



EXECUTIVE SEARCH

EXECUTIVE SEARCH SERVICES FOR THE PRIVATE CLUB AND HOSPITALITY INDUSTRY

Candidate Profile

General Manager of D Richards Restaurant
Aurora Anguilla Resort & Golf Club
D Richard's Restaurant
Rendezvous Bay, Anguilla
www.auroraanguilla.com



AURORA ANGUILLA
RESORT & GOLF CLUB

Reports to: Director of Restaurants

Organization Overview

D Richards Restaurant is an elegant, steak restaurant within the Aurora Anguilla Resort & Golf Club. The 300 acre property was purchased by Richard M Schulze in 2020 and has since undergone a multimillion-dollar renovation, which has created a Caribbean paradise that is elegant, refined and playful. Schulze has partnered with Salamander Hotels Corporation well know for their expertise in managing extremely high end properties throughout the United States. Aurora Angullia is located in the British West Indies at Rendezvous Bay.

Surrounded by turquoise waters and the shimmering sunsets of the island, there are a variety of accommodation options at Aurora Anguilla, including ocean view Island Suites with wraparound terraces and private Jacuzzis. For larger groups or families, the resort also has stunning three and five-bedroom villas, as well as private 6,300-square-foot Estate Homes which include a dedicated butler and private pool.

The varied culinary offerings honor the gastronomic heritage of Anguilla by utilizing the ingredients grown, caught, and raised around the island and marrying them with culinary techniques from around the globe. A defining element of the resort's food and beverage offerings also comes from its Hydroponic Farm and Orchard. Of the seven restaurants and lounges, **D. Richards is the newest and the island's only steak house serving freshly caught seafood and hand-crafted cocktails. This complements the other unique outlets which feature authentic Caribbean flavors and seafood-centric dishes, a casual menu offering sizzling items straight from a wood-burning oven, and Italian fare with Anguillan twists to handmade pasta. A newly designed version of the resort's former storied Japanese restaurant is currently under development and will be reintroduced this summer.**

Aurora International Golf Club, which features spectacular views of the Caribbean Sea and shoreline, has undergone a comprehensive remastering overseen by Greg Norman Golf Course Design. Schulze engaged Norman directly to work with him on the new chapter of the 18-hole Signature Design championship course, the only golf course on the island, which was created with the goal of being among the best in the world. A nine-hole Short Signature golf course, also designed by Norman and unique to The Caribbean, will be

introduced this summer. The first hole opens with panoramic views of the Caribbean Sea and the course unfolds with a rich variety of shot angles, distances, and carefully integrated design elements to make it playable and fun for accomplished and novice golfers alike.

Committed to both wellness and sustainability, the 16-treatment-room spa, one of the largest in the Caribbean, is a serene sanctuary of wellness and revitalization. Set in an idyllic locale, the spa offers treatments that refresh and revitalize, using natural elements from the island paired with refined and traditional techniques.

By the Numbers

Aurora Anguilla

- 7 Restaurants & Lounges
- 27,000 Sq. Ft. Spa
- 18-Hole Championship Golf Course
- 9-Hole Short Course

D Richard's Restaurant

- Seating capacity: 130 (half inside, half outside)
- D Richards opening Fall 2022 anticipated revenue approximately \$8 million.
- 40 employees will be employed by D Richards.
- 4 direct reports to the General Manager.
- \$3 million kitchen renovation.
- Lounge/Bar for Drinks & Casual Dining :50

Position Summary

The General Manager of D Richards will report to the Director of Restaurants for the Aurora Anguilla property. A dotted line relationship will exist with the Executive Chef to form a team that will excel in delivering superior service to all members and guests. His or her ability to work closely with all peers is paramount to the successful operation of the restaurant. He or she will be a dynamic, visible, and accessible leader for the staff and members alike. The General Manager sets the pace as an example of gracious hospitality to all employees. Potential candidates will possess all of the requisite skills, leadership qualities, and personal traits suited for a high volume restaurant environment. A friendly, outgoing personality is a necessity as is a strong working knowledge of providing an outstanding dining experience to the club membership. The candidate must have passion and dedication to excellent performance in customer service, problem resolution skills with the ability to enhance member and guest engagement. The ability to drive a high-end service culture through ongoing training is necessary. The goal of the staff is to provide members with excellent service and to promote maximum satisfaction of the membership within all facets of the restaurant dining operation.

