



RCS Hospitality Group
 a new generation of hospitality management
 6412 Brandon Ave. #339 Springfield, VA 22150
www.consultingRCS.com

Position Available:
 DIRECTOR OF DINING VENUE OPERATIONS
 Myers Park Country Club, Charlotte, NC

Myers Park Country Club is seeking a **Director of Dining Venue Operations** who will oversee all aspects of Clubhouse Front of House service operations, service standards, and personnel. *This is an exciting opportunity to join one of the best management teams and leading clubs in the country. Work with a General Manager nationally known for his philosophy of growth, development and mentorship and a WCMC designated and International Culinary Olympics Gold Medal Award Winning Executive Chef.*

The ability to exercise considerable initiative, independent judgment and discretion is required. The Director will assure all dining facilities are set up and service is delivered in a manner that perpetuates gracious hospitality, the club's commitment to excellence, and provides the best experiences for the members and their guests. The Director will regularly interact with members and guests to promote the Club, answer questions, resolve issues, and act as a liaison between the dining room, kitchen, and other departments. This is a great opportunity to join a Club with a long history and secure future.

In joining the Myers Park Country Club, you will join a club committed to providing its members and guests exceptional recreational and social activities by providing the best staff, service, and facilities. The club's vision is to be "The Club of Choice" in the Charlotte community by providing an exceptional experience for members and guests.

Reports to: General Manager

Direct REports include 7 F&B Managers, 6 Team Leaders, MIT's & Service Staff

\$5.4M Annual F&B Revenue, 5 unique ala Carte Dining Venues

Competitive Salary Package

Send Resume & Letter to

• Brian@consultingRCS.com to apply

POSITION RESPONSIBILITIES:

Significant responsibilities will include leading and developing staff, managing and controlling expenses, managing inventory, and ensuring the dining rooms are properly set prior to, during, and after service.

- Hires and develops direct reports, which include: Food & Beverage Director and Onboarding Specialist/Recruiter. Assists with selection, training, and mentoring of Food & Beverage Managers and Managers In Training.
- Oversees hiring, selection, and onboarding process for front of house staff, ensuring the Club's training and coaching programs provide employees the proper tools to deliver exceptional service in all dining outlets.
- Provides guidance and feedback to Onboarding Specialist concerning immediate and long-range staffing needs.
- Monitors personnel costs, including hours, scheduling, and overtime.
- Monitors and approves standardized operating procedures for food and beverage operation.
- Participates in employee recognition programs.
- Attends management staff meetings and maintains open communication between all departments.
- Ensures effective operations during Club events and daily service by regularly conducting walk-throughs and spot checks, and ensuring corrective actions are taken to address any deficiencies.
- Assists the General Manager in developing and implementing standardized operating procedures, operating reports, forecasts and budgets.

- Monitors safety conditions and employees' observance of safe work practices; updates emergency plans and procedures; ensures effective training is conducted at all levels.
- Maintains contact with members; ensures maximum member satisfaction; receives and resolves complaints from members, guests, and employees. Develops or revises processes to reduce recurrence of avoidable errors.
- Assists in planning facility improvements, remodels, construction, and renovation; works with appropriate committees; helps define the identity or brand of each dining venue.



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- Guides the development and execution of the food and beverage program.

EDUCATION, SKILLS, AND EXPERIENCE:

- Bachelor's degree in Hospitality Management, Business Management, or related field strongly preferred.
- Completion of Introductory Level course work for the Master Court of Sommeliers or equivalent, Certified or above preferred.
- At least 5 years' experience overseeing multiple functions and dining venues in a Food & Beverage Director role in a large country club or resort environment. Proven success in training, development, and creating an intentional leadership culture strongly preferred.
- Superior organization, leadership, and communication skills required.
- Working knowledge of general business practices such as accounting, purchasing, human resources, etc.
- Proficiency in standard computer programs such as Word, Outlook, Adobe, Excel, as well the ability to learn and use Club-specific software programs (POS, inventory management, etc.) is required.

PHYSICAL and OTHER REQUIREMENTS:

Hours will vary, but early morning, evening, weekend, and holiday availability is required, based on business needs. Work conditions of this position will vary from an office to various outdoor settings around the Club property, and may require long periods of standing, lifting, carrying, and walking. The employee should be able to lift, move, and/or carry up to 30 pounds, as well as perform various functions that may require climbing, pushing, pulling, kneeling, and reaching.

This position is subject to on-call work. The final candidate must pass a pre-employment background investigation and drug screen, including a driving record check required to operate Club vehicles.

SALARY RANGE:

The Club offers a generous compensation package consisting of a base salary commensurate with experience, plus bonuses, health and welfare benefits, time off benefits, a 401k retirement program with a generous matching contribution, and industry certification and education allowance.

REPORTS TO: General Manager

SUPERVISES: Six to eight food & beverage managers and Managers in Training; five to six team leaders; and service staff.

CLUB INFORMATION:

Founded in 1921, Myers Park Country Club is the second oldest club in Charlotte. At that time, the facilities included four clay tennis courts, a swimming pool, a clubhouse, and a nine-hole sand green golf course. An eighteen-hole, grass greens course was opened five years later. Donald Ross designed a number of new holes and redesigned portions of the old course into the present layout in 1947.

Myers Park Country Club is a progressive club that is rich in tradition. A long-range plan (the "Centennial Plan") developed in 2011 identified ways to optimize available land and update our facilities to provide superior service and programs. The scope of this Centennial Plan was robust. Broken into three phases, the plan included substantial renovation to the pool complex and men's locker room; construction of a new three-story sports complex that houses the golf shop, fitness facility, and women's locker room; renovation to three kitchens and dining rooms; construction of a new tavern and men's lounge; and renovations to the golf course and driving range, all of which were completed by September of 2017.

The Club serves a total of 1,180 resident and social members, eclipsing \$5.4 million in food & beverage sales annually. In 2018 we served over 140,000 à la Carte covers which accounted for 54% of our total food & beverage revenue. The Club offers five unique à la Carte dining venues ranging from 40 seats to 121 seats for a total of 243 indoor seats and 126 outdoor seats.

INSTRUCTIONS FOR APPLYING:

Please send cover letter outlining your career progression choices, a resume, references, and salary requirements to: Brian Armstrong at brian@consultingRCS.com