



## **Food and Beverage Director**

Shannopin Country Club is seeking an accomplished Food & Beverage Director to lead and elevate all aspects of its dining and social experience. The successful candidate will bring strategic insight paired with a highly visible, hands-on leadership style, driving a culture centered on exceptional service, member satisfaction, and operational excellence.

This role is defined by energetic, engaging hospitality and an unwavering commitment to exceeding member and guest expectations. The ideal candidate will drive a service-first philosophy, ensuring that every touchpoint reflects consistency, professionalism, and attention to detail. A strong focus on member satisfaction is essential, with an ability to anticipate needs, respond to feedback, and continuously enhance the overall experience.

This position requires a dynamic leader who can inspire, mentor, and develop a high-performing team. By fostering accountability, collaboration, and a culture of continuous improvement, the Food & Beverage Director will set clear standards and lead by example in all areas of service and operations.

Equally important, this role offers the opportunity for professional growth while contributing to the Club's broader strategic initiatives. The Food & Beverage Director will play an active role in long-term planning, aligning service standards and dining programs with the Club's vision and commitment to excellence.

Shannopin Country Club offers a strong sense of community, a commitment to continuous improvement, and an environment where leadership, service, and innovation are both supported and expected.

**Related Titles:** Food and Beverage Manager

**Reports to:** General Manager

**Supervises:** Executive Chef; Banquet Sales Manager; Banquet Operations Manager; Dining Services Manager

**Education and/or Experience**

- Four-year college or university degree in Hospitality Management or Culinary Arts in leau of a college degree relevant experience will be considered.
- Ten years or more as a food and beverage manager with five of those years in a similar position in a upscale dining situation.

**Job Knowledge, Core Competencies and Expectations**

- Food and beverage cost controls and operating procedures.
- Accounting.
- Menu design.
- Marketing and promotions.
- Wine, spirits and bar operations.
- Point-of-sales systems.
- Strong interpersonal and organizational skills.
- Polished, professional appearance and presentation.
- Manage stress and time.
- Build a team, train, and maintain employee teams.
- Effective communication through all department levels and throughout club.
- Knowledge of and ability to perform required role during emergency situations.

**Job Summary (Essential Functions)**

Responsible for club's dining services and all food and beverage production throughout the club. Directly supervises the Executive Chef, Banquet Sales Manager, Banquet Operations Manager, Dining Service Manager and managers of all other outlets such as snack bars, etc. Plans, implements and monitors departmental budgets. Hires, trains and supervises subordinates and apply relevant marketing principles to ensure that the wants and needs of club members and guests are consistently exceeded.

**Job Tasks/Duties**

- Develops an operating budget for each of the department's revenue outlets; monitors and takes corrective action as necessary to help assure that budgeted sales and cost goals are attained.
- Develops a capital budget for all necessary food and beverage equipment and recommends facility renovation needs.
- Ensure that adequate cash procedures are followed and that documentation is reported in an accurate and timely manner.
- Responsible for proper cash and charge procedures, guest check analysis, tip reports, ticket controls and daily sales reports and analysis.
- Manages the department's long-range staffing needs.
- Assists in recruitment, training, supervision and termination of food and beverage staff.
- Help plan and approve the organizational chart and staffing and scheduling plans.
- Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- Monitors employee records to minimize overtime and keep labor costs within budget.
- Assures that all standard operating procedures for revenue and cost control are in place and consistently followed.
- Assures that all applicable club policies and procedures are followed.
- Help plan and approve external and internal marketing and sales promotion activities for the department's outlets and special club events.
- Approves menu items, pricing, and menu designs for all outlets, special events and banquet events.
- Establishes quantity and quality output standards for personnel in all positions within the department.
- Ensures all legal requirements are consistently followed, including wage/ hour and federal, state or local laws for food safety and the sale/consumption of alcoholic beverages.
- Ensure all energy management, preventive maintenance and other standards are consistently met.
- Ensures that all new employees receive the appropriate safety instructions and training; establishes and enforces all safety policies and procedures including OSHA regulations and ensures that appropriate proof of training is documented to the employees' personnel files.
- Research new products and evaluate their cost and profit benefits.
- Maintains food and beverage personnel records.

- Monitors purchasing and receiving procedures to ensure proper quantity, quality and price for all purchases.
- Reviews of new techniques for food preparation and presentation to maximize member and guest satisfaction and minimize food costs.
- Consults daily with the Executive Chef, Catering Director, Purchasing Agent and other club administrators to help assure the highest level of member satisfaction at minimum cost.
- Greets members and oversees actual service on a routine, random basis.
- Opens and closes the building when needed.
- Help develop wine lists and wine sales promotion programs.
- Establishes, updates and maintains all written standards and procedures for the department as needed.
- Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken.
- Serves as an *ad hoc* member of appropriate club committees.
- Monitors appearance, upkeep and cleanliness of all food and beverage equipment and facilities.
- Monitors employee dress codes according to policies and procedures.
- Approves all product invoices before submitting them to the Accounting Department.
- Monitors or manages physical inventory verification and provides updated information to the Accounting Department.
- Responsible for the proper accounting and reconciliation of the point-of-sale and member revenues.
- Maintains records of special events, house counts, food covers and daily business volumes.
- Ensures that an accurate reservation system is in place.
- Audits and approves weekly payroll.
- Approves all entertainment.
- Responsible for long-range planning for the department in concert with the club's planning process.
- Establishes and maintains professional business relations with vendors.
- Works with the club's Controller or Chief Financial Officer to identify and develop operating reports and for ongoing control of the department.
- Recommends operating hours for all food and beverage outlets.
- Serves as manager-on-duty on a scheduled basis.
- Ensure timely correspondence with all catering guests including inquiry, follow-up, contracts, billings and thank-you letters.
- Complete periodic china, glass, and silverware inventories.
- Implement and monitor sanitation and cleaning schedules.
- Completes other appropriate assignments from the General Manager.

#### **Licenses and Special Requirements**

- Food safety certification.
- Alcoholic beverage certification.

#### **Physical Demands and Work Environment**

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

## **Compensation**

**Salary:** \$80,000 per year. 2% yearly COL increase on base salary. Yearly review increases will be at the discretion of the GM and the operating budget.

**CMAA:** Continued education with the CMAA paid by Shannopin CC with allowance of one conference or BMI per year, dependent on if the budget permits.

**Christmas Bonus:** As a manager, you are eligible for the Shannopin CC Employee Christmas bonus fund. This bonus is at the discretion of the General Manager and President of the Club.

**Performance Bonus:** At GM's discretion, a 10% bonus will be paid during the end of the fiscal year, no later than the end of May. This bonus will have metrics focusing on financial performance, leadership and membership satisfaction.

**Benefits:** All current full-time benefits to include PTO.

**To apply for this position please send a cover letter and resume to:**

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