

Candidate Profile

Food and Beverage Manager
North Carolina State University Club
Raleigh, NC
www.ncsuclub.com



Organization

The Club

The North Carolina State University Club facility was founded in 1961 and serves North Carolina State supporters including faculty, staff, and alumni. Funding was made possible by a gift from the Z. Smith Reynolds Foundation Inc. Over time, the Club's membership was changed from faculty and staff to allow NC State alumni, as well as friends of the University and Club, to join and the name was subsequently changed from Faculty Club to the current NC State University Club. The Club is a uniquely, family-oriented facility controlled and governed as a private club by the membership.

The 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 project included adding a new fitness facility, steam room, salt-water lap pool, and kitchen, as well as various other clubhouse dining projects. The Club is currently in phase one of a \$25 million master plan.

The Club offers the membership a full list of athletic options including eight lighted tennis courts, a practice area, and two tennis pavilions, which provide great viewing during competitions. The aquatic complex features a 250,000-gallon pool and is one of the most attractive features of the University Club. There is a diving well, six 25-yard lanes, a water slide and a large shallow area, a gated toddler's pool, and a salt-water lap pool. Overlooking the NC State Veterinary School, our Par-3, return six golf course appeals to all levels and is perfect for learning the game of golf, entertaining business clients and family, or enjoying light competition. The Devan Wolfpack Fitness Center offers its members robust programming and experiences high levels of member satisfaction. The Fitness Center is open seven days a week and includes cardio, strength, flexibility, and balance equipment.

Clubhouse dining amenities include traditional member dining and a full calendar of events. Events range from the well-attended wine dinners and several popular member functions scheduled during the year.

The Region

The Club is located in the Raleigh, Durham, Chapel Hill area and is among the consistently top ranked places to live in the United States, with affordable housing, great family activities, and excellent primary and secondary education, where one can enjoy the region's natural beauty.

Position Summary

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 CM with oversight to the COO. The FBM will be responsible and have ownership for all day-to-day food and beverage operations in a collaborative capacity with the Executive Chef and CM with direct operational oversight for member dining, member events, 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 to the CM 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 beverage 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/member events) as needed for food and beverage and clubhouse operations. The candidate must be able to bring and execute on 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 CM and General Manager/COO including actions taken to resolve each incident.
- Actively lead the consistent recruiting, orientation, and training of all new service employees within Club standards, 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 CM.
- Participate in the development of annual operating budgets for the departments for which he or she is responsible, subject to the review and approval of the CM 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 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 & Benefits

- A base salary with annual performance review.
- Health benefits including dental and vision.
- 401k.
- CMAA dues and regional education.
- Relocation assistance.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to:

GSI Executive Search

Scott McNett
scott@gsiexecutivesearch.com
314-854-1321

This position is available immediately.