



Candidate Profile

Food and Beverage Manager

North Carolina State University Club

The Club

The Club facility was founded in the early 1960's and serves the North Carolina State University Club community located in Raleigh, NC. The Club is a unique, family-oriented facility controlled and governed as a private club by the membership.

North Carolina State University Club enjoys an active membership roster with over 900+ members in all categories. Total revenue approaches \$5m with Food and Beverage revenue of approximately \$2m. The Club has several long tenured employees who are well respected by the Board and Membership. Over recent years, a capital improvement program improved many member use areas.

The Club offers the membership a full list of athletic options. Clubhouse dining amenities include traditional member dining, a robust catering program and a full calendar of events.

The Region

The Club is located in Raleigh, among consistently top ranked places to live in the United States, with affordable housing; great family activities, excellent primary and secondary education and where one can enjoy the regions natural beauty.

Position Description

The Food and Beverage Manager (FBM) will demonstrate the executive skills and leadership strength to identify and execute club industry best practices while upholding the strong service traditions that are important to the club membership. He or she must be a visible and accessible leader to both the membership and community. A polished presence is mandatory allowing the FBM to engage with many diverse constituencies who enjoy the Club.

The FBM will report directly to the AGM with oversight to the COO. The FBM will be responsible and have ownership for all day-to-day food/beverage operations in a collaborative capacity with the Executive Chef and AGM with direct operational oversight for member dining, catering and the pool café (aquatic complex). The FBM will deliver a platinum level dining experience consistently to all members and guests. This position will provide immediate support the AGM and COO in day-to-day operations and must have the understanding that teamwork is the guiding light of this club operation, meaning we all do what is needed to reach our goal of providing the level of amenities our members expect.

Operational responsibility includes the management of all dining outlets in the clubhouse and aquatic complex, with an emphasis on staff training and development. The candidate must have the ability to strengthen our "club service culture" where member dining consistently exceeds expectations. The Club would like to further develop a robust wine program to the membership. The candidate must have experience in orchestrating a world-class program for the members to include purchasing, storage, marketing and service. The FBM will also collaborate and communicate with other departments daily such as the executive chef, banquet sales manager and banquet service coordinator, member communications, security, housekeeping, maintenance, locker rooms, golf, tennis, aquatics and other clubhouse activities as needed. The FBM is the face of the food and beverage operation and will "set the pace of service" as an example to all employees with a hands on management approach. He or she will be proactive (not reactive) to member needs and have a high degree of integrity. The position is considered part of the senior team. The Executive Chef is highly respected by the senior

team and the membership and has served the club faithfully for several years. The FBM will develop a working and collaborative relationship with the Executive Chef.

Potential candidates will possess all the requisite skills, leadership qualities and personal traits suited for a Platinum 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 exceptional communicator who drives the service culture to the team while delivering excellent service as a standard.

Responsibilities

The successful candidate will:

- Manage all food and beverage operations and work closely with department heads in each area, to assure the highest level of member satisfaction.
- Develop and implement procedures and policies (service delivery/catering operations/beverage operations) as needed for food and beverage and clubhouse operations. The candidate must be able to bring operational best practices to the club resulting in a noticeable improvement of service.
- Manage the efficient and consistent service of food and beverage to members for meal periods, member/club events and holidays. Participate in the planning and execution of major club events.
- Manage the member recognition program by driving staff interaction daily with members, their families and guests to ensure consistent service and to solicit timely feedback regarding the club's facilities and amenities.
- Respond in a timely fashion to member criticism and advise the AGM and General Manager/COO including actions taken to resolve each incident.
- Actively lead the regular orientation and training of all new service employees, while being responsible for the consistent development, execution and measurement of service training and procedures. Assist in the hiring/firing of the service staff. The expectation of the COO is that training will be conducted on a daily/weekly occurrence and scheduled, monitored and approved by the AGM.
- Participate in the development of annual operating budgets for the departments for which he/she is responsible, subject to the review and approval of the AGM and COO.
- Monitor the financial performance of the food and beverage department and take corrective action as needed. Responsible for food/beverage inventory and labor costs.
- Work with the Executive Chef to coordinate the front and back of the house operation.
- Assist with IT needs and be responsible for training and reporting using the club's software program (Club Systems software).
- Attend all necessary management and committee meetings.
- Contribute to the oversight of housekeeping, security and maintenance functions in the clubhouse.

Requirements

- A person of exceptional character: motivated, energetic and friendly, and dedicated to the profession of club management.
- A minimum of three years as a Food and Beverage Manager, Assistant Food and Beverage Manager, Dining Room Manager or a comparable position in a high-end private club, resort or hotel. The candidate must be well trained in operations and be able to "hit the road running" with the food and beverage operation.
- A career path marked with a logical progression of title and responsibility.

- Proven and verifiable skills and accomplishments in all of the food and beverage disciplines including formal and casual, wine knowledge and banquet/catering skills.
- Excellent verbal and written communication skills.
- Well trained, with experience on IT and Club Systems software or similar club industry point-of-sale software.
- Hospitality or related degree is preferred, as well as participation in CMAA education programs, with a commitment to attaining the CCM status.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review.

Competitive Compensation and Benefits

The club offers an attractive and competitive compensation and benefits package, including:

- Base salary and performance bonus.
- Health benefits, with employee contribution.
- CMAA dues and regional education.

Professionals who meet or exceed the established criteria are encouraged to contact:

GSI Executive Search, Inc.

GSI Executive Search, Inc.
www.gsiexecutivesearch.com

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