

**DIRECTOR OF FOOD AND BEVERAGE
WASHINGTON GOLF AND COUNTRY CLUB
ARLINGTON, VA**

THE DIRECTOR OF FOOD AND BEVERAGE OPPORTUNITY AT WASHINGTON GOLF AND COUNTRY 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. The successful candidate will be an integral part of a high-performing team at a club recognized for its innovations, quality work environment and focus on continually ‘raising the bar’ for its members and staff.

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 consistently “look forward” in planning, innovations, 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; leadership in this area begins and ends with approachability, accessibility and hospitality.

ABOUT WASHINGTON GOLF AND COUNTRY CLUB

“Washington Golf & Country Club is a traditional private country club dedicated to providing exceptional service, facilities and programs to our members, families and guests in a fiscally responsible manner.”

THE CLUB

Washington Golf and Country Club (WGCC) is located in close proximity to the Nation’s Capital, just one of the many attractions of membership. The Georgian-style clubhouse sits on one of the highest points in historic Arlington, Virginia. It looks out over one of the most beautiful and challenging 18-hole golf courses in the region and offers views across the Potomac River to the skyline of Washington, D.C. Situated on over 130 acres, the WGCC complex also includes a newly renovated golf course, a new, state-of-the-art golf practice facility, putting and practice greens, a swimming pool, 10 outdoor tennis courts, five-court indoor tennis facility, and a recently renovated, well-equipped fitness center.

The clubhouse features formal and informal dining rooms, a tap room, a men’s grill, a ladies lounge, various outdoor dining areas, as well as a cocktail lounge, meeting and party rooms accommodating groups of 18 to 60 persons, and a large, attractive ballroom, with a capacity of 300-400.

The Club has approximately 1,500 members, each of whom has the privileges of all WGCC amenities. WGCC is one of the few clubs in the country with a healthy waiting list.

THE COURSE

Incorporated in 1894 and moved to its current location in the 1907 the members and guest have marveled at the Donald Ross/William Flynn designed course since 1921. Once known as the “Playground of Presidents,” the course offers a big challenge on a relatively small footprint. The course was recently renovated by Tom Doak (RGD) and opened for play in April of 2020.

Washington Golf & Country Club is a premier club in the greater Washington, D.C. area and one of the top clubs in the country. The traditions and history of the course and its prominence in the lives of the membership are of paramount importance.

WASHINGTON GOLF BY THE NUMBERS:

- 1458 Active and Limited Members
- \$95,000 Initiation Fee
- \$9.2M Annual Dues Volume
- \$17.2M Gross Volume
- \$4.95M F&B Volume- put next years budget, 65% à la Carte/ 35% Banquet and Events
- Put # of outlets maybe 8 Food and Beverage Outlets
- 12 Board members

WASHINGTON GOLF AND COUNTRY CLUB WEBSITE: www.washingtongolfcc.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 its activities, dining options, and relationships between club members, guests, and employees. Being the “public face” 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 *superb* dining and other food and beverage experiences for the club’s membership and their guests. This position works closely with, and reports to, the Assistant General Manager. The relationship with the executive chef and management team is very important to this position, ensuring collaborative and harmonious relationships between front and back of house operations.

Areas of oversight include:

- The Mixed Grill Room and Bar – 12 & Over Family Dining Area
- The Tap Room – 21 & Over
- Men’s Grill
- Champions Grill – Pool Snack Bar
- Lower Terrace – Casual Outdoor Family Dining
- The Turn – 9th Tee Casual Dining
- 1894 Dining Room – Formal Dining and Bar Lounge
- Banquets and Club Events
- Banquets and club events

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.
- Have a passion and aptitude for teaching and training for all food service personnel, working, as necessary, with the staff directly responsible for operations.
- 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.
- 30/60/90
- Relations with all dept heads
- Maintain a “quickly to yes” 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 Washington Golf and Country Club. Said few times- on purpose?
- Offer effective leadership and direction for managers and staff in the F&B department.
- Develop and monitor the F&B budget and procedures to provide direction and controls for food and beverage operations and costs; implement corrective procedures as necessary to help ensure that budget goals are attained.
- Work in coordination with other department leaders to ensure consistent standards result in high member satisfaction.
- 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.
- Establish where needed, standard operating procedures and processes for all dining areas.
- 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.
- Assist in the creation and Should help create this too 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 for menu selections, event planning, etc., 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.
- Develop and monitor the F&B budget and procedures to provide direction and controls for food and beverage operations and costs; implement corrective procedures as necessary to help ensure that budget goals are attained.
- 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 the Washington Golf and Country 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 responsible for the management of all alcoholic beverage inventories and purchases.
- Consistently monitor payroll and labor resource allocations to ensure they are in line with financial forecasting and goals.
- 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, along with consistent professional development and training.
- 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:

- Grill Manager
- Banquet Manager
- Main Floor Service Manager
- Champions Grill Manager (Snack Bar)
- The Turn Manager
- 1894 Dining Room Manager
- Catering Sales Coordinator

CANDIDATE QUALIFICATIONS

Very strong F&B skills are necessary, as is an intuitively respectful style and mentoring/nurturing/developing approach to staff and team. Washington Golf and Country Club 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 or related fields is helpful, plus a minimum of 4 years of experience in a high-volume hotel, restaurant or club operation, or an equivalent combination of related education and experience. Experience with Jonas and Jonas Activity Manager is a plus.

SALARY AND BENEFITS

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