upscale casual dining and is adjacent to a large covered outdoor patio, the most popular dining area all summer.

The Grand Ballroom also overlooks the course and provides space, both indoor and outdoor, to accommodate over 300 guests and is a popular wedding and event venue. Willowbend, as a for profit operation, hosts several golf outings, corporate events, and other celebrations.

Health and rejuvenation are an important part of the Willowbend lifestyle, and nowhere is this more evident than in the club's extensive fitness and wellness, facilities, where a professional team of trainers, instructors, massage therapists, and physical therapists work to help members meet their personal health and fitness goals. Additionally, racquet sports are not an afterthought — they're a popular and integral part of club life for many members. With a full calendar of events and numerous kinds of surfaces and courts (including the region's only tennis stadium), as well as pickleball courts, members of all ages can enjoy the racquet sport of their choice.

The Club also has a Villa program with ten guest suites available to members and guests, providing multiple configurations to accommodate individuals as well as families, and with full amenities and housekeeping services.

Willowbend members enjoy reciprocal privileges at all Southworth clubs, including The Abaco Club at Winding Bay in the Bahamas, Machrihanish Dunes in Scotland, Creighton Farms outside of Washington, DC and Renaissance Golf Club in Haverhill, MA.

WILLOWBEND COUNTRY CLUB BY THE NUMBERS

- At present, there are approximately: 450 Members in all membership types.
- Initiation Fee for 2022 - \$60,000
- Annual Dues for 2022 – \$16,000
- 27 holes of golf supports nearly 22,000 rounds
- Annual Gross Volume of all revenues – approximately \$13.1M
- Annual Dues Volume – approximately \$5.5M
- Food and beverage volume: approximately \$2.7M with approximately 55% from ala carte dining and 45% from banquets/catering
- There are approximately 130 FTE in-season with approximately 100 them seasonal
- There are no committees, but there is an Advisory Board of members
- This role reports to the VP of Operations and the Ownership of Southworth Development
- The Club is organized as a for-profit corporation
- The Club uses JONAS for POS and Accounting

WILLOWBEND COUNTRY CLUB WEB SITE: www.willowbendcapecod.com

DIRECTOR OF FOOD & BEVERAGE POSITION OVERVIEW

The Director of Food and Beverage must also be the “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: this is not a behind-the-scenes role! This individual is responsible for a consistently elevated food and beverage experience for the Club's membership and their guests. This senior level position works closely with, and reports to the General Manager. Interpersonal skills and relationship building is crucial; the relationship with the executive chef and management team is especially important to this position, ensuring collaborative and harmonious relationships between front and back of house operations. Additionally, the individual must demonstrate a passion for service and programming that will *elevate* the Willowbend experience.

The new DFB will work closely with the Southworth executive team to identify and execute opportunities to enhance consistency of process and experience and will set clear accountabilities for the F & B team, many of whom have been part of the Willowbend “family” for many years. Having a strong and verifiable history of F & B leadership, performance management and accountability system, innovative technology installation and other processes to leverage high tech to improve ‘high touch’ with members is important. All of this being done in a highly respectful, fair, diplomatic, and nurturing manner.

As with many club communities during COVID, Willowbend has experienced a large turnover of membership over the past few years and being able to help evolve the culture and vision of the Club as it further establishes and cements its role as “*the*” preeminent active lifestyle club and community on the Cape.

As a Willowbend Leader:

- Display exceptional service and problem resolution skills at all times
- Demonstrate a warm, friendly, professional demeanor at all times
- Demonstrate exceptional oral and written communication skills; able to effectively listen to, understand, and respond to resident, member, guest and Team Member questions or requests
- Function as a highly visible coach and role-model
- Demonstrate flexibility; schedule changes may be required by business demand and/or required meetings and trainings
- Demonstrate the ability to balance competing priorities in a high-volume, fast-paced environment and demonstrate appropriate time management at all times
- Comply with all Departmental, Property, and Corporate Standards and Regulations set forth, to encourage safe, efficient, and service-focused operations

Education, Experience, & Skills:

- Minimum 10 years food and beverage experience required
- Minimum 5 years supervisory experience required
- Bachelor’s degree or Culinary Degree preferred (or equivalent of related education and experience)
- Proven experience leading Food and Beverage operations in upscale environment; experience in luxury hotel/private club required
- Previous P&L responsibility required
- Proven experience supervising food cost, controlling labor, health inspections, menu design, hiring, supervising front and back of house F&B operations required
- Must have up-to-date appropriate certifications and trainings (food safety, TIPS, etc.,)
- A hospitality-focused, customer-centric approach and attitude is required

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

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

INSTRUCTIONS ON HOW TO APPLY

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. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Mr. George Bigley, General Manager and clearly articulate why you want to be considered for this position at this stage of your career and why Willowbend and the Cape area of Massachusetts will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than January 16, 2023. Candidate selections will occur in later that month with first Interviews expected in early February. The new candidate should assume his/her role as soon as appropriate with necessary notice to current employers; ideally by early Spring 2023.

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

“Last Name, First Name Resume”

“Last Name, First Name Cover Letter – Willowbend DFB Role”

(These documents should be in Word or PDF format)

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

If you have any questions, please email Patty Sprankle at patty@kkandw.com

Search Executive:

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