



SNOWMASS CLUB

Food and Beverage Service Director

Reports to: Food & Beverage Director

Supervises: Food & Beverage Managers, Assistant Food & Beverage Managers
Food & Beverage Supervisors, Banquet Supervisors, Banquet Captains

Classification: Exempt

Education and/or Experience

- Four-year college or university degree in Hospitality Management or Culinary Arts is preferred.
- Five years or more in Food and Beverage Management, with three of those years in a similar position in a fine dining environment is preferred.
- Two years or more of banquet management experience is preferred.
- Extensive knowledge of the private club industry's food and beverage operations is preferred.
- Sommelier certification or two years of direct oversight of a wine program is preferred.

Job Knowledge, Core Competencies, and Expectations

- Food and beverage cost controls and operating procedures
- Conduct regular staff meetings to keep the team informed and aligned with club objectives.
- Restaurant operations & steps of service.
- Wine, spirits, and bar operations.
- Point-of-sales systems.
- Dining Room aesthetics, including décor, lighting, table setting, and music
- Develop a strong understanding of the clubs' membership, building relationships to personalize service
- Strong interpersonal and organizational skills.
- Polished, professional appearance and presentation.
- Manage stress and time.
- Effective communication with all departments and staff throughout the club.
- Knowledge of and ability to perform required roles during emergency situations.

Job Summary

Directly supervises all front-of-house operations. Assists with planning, implementing, and monitoring departmental budgets. Hires, trains, and supervises subordinates. Develops and implements service standards to ensure that club members' and guests' expectations are consistently exceeded.

Essential Functions

Leadership

- Leads and manages all front-of-house staff, ensuring high service standards and accountability.
- Fosters a positive and collaborative environment, encouraging teamwork and professional growth while promoting a positive culture.
- Ensures all department and club policies and procedures are enforced.
- Set clear performance expectations and provide regular feedback through performance evaluations.
- Develop and implement training programs for front-of-house staff to enhance skills and service quality.
- Communicates effectively with the culinary team to ensure seamless delivery of service and events.

Operations

- Manages all Front-of-house operations, including restaurants, pools, beverage carts, banquets, and events.
- Responsible for proper charge procedures, guest check analysis, gratuity reports, ticket controls, and daily sales reports and analysis.
- Responsible for recruitment, training, supervision, and termination of all front-of-house staff.
- Ensures that an accurate reservation system is in place and updated.
- Monitors employee dress codes according to policy.
- Ensures consistency and quality in all front-of-house services.
- Responds promptly and professionally to member and guest inquiries, feedback, and complaints. Advises the Food & Beverage Director of the appropriate actions taken.
- Develops, updates, and assures that all front-of-house standard operating procedures are in place and consistently followed.
- Monitors employee records to minimize overtime and keep labor costs within budget without compromising the quality of service.
- Manages and collaborates with the events team to plan and execute private functions, banquets, and events.
- 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.
- Implement and monitor operational checklists and schedules.
- Audits and approves weekly payroll.

Creativity

- Researches new products and evaluates their cost and profit benefits.
- Assist with developing innovative dining and event experiences to enhance member satisfaction
- Leads efforts to curate unique beverage programs, cocktail lists, wine lists, pairings, and special promotions.
- Assist with the development of new service techniques and trends to keep the clubs offering fresh and appealing

Safety & Sanitation

- Monitors appearance, upkeep, and cleanliness of all food and beverage service equipment and facilities.
- Ensures that all new employees receive the appropriate training in club safety practices; establishes and enforces all safety policies and procedures, including OSHA regulations; and ensures that proper proof of training is documented and kept in the employee's personnel files.
- Conducts regular inspections of dining areas and event spaces to ensure cleanliness, organization, and upkeep.
- Ensure all energy management, preventive maintenance, and other standards are consistently met.

Other Functions

- Greets Members and guests and oversees actual service on a routine, random basis.
- Serves as manager-on-duty on a scheduled basis.
- Completes other appropriate assignments from the Food & Beverage Director.
- Complete periodic china, glass, and silverware inventories.

Licenses and Special Requirements

- Food safety certification.
- Alcoholic beverage certification (TIPS).

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 environments.

Please send your resume to: Ebeacom@snowmassclub.com

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