

**Director of Food and Beverage**  
Heritage Bay Golf and Country Club  
Naples, FL

[www.golfheritagebay.com](http://www.golfheritagebay.com)



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## The Organization

Heritage Bay offers an extraordinary lifestyle to 1,250 resident members that includes the best in golf, tennis, fitness, social activities, and gated community living. Heritage Bay boasts a 27-hole, Lewis-Azinger designed championship golf course, complete with an aqua driving range and a fully stocked golf shop. The course opened in November of 2006 and has been dazzling golfers since its opening. Heritage Bay was built on 718 acres in North Naples. The property is enhanced by two sparkling quarry lakes that provide a dramatic and inviting entry and the 1,800-acre Cypress Preserve to the north and west. The community's entry bridge spans the water culminating in the turn to the clubhouse marked by a vibrant dancing fountain. The golf course is one of the most beautifully landscaped and maintained in Southwest Florida, with ample landing areas for occasional players and strategic hazards in place for the lower handicap player.

At the beautifully appointed and recently refurbished clubhouse you will experience the delights of the renowned culinary team in the elegant yet comfortable Grille Room offering breathtaking golf and water views. Other amenities include the Raquet Center, bocce ball courts, Wellness Center, five satellite pools, and the Resort Pool enhanced by the community hot spot, The Cabana, an al fresco restaurant offering delicious food and music in a lively atmosphere. Heritage Bay's exemplary staff is well-versed in all aspects of the club lifestyle.

### HERITAGE BAY BY THE NUMBERS:

- Annual Dues Volume: \$17M
- F&B Volume: \$3.8M
- Food Cost Percentage: 46%
- A la Cart vs. Outside Banquet: 89% vs. 11%
- Gross Payroll: \$3M
- Full-time F&B Employees in Season: 70
- Full-time F&B Employees Off-Season: 35
- POS and Accounting Systems: Jonas
- 2024 Dues: \$8,758

- Resale Capital Contribution Fee: \$10,000 – 2024
- Rounds of Golf Annually: approx. 77,000

## Position Overview

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Responsible for overseeing the dining services of the Club, including all Food and Beverage staff and events. Provides guidance on the setup of the clubhouse for daily operations, private functions, and meetings. Maintains the cleanliness and safety of the Food and Beverage dining outlets. Develops, executes, and monitors departmental budgets. Recruits, trains, and supervises subordinates. Consistently strives to exceed the desires and expectations of Club Members and guests.

Supervises and leads the Food and Beverage management team and their staff. Ensures that both staff and Club Members adhere to the high standards of excellence set by the Club. Acts as the Manager on Duty when executive club management is absent. Ensures that Members and guests enjoy a pleasant and memorable dining experience. Greets and acknowledges all Members and guests in accordance with Club standards. Anticipates and addresses the needs of members and guests, helping those with specific requests, concerns, or complaints.

## Responsibilities

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### FINANCIAL MANAGEMENT:

- Achieve budgeted targets for food sales, beverage sales, labor costs, and overall profitability.
- Prepare accurate monthly forecasts, diligently ensuring completion.
- Develop and maintain departmental control procedures to enhance financial efficiency.

### OPERATIONAL OVERSIGHT:

- Conduct and lead weekly BEO (Banquet Event Order) meetings, confirming all details with banquet and culinary teams.
- Collaborate with culinary and banquet teams for menu planning and pricing.
- Supervise weekly payroll input and ensure adherence to payroll schedules.

### TEAM LEADERSHIP AND DEVELOPMENT:

- Establish and enforce objectives and policies related to the conduct of the Food and Beverage of the Club.
- Recruit, train, and manage F&B staff, conducting performance appraisals and implementing professional development programs.
- Address member and guest complaints promptly, advising the Assistant General Manager on corrective actions.

### INVENTORY AND PROCUREMENT:

- Ensure adequate bar inventory for functions and maintain bar control policies.
- Manage ordering and purchasing of beer, wine, liquor, small wares, linens, and other requirements.
- Research new products, analyzing cost/profit benefits for strategic procurement.

## **QUALITY ASSURANCE AND STANDARDS:**

- Monitor and maintain high standards in Banquet Food and Beverage, Banquet services, and presentation.
- Inspect regularly to ensure compliance with safety, sanitation, and preventive maintenance standards.
- Enforce legal requirements, including wage and hour regulations and laws related to alcoholic beverages.

## **COMMUNICATION AND COLLABORATION:**

- Participate in weekly department head meetings and Daily Line Ups for staff.
- Collaborate with the Executive Chef and other Club administrators to ensure member satisfaction.
- Conduct daily tours of clubhouse dining and cabana facilities for maintenance projects/improvements.

## **ADMINISTRATIVE DUTIES:**

- Develop and maintain the department manual, including processes, policies, and rules.
- Approve product invoices, manage physical inventory verification, and reconcile point-of-sale systems.
- Maintain records of special events, house counts, food covers, and daily business volumes.

## **COMMUNITY ENGAGEMENT AND PLANNING:**

- Act as an ad hoc member of the Social Committee.
- Assist in planning and implementing procedures for special Club events and banquet functions.

## **MANAGEMENT:**

- Manage long-range staffing needs, approve staffing procedures, and job descriptions.
- Audit and approve bi-weekly payroll, entertainment, and building design enhancements.

## **CONTINUOUS IMPROVEMENT:**

- Implement ongoing professional development and training programs for Food and Beverage personnel.
- Monitor employee dress codes and uphold standards of appearance, upkeep, and cleanliness in facilities and equipment.

## **COMPLIANCE AND RECORD KEEPING:**

- Ensure compliance with all laws and policies related to the service of alcohol.
- Keep records of all aspects of daily business and member revenues.

## **ADAPTABILITY AND OTHER DUTIES:**

- Be always available to Club Staff in case of emergency.
- Demonstrate comprehensive knowledge of Fire Procedure.
- Perform other duties as directed by the General Manager or Assistant General Manager.

In this multifaceted role, your commitment to financial acumen, operational excellence, team leadership, and Member satisfaction will contribute significantly to the success and reputation of Heritage Bay.

## Requirements

A Bachelor's degree from a four-year university or college degree is desirable, preferably in Hospitality or Business Management. In lieu of the degree, substantial hospitality experience will be considered.

## Competitive Compensation

Salary is open and commensurate with qualifications and experience. The Club offers, along with the typical CMAA benefits, an excellent bonus and benefits package.

## To be Considered

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to Doug Brown, GM/COO, outlining their qualifications, experience, interests, and why Heritage Bay Golf and Country Club will be beneficial for you and your career along with their resume to:



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