

# KOPPLIN KUEBLER & WALLACE

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## **DIRECTOR OF FOOD AND BEVERAGE PROFILE: ROLLING GREEN GOLF CLUB SPRINGFIELD, PA**

### **THE DIRECTOR OF FOOD AND BEVERAGE (DFB) OPPORTUNITY AT ROLLING GREEN GOLF CLUB**

A special opportunity exists for candidates with a successful track-record of leadership and high-quality food and beverage operations management in private clubs or high-end establishments in the hospitality industry. We are conducting the Director of Food and Beverage (DFB) search for Rolling Green Golf Club in Springfield, PA. The successful candidate will be an integral part of a high-performing team at a club recognized for its history, quality work environment and classic Flynn golf course.

The primary focus of the role is on the overall member/guest experience, which is of utmost importance to the fabric of the Club. The ability to establish and memorialize training programs, standard operating procedures, organization and overall departmental leadership is a critical skill set required for success in this position. Equally important is the ability to intuitively embrace the need to be visible and highly interactive with the members and staff. The successful Director will develop a culture of “striving for excellence and delivering something special.”

[Click here to view a brief video about this opportunity.](#)

### **ABOUT ROLLING GREEN GOLF CLUB**

Formed by a group of Springhaven Country Club members in 1924, Rolling Green Golf Club, located in Springfield Township, PA engaged the highly regarded architectural partnership of William Flynn and Howard Toomey to lay out a course over a 157-acre site and their 18-hole design duly opened for play in 1926. Over the Club’s 95-year history, there have been efforts to add amenities, but all have been rejected in favor of maintaining their reputation as a golf club and nothing else. Rolling Green has hosted USGA events in the past, most notably the U.S. Women’s Open in 1976 won by JoAnne Carner and in 2016, the Club hosted the U.S. Women’s Amateur Championship.

Located about 10 miles west of Philadelphia, PA the surrounding communities offer one of the finest public and private school systems in the country, churches of various denominations, public libraries, swimming pools and an indoor ice-skating rink along with an extensive park system of 211 acres in 24 locations which offer playing fields that provide athletic and recreational relaxation.

### **ROLLING GREEN BY THE NUMBERS**

- 313 Bond Holding Members, 195 all other categories
- \$15,000 Initiation Fee
- \$2.8M Annual Dues Volume
- \$5.7M Gross Volume
- \$1.4M F&B Volume
- 7 Standing Committees
- 11 Board members
- 55 Average age of members

**ROLLING GREEN GOLF CLUB WEBSITE:** [www.rggc.org](http://www.rggc.org)

## **DIRECTOR OF FOOD AND BEVERAGE (DFB) POSITION OVERVIEW**

The Director of Food and Beverage (DFB) is ultimately responsible for all club property food & beverage service operations daily, including events, dining options, and relationships between club members, guests, and employees. The DFB will ensure that proper staff training, and standard operating procedures are created and best practices in food and beverage management are established. Being the visible leader of these operations with a hands-on approach and an understanding that full “on-the-floor” member and staff engagement is critical to success in this position. The DFB consistently provides attentive dining and other food and beverage experiences for the club’s membership and their guests. This position works closely with the Executive Chef and reports to the General Manager. The relationship with the executive chef and departmental management team is especially important to this position, ensuring collaborative and harmonious relationships between front and back of house operations.

Areas of F&B oversight include:

- The Golfer’s Grille – casual post golf dining and cocktails
- Golfer’s Grille Terrace – casual post golf dining and cocktails
- Rolling Green Room and Terrace – upscale dining
- Flynn’s Pub – Casual dining
- The 1926 Lounge – Bar and soft seating overlooking the golf course
- The Canteen (Turn House)
- Lower Patio

## **KEY RESPONSIBILITIES**

### **THE DIRECTOR OF FOOD AND BEVERAGE WILL:**

- Be the primary coordinator of food and beverage department budgeting, hiring, training, beverage menu development, orientations and creating a culture of teamwork, and the supervision of associates to ensure all is done in accordance with approved Club policies and is compliant with governmental regulations.
- Work in coordination with other department leaders to ensure consistent standards result in high member satisfaction.
- Have a passion and aptitude for teaching and training for all food service personnel, working, as necessary, with the staff solely responsible for operations.
- Establish standard operating procedures and processes for all dining areas.
- Be a positive and enthusiastic motivator for all F&B personnel.
- Ensure associates clearly understand performance expectations and assigned tasks are reasonable, well-conceived and appropriately conveyed. Provide resources necessary to allow employees to perform their jobs effectively and be fair and firm in adherence to club policy and procedure.
- Be a collaborative team player who is willing to be “hands on” when necessary but understands when to step back and lead the team.
- Maintain a “run to the fire” mentality in operations oversight.
- Professional knowledge of food and service, cocktails and beverages, beer and wine.
- Establish and uphold expectations for dress, decorum and other service standards and consistently monitor for adherence.
- Take personal ownership of his or her area of responsibility, with special attention to the physical plant and overall appearance of the operation and understand the need to be consistently “member ready” in both appearance and service.
- Establish and maintain respectful rapport with F&B managers and all department heads at Rolling Green.
- Develop and monitor the F&B budget and procedures to provide direction and controls for F&B operations and costs; implement corrective procedures as necessary to help ensure budget goals are attained.

