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CANDIDATE PROFILE

Food & Beverage Manager

Grey Oaks Country Club
Naples, FL

www.greyoakscc.com

Grey Oaks

A short video will be available soon.

The Organization

Established in 1993, Grey Oaks Country Club is recognized as one of Florida's premier private country clubs, encompassing the prestigious Grey Oaks and Estuary communities in Naples, Florida. The Club features 54 holes of championship golf, a 63,000-square-foot East Clubhouse, a 12,000-square-foot golf shop renovated in 2025 and a Golf Performance Center. Its 30,000-square-foot wellness center and sports complex was renovated in 2024, further enhancing the Club's extensive recreational and lifestyle amenities.

Dining and social activities are central to the Grey Oaks experience, with multiple venues offering casual and upscale dining, member events and special celebrations. The 22,000-square-foot Pool Café offers indoor and outdoor dining overlooking a resort-style pool with a wading entrance, waterfall and lap lanes. The Estuary features its own 20,000-square-foot clubhouse with indoor and outdoor dining overlooking the golf course, a golf shop and men's and women's locker facilities. A significant redesign of the Estuary Clubhouse is planned for 2028.

Beyond its exceptional facilities, Grey Oaks is known for its commitment to outstanding hospitality, personalized service and professional development. Supported by more than 350 dedicated professionals, the Club has earned repeated recognition as a Platinum Club of America and is widely regarded as a place where hospitality talent is developed and careers flourish. Its reputation for service excellence and continued investment in facilities and people distinguishes Grey Oaks among the nation's leading private clubs.

Position Overview

The Food & Beverage Manager is responsible for overseeing all banquet and special event operations, including planning, coordination and execution, while providing hands-on leadership and operational support across the Club's Food & Beverage outlets. This position plays a key role in delivering exceptional events, maintaining consistent service standards and creating memorable experiences for members and guests.

Beyond banquet and event operations, the Food & Beverage Manager supports daily dining operations, staffing, labor management, employee development and ongoing training. Working closely with the culinary, service and event teams, this individual must be equally comfortable in high-volume, casual and fine dining environments. Strong communication, organizational skills and the ability to lead and develop managers and service teams are essential to ensuring seamless operations and consistently high levels of member satisfaction.

The successful candidate will be an outgoing, personable and proactive hospitality professional who leads by example, anticipates member needs and approaches challenges with sound judgment and a solutions-oriented mindset. A collaborative, team-first approach, visible leadership presence and a genuine passion for personalized service are essential to upholding the exceptional hospitality standards for which Grey Oaks Country Club is recognized. This position reports directly to the Director of Club Experiences.

Banquet & Event Operations

- Lead the day-to-day execution of all banquet functions, private events, Club events, meetings and special functions, ensuring a seamless experience from setup through completion.
- Review Banquet Event Orders (BEOs) and event details to ensure rooms, staffing, equipment, food and beverage service and special requests are properly coordinated.
- Participate in BEO and event planning meetings, providing operational input and identifying service needs or potential challenges in advance.
- Coordinate closely with the Events, Culinary and Food & Beverage teams to ensure event details are communicated and executed consistently.
- Direct banquet room setups, breakdowns, table settings, bars, buffets, stations and other event elements in accordance with BEO specifications and Club standards.
- Schedule, assign and supervise banquet service teams based on event requirements and anticipated business levels.
- Conduct pre-event team meetings to review event details, assignments, timing, service expectations and member or host preferences.
- Maintain a visible leadership presence during events, proactively monitoring service flow, timing, presentation and overall member and guest experience.
- Anticipate event needs and make real-time adjustments to staffing, service flow, setups and other operational details as necessary.
- Partner with Culinary leadership to coordinate timing and presentation of food service, ensuring smooth execution between front- and back-of-house teams.
- Ensure banquet spaces, equipment, storage areas and service stations are clean, organized, properly maintained and event-ready.
- Assist with service recovery and address member, guest or event host concerns promptly and professionally.
- Support accurate event execution and communication of any changes or additions that occur during functions.

General Food & Beverage Oversight

- Provide operational leadership and support across dining venues as business needs require.
- Partner with F&B leadership and outlet managers to maintain consistent service standards

throughout the Club.
- Assist with directing and supporting service teams during high-volume periods and special events.
- Support bar and beverage operations for banquet functions and outlets, ensuring proper setup, organization, product availability and service standards.
- Assist with beverage inventory, ordering, storage and cost-control practices, including liquor, beer and non-alcoholic offerings.
- Partner with the Wine Director and F&B leadership on beverage offerings for events, seasonal programming and Club operations.
- Ensure compliance with applicable food safety, alcohol service and workplace safety requirements.
- Serve as a flexible operational leader who can provide coverage and support throughout Food & Beverage when needed.

Banquet Service Training & Team Development

- Train, coach and develop banquet team members on event execution, service sequence, setup standards, beverage service and personalized member service.
- Ensure banquet team members understand BEO details, event expectations and their individual responsibilities prior to each function.
- Reinforce established service standards through daily coaching, pre-shift meetings, event observations and timely feedback.
- Partner with F&B leadership to support onboarding and ongoing training for banquet and service team members.
- Identify opportunities to improve event execution, team performance, efficiency and consistency.
- Lead by example, promoting professionalism, accountability, teamwork and a member-focused service culture.

Collaboration & Leadership

- Build strong working relationships with Events, Culinary, F&B leadership and other Club departments to support successful event execution.
- Communicate event changes, operational needs and service concerns promptly to the appropriate teams.
- Participate in leadership and BEO meetings and provide feedback on upcoming events, staffing needs, logistics and opportunities for improvement.
- Support Club-wide events and departmental priorities as assigned by the Assistant Director of Food & Beverage.
- Observe safety and security procedures, ensure proper use of equipment and maintain a safe working environment.
- Perform other duties as assigned by management.

Requirements

- College degree or equivalent
- 5-8+ years' experience in Food & Beverage in a leadership/training role.

- F&B experience is preferably at a private club or high-end resort and/or in a multi-outlet operation.
- Proficiency in Microsoft Office and POS software
- Must be able to lift 50 lbs.

Competitive Compensation

- Grey Oaks offers a competitive compensation package, including:
- 401(k) plan with generous employer match
- Comprehensive health, dental and vision benefits
- A collaborative, team-oriented work environment
- Opportunities for professional development alongside industry leaders
- Grey Oaks is an Equal Opportunity Employer and a Drug-Free Workplace.

To Be Considered

To be considered for this exceptional leadership opportunity, interested candidates are encouraged to submit their materials as quickly as possible. All resumes, cover letters and related materials will be handled with the highest level of professionalism, discretion and strict confidentiality throughout the search process.

Qualified professionals who meet or exceed the outlined criteria are encouraged to submit a thoughtful and compelling cover letter addressed to Cynthia Glendenning, Director of Club Experiences. The letter should highlight the candidate's qualifications, leadership experience, professional accomplishments and interest in the position, while also sharing why Grey Oaks Country Club represents an attractive opportunity for them personally and professionally. Candidates should submit their cover letter along with a current resume to:



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