Essential Responsibilities

- Oversees all D Richards dining operations.
- Works extremely closely with the Executive Chef, his partner, at D Richards.
- Maintains and increases D Richards revenue and profitability, and generates tracking reports.
- Creates wine lists and works closely with the Director of Restaurants to make sure D Richards has the absolute best in wine and spirits offerings.
- Responsible for all tabletop service ware, uniforms and inventories of like.
- Communicates regularly with all vendors servicing D Richards.
- Maintains the appearance, upkeep, and cleanliness of the restaurant.
- Participates in the development, and oversees the implementation of D Richards operating budget.
- Approaches all encounters with members, guests, and employees in an attentive, friendly, courteous, and service-oriented manner - "Family serving Family."
- Complies at all times with D Richards standards and regulations to encourage safe and efficient restaurant operations.
- Maintains a "*coach training*," "*heart of a teacher*," positive, warm, and friendly demeanor, and charismatic leadership style at all times.
- Ensures overall member satisfaction while developing a strong rapport with them.
- Develops and implements training programs for the staffs future advancement.
- Develops and implements key operating standards and written policies and manuals.
- Maintains knowledge and understanding of each service area and ensures that services are continually executed at the expected level with a defined written business plan or operational business playbook (updated annually).
- Consistently researches and develops new member services and programming as a top priority goal. Must understand the community is constantly changing and there is a need to improve operations within D Richards to accommodate any changes that may come. Example: growth in membership will translate to additional needs and demands on D Richards.
- Recommends special offerings to coincide with the growth of the membership.
- Performs daily and weekly - walk-through inspections in each supervised department.
- Responds to member and guest comments and complaints within 24 hours.
- Possesses the ability to inspire others to perform to the full scope of their positions — setting clear goals and expectations, with a "*coach training leadership style*" to promote and deliver exceptional member-service with enthusiasm.
- Assists in monitoring safety conditions and employees' conformance with safety procedures while ensuring effective training is conducted.

Candidate Qualifications and Core Competencies

- Candidates must possess a high degree of administrative and executive ability, especially in problem-solving and strategic decision making.
- Requires excellent oral and written communication skills.
- Requires constant onsite visibility, presence, and daily engagement in dining. Must be the recognized service and operations leader with the staff to the membership.
- Requires in-depth knowledge and experience in food and beverage operations, technology, training, and service standards in a "Platinum," "Distinguished," or high-quality private restaurant or club.
- Requires background, experience and or knowledge of how to open new restaurant amenities at a development community and or private club.
- Candidates need to possess the following leadership skills and traits at a high level of proficiency: a communicator, humility, honesty, high integrity, great with people – staff and members, a strong work ethic, selfless, positive, a natural leader, fun, and will lead the club as if they own it.
- Requires participation in continuing education opportunities such as seminars, workshops, correspondence courses.
- Excellent human relations skills, with a talent for motivating staff and members.
- Good organizational skills with the ability to work independently as well as with a team.
- Computer literate, with proficiency in Microsoft Office suite and Micros operating software.
- Ability to function under pressure, set priorities, and adjust to changing conditions.
- Must be able to stay organized and work independently.
- D Richards is looking for a passionate, committed leader.

Education, Experience, and Qualifications

- 5-10 years previous experience as a Food and Beverage Director, a Clubhouse Manager, or an assistant at either of the two aforementioned positions. Consideration will be given to a comparable position in a prestigious, high quality venue such as a hotel, destination resort, restaurant or stand alone private club.
- A four year degree in Hospitality is preferred but not required.
- Requires a high degree of administrative and executive ability, especially in terms of problem solving and decision making.
- Must have the ability to communicate with excellent oral and written communication skills.
- Must possess a working proficiency of computer skills and knowledge on all restaurant Software – MS - Exchange, Word, Excel, PowerPoint, and Micros operating software.
- Excellent human relations skills with a talent for motivating staff and members.
- Training knowledge for all departments within a restaurant.
- Must have strong budgetary, forecasting and cost control skills.
- Extensive wine and spirit knowledge.
- A strong floor presence.
- Good organizational skills with the ability to work independently as well as with a team.

- Ability to function under pressure, set priorities, and adjust to changing conditions.
- Has a demonstrated high work ethic, patience, coach training leadership style, with a sense of responsibility for the General Manager leadership position.
- Applicant must possess a passion for providing high-quality member and guest service and a commitment to exceeding expectations.

Competitive Compensation & Benefits

- This is a full-time salaried position with a complete benefits package.
- Performance bonus 10% of base salary.
- 18 days paid time off.
- Health, Dental benefit package paid at 50% for employee and family by Aurora Anguilla's Benefits.
- Housing Allowance of \$2,000 per month or reside on property.
- Car allowance of \$500 per month.
- 401K Match up to 4%
- No US tax will be paid on the first \$108,000 in compensation because of working in a British Territory
- Salary will be commensurate with qualifications and experience.

Individuals who meet or exceed the established criteria detailed in this position profile and posting are encouraged to send a cover letter and resume.

Note: The preferred method of contact is email. Please send your cover letter and resume in PDF format, attached via email with the subject line: General Manager D Richard's , Aurora Anguilla , British Virgin Islands.

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