



DIRECTOR OF FOOD AND BEVERAGE

Shawnee Country Club

Reports To

General Manager

Supervises

Executive Chef, Food & Beverage Manager, and all Food & Beverage Department personnel

Classification

Exempt

Position Summary

The Food & Beverage Director is responsible for the overall leadership, management, and operation of all dining services and food and beverage production throughout the club. This position directly oversees the Executive Chef, Food & Beverage Manager, and all related departmental staff and outlets. The Director is responsible for planning, implementing, and monitoring departmental budgets; recruiting, training, and supervising employees; and ensuring that member and guest expectations are consistently met and exceeded through exceptional service and operational excellence.

Education and Experience

- Bachelor's degree from a four-year college or university in Hospitality Management, Culinary Arts, or a related field preferred.
- Minimum of ten (10) years of food and beverage management experience, including at least five (5) years in a comparable leadership role within a club, hotel, resort, or similar hospitality environment.

Knowledge, Skills & Core Competencies

- Strong financial management skills, including food and beverage cost controls and revenue generation.
- Proven leadership and management abilities with experience implementing effective operational procedures.
- Knowledge of menu development and design.
- Experience with marketing initiatives and promotional programming.
- Comprehensive understanding of kitchen operations, food service, wine, spirits, and bar operations.
- Proficiency with point-of-sale (POS) systems.
- Exceptional interpersonal, communication, and organizational skills.
- Professional appearance, demeanor, and presentation.
- Ability to effectively manage time, priorities, and workplace stress.

- Strong team-building, employee training, and staff development capabilities.
- Ability to communicate effectively across all departmental levels and throughout the club.

Essential Duties and Responsibilities

- Develop annual operating budgets for each food and beverage department and monitor performance to ensure budgeted sales and cost objectives are achieved.
- Develop and oversee capital budgets for food and beverage equipment and facility improvements.
- Ensure all cash and charge procedures are accurately followed and documented, including guest checks, tip reports, ticket controls, daily sales reports, and financial analysis.
- Manage long-range staffing needs, including recruitment, hiring, training, and employee development.
- Plan and approve organizational structures, staffing models, and scheduling plans.
- Ensure effective orientation and training programs are implemented for new employees, along with ongoing professional development opportunities for existing staff.
- Monitor employee records to minimize overtime and maintain labor costs within budget guidelines.
- Ensure all departmental and club standard operating procedures are consistently followed.
- Assist in planning and approving internal marketing initiatives and promotional events for dining outlets and club functions.
- Approve menu items, pricing structures, and menu designs for all outlets, banquets, and special events.
- Establish quantity and quality standards for all departmental personnel.
- Ensure compliance with all applicable federal, state, and local laws and regulations, including food safety, wage and hour laws, and alcoholic beverage service regulations.
- Ensure all employees receive proper safety instruction and training, including OSHA compliance, and maintain appropriate documentation within personnel files.
- Research new products and evaluate cost efficiencies and profit potential.
- Maintain all food and beverage personnel records.
- Establish purchasing and receiving procedures to ensure appropriate quantity, quality, and pricing standards.
- Review new food preparation and presentation techniques to maximize member and guest satisfaction while minimizing food costs.
- Consult daily with the Executive Chef, Food & Beverage Manager, and club administrators to ensure the highest level of member satisfaction at the lowest practical cost.
- Routinely greet members and guests and oversee service operations throughout the club.
- Assist in developing wine lists and wine sales promotion programs.
- Establish, maintain, and update all departmental policies, procedures, and written standards.
- Address member and guest concerns and complaints and advise the General Manager regarding corrective actions taken.
- Serve as an ad hoc member of appropriate club committees.
- Monitor the appearance, cleanliness, and maintenance of all food and beverage facilities and equipment.
- Enforce employee dress code standards in accordance with club policies.
- Review and approve all product invoices prior to submission to the Accounting Department.
- Oversee physical inventory processes and provide updated inventory information to the Controller.
- Ensure proper accounting and reconciliation of POS transactions and member revenue.
- Maintain records related to special events, house counts, food covers, and daily business volumes.
- Ensure an accurate and efficient reservation system is maintained.
- Audit and approve weekly payroll submissions.
- Approve all entertainment and related programming.
- Participate in long-range strategic planning for the department in alignment with the club's overall objectives.
- Develop and maintain professional business relationships with vendors and suppliers.
- Collaborate with the Controller to develop operational and financial reports for ongoing departmental analysis and control.
- Recommend operating hours for all food and beverage outlets.

- Ensure timely communication and correspondence with catering guests, including inquiries, follow-up communication, contracts, billing, and thank-you letters.
- Complete annual inventories of china, glassware, and silverware.
- Implement and monitor sanitation and cleaning schedules.
- Perform additional duties and responsibilities as assigned by the General Manager.

Licenses and Certifications

- Food Safety Certification required.
- Alcoholic Beverage Certification required.

To Apply

Please send resume and cover letter to:
theller@shawneecountryclub.com
Tara Heller, General Manager