

Cheyenne Country Club
800 Stinner Road
Cheyenne, WY 82001
307-637-2201

Food and Beverage Manager Position

For over a hundred years the Cheyenne Country Club has been one of the premier country clubs in Wyoming. Located in the state's capital city, this 600-member private club has exceptional golf, tennis, and swimming pool facilities and is currently looking to hire a motivated, talented, and experienced Food and Beverage Director to join their team. The Club is seeking an energetic leader to focus on the overall food and beverage experience and member interactions with this highly visible position. The successful candidate embodies a proactive "can-do" spirit to enhance the Club's service excellence.

The Food and Beverage Director ("FBD") oversees the food and beverage department, which includes ala carte dining, club events, and on-premise catering, as well as two seasonal snack shacks. Currently, the FBD reports directly to Board of Directors and works collaboratively with the entire CCC Leadership Team. The successful candidate will be hospitality-minded, collaborative, focused and express a positive 'whatever-it-takes' attitude, even under stressful circumstances. Many of the activities that will flow through and be part of the role require an exceptionally strong attention to detail, the ability to juggle multiple priorities, and work effectively with a cross-functional team. This role also requires a service mentality and a creative mind, while being an organized, time-efficient and "big-picture" employee.

Job Responsibilities

- * Knowledge of dining room (fine and casual dining), bar, and catering/event management practices.
- * Be the primary coordinator of food and beverage - budgeting, hiring, orientation, coaching, training, inventory control (beer, liquor, wine, china, glass, silver, etc.), creating a culture of teamwork and the supervision of staff to ensure all is done in accordance with approved Club policies and in compliance with governmental regulations.
- * Experience managing inventory, including estimating needs, placing orders, and receiving and checking the accuracy of deliveries.
- * Ability to draft, manage, and adhere to a budget for F&B operations. Manage labor cost, food cost, and other controllable costs to help the F&B Department reach its financial goals. Manage costs and invoices promptly and with a high attention to detail.

- * Functions as a leadership-link between departments to encourage collaboration, and promote common goals and core values.
- * Possess knowledge and command of point-of-sale, reservations, catering, budgeting, and basic financial systems and software. Responsible for the proper accounting and reconciliation of the point-of-sale system with respect to F&B operations.
- * Have a strong and highly visible and respectful presence with the membership, be an exceptional communicator, have great interpersonal skills, and the maturity to instinctively know how to treat members and guests with a high-level of service.
- * Be responsive to member feedback, concerns, and complaints. Follows-up and acts with a sense of urgency.
- * 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.
- * She or he must be able to communicate expectations to a staff with diverse backgrounds and motivate them positively to understand and execute those expectations.
- * Have a passion and aptitude for teaching and training. Develop and enhance training programs for all food service personnel, working, as necessary, with the leads responsible for those operations. Ensure that an effective orientation and on-boarding program exists in all areas of responsibility, along with consistent professional development and training.
- * Oversee multiple dining areas with varying styles of service to ensure smooth and consistent experience of service standards, high levels of member and guest satisfaction, quality food products and warm, personalized service, in conjunction with the Chef.
- * Responsible for the Club's wine and beverage program, including beverage menus and special events.
- * Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.
- * Audits and approves weekly F&B payroll.
- * Hold daily and 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.

- * 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 "whatever-it-takes."
- * Research new products and develops an analysis of their costs and benefits. Keeps current with culinary trends.
- * Possess a sense of ownership that identifies pain points in operations, steps in to fill voids, and builds infrastructure for future success and stability.
- * 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.
- * Be a collaborative team player who is "hands-on" when necessary but understands when to step back and lead the team. Involve supervisors in the decision-making process of how "work gets done" and create a work environment people want to come to and participate every day.
- * Work closely with the Chef to facilitate a strong relationship between kitchen and front of the house staff.
- * Ensure that the team clearly understands 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 by consistently and always monitoring for adherence.
- * Handles personnel issues with respect and discretion – refers to HR when appropriate.
- * With the Chef, ensures all state and local inspections are kept up to date for all F&B operation locations.
- * Reviews all accidents and works with HR in completing accident reports. Consistently enforces all policies and rules – with members and staff. Reports member infractions to the Board.
- * Ensures that all legal requirements are consistently followed.

Qualifications

- * An associates or bachelor's degree (in hospitality or business) is preferable, but may be substituted with substantial industry experience.

- * SERV Safe, TiPS certifications
- * Must have a sincere and genuine passion for hospitality and serving others.
- * 5+ years of hospitality experience, with demonstrated growth and success in previous roles.
- * Be a proven leader who earns the respect and loyalty of her/his team.
- * Have an aptitude for technology – BUZ Club Software or the equivalent, (POS, back office, website, social media), as well as several other programs supporting catering, payroll, communications, security systems, entertainment, etc.
- * Strong interpersonal and communication skills - verbal and written.
- * Excellent organizational skills, deadline focused.
- * Operates with a sense of urgency and strives to produce the best possible product.
- * Handles a fast-paced environment with a sense of calm, poise, and confidence.

The Club offers:

- * Salary commensurate with experience.
- * Paid Time Off (Vacation, PTO and Holidays)
- * Health and Life Insurance (partially) paid for by the Club.
- * 401(k) with match (after one-year of employment)
- * Professional Association Fees as budgeted annually.
- * Bonus potential (Performance-based and Holiday Fund)
- * Employee Meals

Salary range 55,000.00-70,000

Contact Dawn@cheyennecountryclub.com

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