



EXECUTIVE SEARCH

EXECUTIVE SEARCH SERVICES FOR THE PRIVATE CLUB AND HOSPITALITY INDUSTRY

Candidate Profile

Director of Food and Beverage
Canoe Brook Country Club
Summit, NJ 07901
www.canoebrook.org



Organization

Established in 1901, the Canoe Brook Country Club is a prestigious, family-oriented private country club located in Summit, New Jersey on 250 beautiful acres of land. Recognized as a highly ranked Platinum Club of America, the Club's 970 member families and their guests truly enjoy exceptional facilities and legendary service from the excellent management team and staff in place. The Club strives to design and maintain superb athletic, recreational, and dining venues making it an exceptional place that the membership can truly call a home away from home.

The Club's gross dollar Volume exceeds \$20m, with dues of \$11m and annual Food and Beverage volume exceeding \$4m, and gross dollar payroll for the Club is \$10m. The average age of the membership is 52. Direct reports include the Director of Catering, Multiple Dining Room Managers, Sommelier, Banquet Manager, and Bar manager.

Dining at Canoe Brook Country Club

Members enjoy multiple dining outlets at the club. The popular 1901 Tavern features hand-crafted cocktails and elegant bistro fare in the heart of the Club. Featuring sweeping views of the championship golf courses and an expansive bar. The Wallace Family Dining Room has a casual, family-friendly atmosphere that looks upon the golf course and includes outdoor seating on the Wallace Terrace. The Travis Formal Dining Room is a beautiful, secluded dining area that many families reserve for life's special occasions and includes two private wine rooms for a more intimate dinner setting. Finally, there is the Bassett Ballroom, an elegant, private event space with floor-to-ceiling windows. The private entrance and expansive outdoor terrace, make this an ideal venue for special events.

Championship Golf

Canoe Brook Country Club is very proud to offer 36-holes of championship golf across its two unique courses. Each of Canoe Brook's courses offers its distinct challenges for members and guests alike.

The North Course was originally designed in 1901 and is a challenging 18-hole, par-72 masterpiece that demands both power and touch to conquer its 7,066 yards, as measured from the championship tees. The South Course opened in 1924 and is an additional 18-hole, par-72 challenger covering 6,691 yards from its championship tees.

Four practice areas allow golfers to perfect their game year-round. A driving range, with sand and chipping areas, is located nearby the Clubhouse, a practice putting green lies in front of the Club's Patio, an indoor golf simulator is located inside the Club's Performance Center, and a short-shot and chipping green sits adjacent to the 11th hole on the North Course.

Other Amenities

Pool Complex

CBC features a 25-meter pool, zero entry baby pool, and a full-service bar and grill, the pool complex is a wonderful place for members and their families and friends to let loose and enjoy some fun in the sun. The Club's swim team has a long history of success and continues to be a source of great pride for the membership.

Racquet Sports

Racquet sports are extremely popular at Canoe Brook with very active play on its seven har-tru courts by adults and juniors alike. Members participate in a wide range of clinics and league play.

Paddle continues to increase in popularity and Canoe Brook boasts one of the finest paddle facilities in the nation. When members are not spending time in our paddle professional shop or relaxing in our luxurious paddle lounge, they can be found on one of our six lighted paddle courts. CBCC is planning on the construction of 8 Pickleball courts this year to provide members with the ability to participate in the fastest-growing sport sweeping the nation.

Performance Center

Canoe Brook's Performance Center is a 4500-square-foot complex with a sports performance focus. The Performance Center features a dynamic training area, two group class areas, and state-of-the-art weight and cardio equipment.

Please control click below for a short video.

[Canoe Brook CC Video](#)

Position Overview

The Director of Food and Beverage (DFB) will be a dynamic, visible, and accessible leader for staff and members.

He or she will be responsible for the leadership and coordination of the F&B Operation, primarily taking responsibility for all outlets which encompass casual dining to fine dining experiences within the Club. He or she will work to maintain and improve operational standards for both the front-of-the-house and back-of-the-house to ensure all guests receive exceptional and genuine service at all times, reflective of luxury service standards.

Operational responsibility and emphasis on staff training and development. The candidate must have the ability to strengthen the "Canoe Brook service culture" where member dining consistently exceeds expectations. The DFB will "set the pace of service" as an example to all employees. He or she will be proactive (not reactive) to member needs and have a high degree of integrity.

Potential candidates will possess all the requisite skills, leadership qualities, and personal traits suited for a high-level private club environment. A friendly, polished, outgoing personality is a must as is a strong working knowledge of first-class, high-end Food and Beverage service and management. He or she will be an excellent communicator who drives the service culture of the team while delivering excellent service as a standard.