- Work with the House Committee and when appropriate the Board of Directors in ensuring maximum member satisfaction.
- Have a strong and highly visible and respectful presence with the membership, be an exceptional communicator, have adroit interpersonal skills, and the maturity to instinctively know how to treat members and guests with a high-level of service. He or she must be able to communicate these expectations to a staff with diverse backgrounds and motivate them positively to understand and execute those expectations.
- Oversee all dining areas to ensure smooth and consistent experience commonality in all operations, high levels of member and guest satisfaction, quality food products and exemplary service.
- Participate in marketing/communication programs to increase dining room, lounge, banquet and general participation in F & B related activities.
- Hold weekly staff meetings with direct reports to keep them informed of necessary and relevant activities and expectations at the Club. Assist in planning and be responsible for ensuring special club events are well-conceived and executed.
- Oversee all banquets and social functions, including member and member sponsored events. Be responsive to members' requests and strive to find creative ways to accommodate reasonable requests; have a belief in a service philosophy of "the answer is 'yes,' what is the question?"
- Clearly understand the metrics for successful attainment of financial goals and objectives in F&B operations, and consistently review these expectations with his or her direct reports to ensure understanding and 'buy-in' from those contributing to their attainment.
- Have a strong sense of urgency and responsiveness, while maintaining quality and integrity of the department's business plan.
- Have a heart for hospitality and appreciation of the history and tradition of Rolling Green Golf Club.
- Recommend, monitor and manage policies, operating procedures and staffing for all F & B areas; recognize the needs and consistently perform to high levels of service in each of these operating areas.
- Ensure adherence to, and compliance with, all health, safety, liquor consumption, and all other food and beverage regulations. Keep current on all matters pertaining to the food and beverage industry.
- Be an active and dynamic recruiter of team members and someone who inherently enjoys developing and building his/her team and leading them to significant, positive membership satisfaction outcomes.
- Involve associates in the decision-making process of how 'work gets done' and creates a work environment people want to come to and participate every day.
- Be a focused and consistent evaluator of personnel, ensuring that standards of conduct and delivery are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of the clubhouse facilities.
- Establish and consistently enhance operating standards for personnel in areas of responsibility and consistently evaluate knowledge, understanding and execution to these high standards.
- Conduct and/or oversee training programs for food service personnel on various issues including service techniques, knowledge of menu items and daily specials, sanitation, team building and conflict resolution; regularly test and evaluate knowledge and understanding of these expectations.
- Ensure that an effective orientation and onboarding program exists in all areas of responsibility.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.
- Work closely with the Executive Chef to facilitate a strong relationship between kitchen, dining outlets and staff.
- Direct reports include: Executive Chef, DR Manager and Bar/Beverage Manager

## **CANDIDATE QUALIFICATIONS**

To be successful in this job, an individual must be able to perform each essential duty. The requirements listed above are representative of the knowledge, skill, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Strong F&B skills are necessary, as is an intuitively respectful style and mentoring/nurturing/developing approach to staff and team. Rolling Green is a high expectation club operation with multiple operating outlets, events and activities occurring simultaneously; the ability to be able to manage and lead in such an environment in an organized, thoughtful manner is critically important.

## **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

A Bachelor's degree (B.A.) in Hospitality Management is preferable, or a two to four-year degree from a Culinary School, plus a minimum of four to six years of Food & Beverage management experience in a high-volume facility or an equivalent combination of related education and experience.

## **SALARY**

Salary is open and commensurate with qualifications and experience.

## **INSTRUCTIONS ON HOW TO APPLY**

Please upload your resume and cover letter (in that order) using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

**Preparing a thoughtful cover letter, clearly articulating your "fit" with the profile and the above noted expectations and requirements is necessary.**

**Your letter should be addressed to Brian Chapin, General Manager/COO, Rolling Green Golf Club and clearly articulate why you want to be considered for this position at this stage of your career and why Rolling Green Golf Club and its geographic location will be beneficial to you, your family, your career, and the Club, if selected.**

***Your interest in this role must be communicated in the above manner no later than Friday, February 5, 2021, and preferably sooner. Interviews are expected to occur in early February, with final selections being made in early March and the successfully selected candidate starting shortly thereafter.***

**IMPORTANT: Save your resume and letter in the following manner:**

**"Last Name, First Name - Resume" &**

**"Last Name, First Name Cover Letter – Rolling Green Golf Club"**

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Katy Eliades: [katy@kkandw.com](mailto:katy@kkandw.com)

## **Lead Search Executive:**

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