

Candidate Profile

Director of Food and Beverage
Chartwell Golf and Country Club
Severna Park, Maryland
www.chartwellgcc.com



Organization Overview

Founded in 1961, Chartwell Golf and Country Club is located in Severna Park, Maryland, between Annapolis and Baltimore. The Club is an active, full-service family country club with over seven hundred family memberships. Chartwell Golf and Country Club is considered the premier club in the county and recognized as one of two hundred Distinguished Club of America.

Chartwell G&CC provides premier recreational, dining, and social experiences to our membership and their guests. Our recreational amenities showcase an 18-hole Andrew Green renovated golf course, short-game area, practice range, Olympic sized swimming pool, seven Har-Tru tennis courts, pickleball court, and fitness. The dining amenities feature a casual member's grill room, outdoor seasonal dining terrace, multiple meeting rooms, Grand Ballroom, seasonal poolside restaurant, and a grab-n-go turn house. Chartwell also offers multiple social experiences to our membership ranging from holiday brunches and picnics to formal galas throughout the year.

By the Numbers:

- Annual Revenue: \$8.5M
- Food & Beverage Revenue: \$3.2M
- Number of Members: 730 members
- Dining Venues: Grill Room & Bar (80 capacity), Ball Room (240 capacity), Poolside Restaurant (200 capacity), Three Meeting Rooms (ranging from 10 to 40 capacities)

Position Overview

The Director of Food and Beverage is a vital member of the leadership team and will be a dynamic, visible, hands-on, and accessible leader responsible for providing world class hospitality to our members and their guests. The Food and Beverage Director will share in the responsibility of leading a service team of up to forty Food and Beverage professionals to meet and exceed members dining expectations upon each and every dining encounter. Due to the volume of the dining facility, Chartwell G&CC has two Food and Beverage Directors to ensure a successful work-life balance. We are currently in search of our second Food and Beverage Director. The position reports to the General Manager.

The ideal candidate embodies professionalism and integrity with the desire to develop and grow within the hospitality industry. The Club's philosophy prioritizes the co-workers first, followed by member and guest service. The Food and Beverage Director embraces and strengthens the values and beliefs of the Club with emphasis on teamwork, positive leadership, safety, and of course, a little fun along the way.

The ideal candidate will be joining a senior staff of eight including: Head Golf Professional, Golf Course Superintendent, Controller, Membership Director, Executive Chef, Director of Events, Facility Manager, and Director of Tennis and Wellness. Strong verbal, written, and technical skills are desired.

Responsibilities

- Assumes responsibility for all Food and Beverage operations.
- Focuses on co-workers first while training, mentoring, and leading towards service excellence.
- Works closely with senior staff on events and activities which involve multiple departments.
- Seeks member feedback used to assist with future service advancements.

Human Resources

- Recruits, interviews, hires, trains, supervises, evaluates, mentors, and develops the team in accordance with established Club procedures.
- Ensures compliance with Club's employee handbook, policies, and procedures.
- Knowledge of labor laws and ability to create weekly work schedules for your team.

Operational

- Develops and implements a comprehensive service training program including etiquette, service, wine, spirits, and product knowledge.
- Understands and complies with operating budgets for both Food and Beverage departments.
- Bar operations experience including purchasing, storage, and inventory control.
- Works with Director of Events and Executive Chef to develop plans and procedures for events of all sizes and kinds.
- Strong time management skills capable of meeting deadlines.
- Desire to learn and grow within the CMAA and hospitality industry.

Job Tasks and Duties

- Assists in the development of annual business plan and budgeting.
- Must interact with members while maintaining a courteous, professional, and respectful demeanor.
- Monitors operations, makes adjustments where and when necessary to maintain budgeted goals and/or margins.
- Assures the effective orientation and training of new staff and professional development activities for experienced staff are planned and consistently implemented.
- Ensures all legal requirements are consistently followed, including wages, hour, federal, state, and local laws and licenses are current.
- Research new products for possible future uses.
- Establishes, updates, and maintains all written standards and procedures for department as needed.
- Monitors appearance, upkeep, and cleanliness of all Food and Beverage equipment and facilities.
- Reviews and approves all product invoices before submitting to accounting office.
- Responsible for maintaining accurate inventories for beverage, wine lockers, plate and glassware, and silverware on a monthly basis.
- Responsible for accurate and timely month-end reporting as required by our accounting office and General Manager.
- Serves as manager on duty on a scheduled basis as required.
- Completes appropriate assignments and initiatives from the General Manager.

Education and Experience Desired

- Bachelor's degree from a four-year university or college, preferably in hospitality management.
- Private club, resort, and/or high-end hospitality experience.
- Minimum of three years of Food and Beverage management or supervisory experience.

Competitive Compensation and Benefits

The Club offers an attractive and competitive compensation and benefits package to include:

- Annual salary commensurate with qualifications and experience.
- Annual incentive up to 10% of base salary distributed quarterly.
- Health Insurance Coverage (covers 90% of premium)
- 401K with up to 4% matching once eligible
- Continuation Education Allowance
- Association Dues (CMAA, GBCMA, and RA)
- Meals while on duty
- Annual Clothing Allowance

Chartwell is committed in providing the tools and resources necessary to support a balanced work schedule for our entire staff.

Professionals who meet or exceed the established criteria are encouraged to send a resume and cover letter to GSI Executive Search:

Scott McNett
Senior Principal
Scott@gsiexecutivesearch.com
314-854-1321

GSI Executive Search has been serving the private club industry for over twenty-five years, providing a wide range of executive search and placement services. In addition to GM searches that have been performed recently, GSI consultants have done over 70 GM searches around the US in the last two years.