The Director of Food and Beverage duties include but are not limited to:

- Providing proactive, high-quality leadership, and a positive image for the Canoe Brook Country Club.
- Providing hands-on, visible presence, and operational leadership throughout all Club departments.
- A passion to deliver superior services and events to the membership.
- A full understanding of front- and back-of-the-house operations with a proven reputation for Food and Beverage excellence.
- Thorough knowledge of food, beverage, and labor costs on how they relate to P&L, budget, forecasting, etc.
- Executing the established vision adopted by the General Manager and Board and improving the member experience on an ongoing basis.
- The development and execution of all standards and operating policies, which will be the foundation of a true service culture. The Club believes that great service is in paying attention to the small details.
- The ability to establish and maintain effective working relationships with all staff.
- Recruiting, hiring, scheduling, and training staff to support the ongoing operations of the Club. In-depth knowledge of leadership, coaching, and support techniques.
- Overseeing the clubhouse staffing and scheduling. Enforcing service standards, housekeeping standards, dress codes, and evaluating personnel.
- Initiating directly and through department managers the emphasis on a member-first service culture that ensures, tradition, and member patronage and maximizes the use of the Club's facilities.
- Works with the Executive Chef in analyzing menus, prices, and overall product offering to ensure maximum profitability.
- Ensures F&B outlets are staffed adequately along with monitoring punctuality and monitoring the department labor budget.

- Handles members' complaints/comments and provides solutions to enhance member experiences. Communicates issues and comments to the COO/General Manager in a timely manner.
- Any other duties as assigned.

Attributes and Responsibilities

- An outgoing and friendly personality with a high potential to identify with and embrace the Club's unique culture.
- Have a passion and aptitude for teaching and training and the ability to develop and enhance training programs and checklists for all food service personnel and multiple outlets throughout the facility.
- Highly energetic; a self-starter with a "hands-on" approach to management.
- A strong sense of service with proven staff development and training skills.
- The active promotion of the Club to all members and their families. The DFB is expected to interact with members daily; actively soliciting members' opinions and input as to the Club's facilities and service.
- Collaboration - Regularly works with other departments or projects
- Decision Making - Resolves common problems and challenges regularly with high judgment. Looks at problems from many angles.
- Achieving Goals - Determines the best method to achieve goals and maintains the flexibility to ensure effective delivery of work. Continuously delivers high-quality results and is resilient in the face of obstacles.
- Teamwork - Fosters a collaborative team spirit. Actively helps and supports others. Deals with conflict in a positive manner.
- Strategic Thinking - Understands all the key departments and functions and how they work collectively to achieve larger goals. Provides advice, information, and direction to others to support the achievement of team and/or department goals. Recommends optimal approaches to address critical issues in the immediate and medium-term.
- An intelligent and articulate individual who can relate to people at all levels of an organization and possesses excellent written and oral communication skills. Must be able to communicate policies, procedures, regulations, reports, etc., to staff, members, and guests.
- Provides exceptional member service and uses prompt and responsive follow-through. Asks questions to identify members' needs and/or expectations. Ability to respond effectively to the most sensitive inquiries or complaints.
- Able to work in a rapidly changing work environment. Must be able to adapt to changes, manage competing demands, and can deal with frequent changes, delays, or unexpected events. Remain open to others' ideas and exhibit a willingness to try new things.
- Ability to envision the Club's future and continually come up with ways to improve the entire member experience.
- Possesses a good sense of humor and the ability to have fun.

Requirements

- Bachelor's degree in Hotel/Restaurant Management, business, or a related field and experience that provides the required skills and knowledge.
- Five-year minimum experience as Director of Food and Beverage, Clubhouse Manager, or Assistant General Manager in a similar position at a club or within a hospitality environment.
- A Certified Club Manager (CCM) designation or working towards is considered a plus.
- A career path marked by stability and professional achievement.
- A person of exceptional character; motivated, energetic, friendly, and dedicated to the profession.
- A friendly and outgoing personality with strong communication skills and high visibility.
- Proficiency in Club Management Software such as Jonas, etc. is preferred but not required.
- The professional will be a lifelong learner continuing to research and understand industry trends.
- Excellent verbal and written skills.
- The ability to operate a computer to enter, retrieve, or modify data utilizing Microsoft Word, Excel, Outlook, PowerPoint, email, internet, and other software programs at a high level of proficiency.
- Impeccable and verifiable references. All candidates will be subject to a thorough background check.

Competitive Compensation & Benefits

- Competitive compensation/salary and an annual performance bonus
- Great Healthcare, Medical, and Dental benefits

- Paid time off and work/life balance
- Participation in the Club's 401(k) plan with club match
- Professional dues, educational allowance expenses in accordance with the annual budget
- Relocation assistance (if from outside the area)

To be considered for this outstanding opportunity all cover letters and resumes should be received as quickly as possible but no later than October 31, 2022. All information received will be kept in the strictest confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to Albert Costantini, CCM, CCE - COO / General Manager outlining their qualifications, experience, interests, and why the Canoe Brook Country Club will be beneficial for you, your family, and your career along with their resume to:

GSI Executive Search

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This position is available immediately.