

THE GROVE CLUB  
***JOB DESCRIPTION***

**Job Title:** Food and Beverage Director  
**Reports To:** Club Manager

**Department:** Food and Beverage  
**FLSA Status:** Exempt

**General Summary of Duties**

Direct, coordinate, and administer Food & Beverage service operations to ensure profitability, quality standards and services, and member satisfaction.

**Typical Physical/Mental Demands**

Requires mobility and prolonged standing. Bending and reaching to a height of eight feet. Transporting, pushing, pulling, and maneuvering items weighing up to thirty (30) pounds. Working at a height of four (4) feet. Normal sense of smell, taste, touch, and sound. Normal vision range. Eye/hand coordination and manual dexterity. Ability to distinguish letter, figures, symbols, and colors. Work may be performed in small areas having a three-foot access. Work entails chemical usage. Ability to tolerate varying conditions of noise level, temperature, illumination, and air quality.

**Examples of Duties (including but not limited to the following)**

- Always displays the highest standards of service, welcoming members in a polite, gracious, and enthusiastic manner; always paying attention; anticipating and meeting their needs.
- Handles multiple priorities, works under stress, and exercises good judgment when dealing with member situations and complaints.
- 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.
- Responsible for proper member charge procedures, guest check analysis, tip reports, ticket controls and daily sales reports and analysis.
- Assists in recruitment, training, supervision and termination of food and beverage staff.
- Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- 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.
- Research new products and evaluates their cost and profit benefits.
- Monitors purchasing and receiving procedures to ensure proper quantity, quality and price for all purchases.
- Consults daily with the Club Manager, Chefs, and other club administrators to help assure the highest level of member satisfaction at minimum cost.
- Greets guests and oversees actual service on a routine, random basis.
- Helps develop wine lists and wine sales promotion programs.
- Establishes, updates, and maintains all written standards and procedures for the department as needed.
- Monitors employee dress codes according to policies and procedures.
- 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 tip payroll.
- Establishes and maintains professional business relations with vendors.
- Ensure timely correspondence with all catering guests including inquiry, follow-up, contracts, billings and thank-you letters.

- Complete periodic china, glass, and silverware inventories.
- Oversee the daily food and beverage service operations and ensure quality standards for menu offerings.
- Monitor inventory levels, bar equipment, and other supplies as needed.
- Oversee and ensure the cleanliness of the establishment in accordance with state and local regulations as well as club standards.
- Recommend and administer food and beverage service procedures and service standards.
- Proactively, resolve member concerns and implement resolutions.
- Schedule labor force and assign work for efficient use of equipment and personnel.
- Ensure compliance by all service personnel with club and departmental rules, policies, and procedures.
- Plan, manage, and monitor work as well as hiring, communicating, coaching staff, and building relationships.
- Observe and appraise team member performance, provide feedback, and facilitate improvements in accordance with established standards of product and performance ensuring positive recognition.
- Oversee personnel and operations ensuring organization, cleanliness, proper maintenance, and supplies.
- Manage multiple areas and oversee employees of various F&B outlets as it pertains to all food and beverage served at assigned venues.
- Select products that will meet the quality standards and financial expectations of the Club.
- Coordinate with other departments/managers the daily flow of our Clubs operations.
- Establish and adhere to the proper par stock ordering procedures.
- Complete and oversee set-up and clearing of the bar areas, liquor storage, wine room.
- Communicate with members demonstrating confidence and encourages them to feel unique and special.
- Assists senior club management in setting and achieving daily sales and assigned cost goals.
- Implements cost controls as needed to achieve positive financial results and fiscal responsibility.
- Achieves assigned budget goals with regards to overall food and beverage expenses.
- Oversees execution of required daily/weekly/monthly reporting.
- Perform other related duties as assigned.
- Responds quickly and positively to members' questions, requests, problems, and complaints and resolves them effectively and consistently.
- Maintains overall knowledge of the club and provides proactive assistance to customers when appropriate using clear and concise conversation.
- Always smiles and engages our guests first, using their name when appropriate and always maintaining eye contact.
- Always demonstrates departmental knowledge and efficiency.
- Stays well groomed, looking professional, clean, and appropriately fitted in compliance with the Clubs standards.
- Follow and enforce health, welfare, and safety policies and procedures to ensure a safe environment for all guests and fellow team members.
- Practice good hygiene prior to reporting to work and when returning to your assigned workstation. This includes, but is not limited to washing your hands, avoid touching your face, limiting unnecessary physical contact with others, coughing/sneezing into a tissue or the inside of your elbow, and disinfecting frequently used items and surfaces in your work area as directed by Management using company provided cleaning products.
- Wear company issued Personal Protective Equipment such as masks or gloves from time to time as directed by the Company.

### **Required Qualifications**

Minimum of three years relevant food & beverage management experience in a high-quality, high-volume establishments.

- Four-year college or 5 years equivalent training/experience in a quality hospitality operation.
- Proven ability to plan, organize and execute requests with Outstanding verbal and written communication skills.
- Familiarity with food service concepts, practices, and procedures.
- Effective supervisory and communication skills. Well organized and demonstrated strong problem-solving skills.
- Ability to communicate effectively and establish and maintain effective working relationships with staff.
- Ability to work in a self-motivated environment with little supervision.
- Ability to manage the administration of multiple tasks simultaneously.
- Must obtain and maintain and an ABC Card.
- Standing, sitting, or walking for extended periods of time and ensuring a professional appearance in a clean uniform are also required.
- Knowledge of all liquor laws and regulations concerning service of alcoholic beverages.

**This job description is not intended to cover or contain a comprehensive listing of all activities, duties or responsibilities that may be required.**