



Fort Collins Country Club is the premiere, full-service private club in Northern Colorado. FCCC is a family-oriented country club that delivers a prized golf experience, renowned tennis program and a celebrated culinary approach – we operate with one guiding principle, that the member experience matters most.

JOB DESCRIPTION: **FOOD AND BEVERAGE DIRECTOR**

I. JOB SUMMARY:

The Food and Beverage Director oversees all food and beverage services within the Club, including the daily operation of ala carte dining, Whitaker’s Restaurant, the Turn Window, Beverage Carts and Banquet Services. Responsibilities include hiring, scheduling, training, development of all front of house food and beverage employees, budgeting and oversight of the operation.

The Food and Beverage Director is an advocate and ambassador of exceptional service and understanding the critical role exceeding expectations of membership plays in the success of the operation.

They have a strong and highly visible and respectful presence with the membership be an exceptional communicator, interpersonal skills and possess the maturity to instinctively know how to treat members and guests with a high-level of service. He or she must be able to communicate these expectations to the staff and motivate them positively and execute those expectations. The position accomplishes this through a respectful, constructive, and energetic style, guided by the objectives of the Club.

II. REPORTING RELATIONSHIPS:

Reports directly to the General Manager and works in tandem with the Executive Chef and Director of Catering and Special Events. The Food and Beverage Director will collaborate with department heads, human resources and appropriate culinary and facilities personnel and support the overall goals of the Club.

Direct Reports:

- Restaurant Manager
- Banquet Manager
- Bartenders

III. RESPONSIBILITIES AND AUTHORITIES:

- Service Leadership
 - 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 focused and consistent evaluator of personnel, ensuring that standards of conduct and delivery are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of the clubhouse facilities.
 - Assist with interviewing, hiring and disciplining of staff.
 - Demonstrates consistency when upholding Club policies and standards including documenting tardiness, absenteeism, improper uniforms and any other infractions.

- Have a passion and aptitude for teaching and training all food service personnel, working, as necessary, with the staff directly responsible for operations.
- 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. Supervise F&B team members to ensure adherence to, and compliance with, all health, safety, liquor consumption, and all other F&B regulations. Keep current on all matters pertaining to the food and beverage industry.
- Be a positive and enthusiastic motivator for all F&B personnel.
- Ensure associates clearly understand performance expectations and create assigned tasks that are reasonable, well-conceived and appropriately conveyed. Provide resources necessary to allow employees to perform their jobs effectively and be fair and firm in adherence to Club policy and procedure.
- Take personal ownership of his or her area of responsibility, with special attention to the physical building and overall appearance of the operation and understand the need to be consistently “member ready” in both appearance and service.
- Be a collaborative team player who is willing to be “hands on” when necessary but understands when to step back and lead the team.
- If necessary, responds to employee inquiries with a sense of urgency, carefully reviews employee concerns and takes appropriate actions in tandem with their direct supervisor.
- Help plan and promote internal and external specials and events.
- Completes schedules for all front of house employees on a weekly basis, ensures all aspects are covered.
- Completes all objectives and projects in a timely basis as assigned by the General Manager.
- Completes annual performance reviews for all direct reports.
- Financial Management
 - Assist with monitoring payroll and expenses. Audit and approve bi-monthly payroll.
 - Work on annual budget, forecasting, cost controls and budget reports as needed. Operate the F&B Department within established financial guidelines.
 - Responsible for the proper accounting and reconciliation of the point-of-sales (NorthStar) and member and banquet revenues.
- Observes and ensures Club policies are being followed when dealing with both Members and non-members; remains discreet in conversation with or concerning Members, guests, other employees or Club happenings.
- Informs General Manager of constructive criticism, member dissatisfaction and staff problems immediately. Makes suggestions for improvements.
- Oversee the coordination of all member and guest activities at the Club and ensure successful execution of Club events in tandem with the Banquet Manager.
- Supervises key Club social events and member parties as needed
- Be responsible for the management of all alcoholic beverage inventories and purchases as well as produce reports.
- Cultivate relationships with local vendors, distributors and breweries.
- Develop wine lists and wine sales programs and events.
- Responsible for inventories: bar, front of house supplies, china, glass, silverware and smallware, monitor loss and make recommendations for budgeting.

IV. EXPERIENCE AND QUALIFICATIONS

- Bachelor's Degree from a four-year college or university in related field or equivalent industry experience at a club, luxury hotel or dining establishment or similar is required.
- 3-5 years of progressive leadership in the food and beverage industry, club experience a plus.
- Possess a proven track record of team management, organizational, and coaching skills.
- Experience with purchasing and inventory systems, payroll management and POS systems.
- Ability to work a varied schedule set according to business needs including evenings, weekends and holidays and available to take after-hours phone calls regarding Club business.
- Demonstrated strong oral, written and interpersonal communication skills.
- Team-oriented and able to meet deadlines.
- Charismatic, influential leadership with the ability to mentor and lead others.
- Must be self-motivated and willing to serve the membership and fellow department heads.
- Must be able to exemplify the highest standards of honesty and integrity.

V. WORKING CONDITIONS AND PHYSICAL FUNCTIONS

- Must be able to work in a busy environment.
- Must be able to work in a warm or cold environments at times.
- Functions outside may require working in a hot, sunny, cool, cold, and/or rainy conditions.
- Independent mobility throughout Clubhouse and Club property.
- Manual dexterity to handle computer.
- Hearing and speaking sufficient enough to communicate with members, guests and co-workers.
- Must be able to push, pull or lift up to 30 lbs.
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SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience.

TO APPLY

Please submit a cover letter and resume to Jenny Gwinner, GM at jenny@fortcollinscc.com