

Candidate Profile

Restaurant Operations Manager
Daniel Island Club
Daniel Island, South Carolina
www.danielislandclub.com



Organization

Founded in 2000, the Daniel Island Club is a beautiful private country club located just outside of Charleston and is part of the 4,000-acre master planned community of Daniel Island. Developed by the Daniel Island Company, this highly successful town/community features all the modern amenities of a quaint small city just minutes from downtown Charleston. The Club provides its 1,550 members, their families and guests with state-of-the-art excellence in services and facilities. Featuring two renowned 18-hole golf courses, the original Fazio design Beresford Creek and a later added Rees Jones course, Ralston Creek. The adjacent Park Club includes 11 tennis courts (eight Har-Tru, two hard courts, and one grass court), 2 swimming pools, fitness center, as well as a cabana bar which offers full-service dining and beverage services. The expanded main clubhouse is approximately 70,000 square feet and features both formal and casual dining rooms, a casual pub, dining in both men's and women's locker rooms, and a ballroom that can accommodate up to 300 for large events. The outdoor patio and lawn are also used for casual dining and events. Three expansive Club Cottages were added in 2016 adjacent to the clubhouse.

Annual gross revenues are growing and now exceed \$23 million with food and beverage revenues of \$5.5 million. The Club also provides outside catering throughout the Daniel Island community.

Position Overview

The Restaurant Operations Manager will be a visible and accessible leader for the staff and members alike. He or she is responsible for all front of house food and beverage operations including multiple a la carte member dining outlets, catering, special events, and locker room services. He or she will set the pace as an example to all employees and will lead a team of food and beverage managers, banquet managers, Club events manager and locker room managers. A friendly, outgoing personality is a must as well as a strong working knowledge of high-volume food and beverage service, staff training and development, and all requisite financial management skills. The goal of the staff is to provide members with excellent service on a consistent basis, taking care to ensure member recognition in order to promote maximum usage of the Club's facilities. As the primary leader of front of house operations, the Restaurant Operations Manager must forge strong relations with the back of house team and work in tandem to ensure these collaborative and innovative relations result in strong member engagement. This position will develop an awareness of the Club culture and is responsible for the dissemination of hospitality, friendliness, and goodwill among members, guests and staff.

Staff Responsibility: Direct reports are Food and Beverage Outlet Managers, Banquet and Sales Manager, Beverage Manager, and Men's Lounge Manager. Total F&B staff exceeds 100 in season. The Restaurant Operations Manager reports directly to the Director of Club Operations.

Responsibilities

Duties include but are not limited to:

- Manage all food and beverage operations with operational excellence with full accountability for results as mandated in each year's budget.
- Develop and implement procedures and policies as needed for the department.
- Responsible for the timely scheduling of all food and beverage employees through direct reports, keeping in mind the constraints of the Club's payroll budget.
- Manage the efficient and consistent service of food and beverage to members for all meal periods, banquets, member events, holidays and outside events. Actively participate in the planning and execution of major events.
- On a daily basis, oversee service in the Club's dining rooms.
- Interact on a daily basis with members, their families and guests to insure consistent service and to solicit timely feedback as to the Club's services and amenities.
- Respond in a timely fashion to member criticism and advise the Director of Club Operations of the same to include actions taken to resolve each incident.
- Participates in the orientation and training of all new front of house employees.
- With direct reports, conduct timely and meaningful employee training and staff development programs.
- Develop and implement meaningful employee recognition programs.
- Monitor the financial performance of respective food and beverage areas and take corrective action as needed.
- Ensures that all safety, sanitation, energy management, preventative maintenance and other standards are consistently met.
- Responsible to ensure that all legal requirements are consistently adhered to, including wage and hour, and federal, state and local laws pertaining to service of alcoholic beverages.
- Must have a high level of knowledge/experience of wine and spirits and be able to host wine and spirit events/dinners.
- Must be able to communicate the high-level expectations to a staff with diverse backgrounds and motivate them to understand and execute those expectations.
- Hold weekly staff meetings with direct reports to keep them informed of necessary and relevant activities at the Club.
- Assist in the planning and be responsible for ensuring special club events are well conceived and executed.
- Understand what constitutes a premier club experience and the proven ability to executive a plan that achieves that experience.

Requirements

Requirements to include:

- A minimum of five years as a Food and Beverage Director, Assistant Clubhouse Manager, Assistant Manager or comparable in a high end, high-volume full service private club or resort. Overseeing multiple outlets and operations is strongly preferred.
- Motivated, energetic and friendly; dedicated to the profession of club management and ready to make a commitment of loyal service to the Club's management, staff and members.
- Minimum of two years of cost controls, budgeting, and purchasing.
- Minimum of two years of personnel management in the hospitality industry, preferably in a club or resort with golf facilities.
- Deep wine service background and knowledge.
- A career path marked with a logical progression of title and responsibility along with some stability and tenure in that progression.

- Proven and verifiable skills and accomplishments in all of the food and beverage disciplines.
- Excellent verbal and written communication skills.
- Experience in resolving customer issues/complaints and overall excellent customer service required.
- Proficient in computer software (Microsoft Word and Excel) and POS systems required.
- A Hospitality or Business Management degree is preferred as well as participation in CMAA education programs with a commitment to attaining the CCM status.
- Impeccable and verifiable references.

Competitive Compensation & Benefits

The Daniel Island Club will offer an attractive and competitive compensation package to include:

- A base salary and a performance bonus program tied to revenue growth and cost control.
- Standard benefits to include medical and dental insurance, short and long term disability insurance, paid vacations and participation in the Club's 401K plan.
- Professional dues and regional education expenses; support for the achievement of the CCM designation.
- Relocation assistance.
- The Daniel Island Club is a drug-free workplace and an Equal Opportunity Employer.

Interested professionals are encouraged to contact and submit credentials to: GSI Executive Search:

GSI Executive Search
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