



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

Position Available:
DIRECTOR OF FOOD AND BEVERAGE
The Country Club of Sapphire Valley
Sapphire, NC

The Director of Food and Beverage is a full-time year-round position at the Country Club of Sapphire Valley ("CCSV"), a seasonal club in the Cashiers-Highlands area of North Carolina. He/she will be responsible for Club's dining services and all food and beverage operations throughout the Club property. He/she works closely with the Director of Culinary, Director of Hospitality, and Facility Maintenance Supervisor in day-to-day operations including special events. The Director of Food and Beverage plans, implements, and monitors departmental sales, payroll, and operating expenses. He/she recruits, hires, trains, and supervises support staff.

This is a seasonal (April- November) full-service premier private golf & country club consisting of approximately 450 members. Established in 1956, life at CCSV is entertaining and social in a relaxed atmosphere. Club members are friendly and relationship oriented; truly a place where everyone knows your name. Members enjoy golf, dining, and event options, an engaging fitness center, racquet center (tennis, pickleball), lawn sports, and a wide range of interest groups. In the 2022 Membership Experience Survey, members provided a 96% overall satisfaction rate along with a Net Promotor Score highest in Club Benchmarking's database. The food & beverage department is supported with a tenured and professional management team.

The Club is completing a \$1.9MM clubhouse renovation which includes a new lounge, wine display-storage display room, banquet storage, indoor-outdoor bar, and furnishings. This project is on schedule for completion by March 31, 2023.

JOB DUTIES

- Develops an operating budget for each of the department's revenue outlets; monitors and takes corrective action as necessary to help assure that budgeted sales and cost goals are attained.
- Along with the Director of Culinary and Director of Hospitality, develops a capital budget for all necessary food and beverage equipment and recommends facility renovation needs.
- Responsible for proper charge procedures.
- Manages the department's long-range staffing needs, and assists in recruitment, training, supervision, and termination of food, beverage, and valet staff.
- Helps plan and approve the organizational chart and staffing and scheduling plans.
- Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- Monitors employee records to minimize overtime and keep labor costs within budget; ensures that all new employees receive the appropriate safety instructions and training; establishes and enforces all safety policies and procedures.
- Monitors employee dress codes according to policies and procedures. Implements and conducts employee performance-based reviews.
- Assures that all standard operating procedures for revenue and cost control are in place and consistently followed.
- Assures that all applicable club policies and procedures are followed.
- Reviews menu items, pricing, and menu designs for all outlets, special events, and banquet events.
- Ensures all legal requirements are consistently followed, including wage/ hour and federal, state or local laws for food safety and the sale/consumption of alcoholic beverages.
- Ensure all energy management, preventive maintenance, and other standards are consistently met.
- Researches new products and evaluates their cost and profit benefits.
- Maintains food and beverage personnel records regarding reprimands, sick time, and general documentation.
- Monitors purchasing and receiving procedures to ensure proper quantity, quality, and price for all purchases.
- Consults daily with the Director of Culinary and Director of Hospitality and other club administrators to help assure the highest level of member satisfaction at minimum cost.
- Greets guests and oversees actual service.
- Helps develop wine lists and wine sales promotion programs.
- Establishes, updates, and maintains all written standards and procedures for the department as needed.



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- Addresses member and guest complaints and advises the Director of Hospitality and GM/COO about appropriate corrective actions taken.
- Serves as an *ad hoc* member of appropriate club committees (i.e., House Committee).
- Monitors appearance, upkeep, and cleanliness of all food and beverage equipment and facilities.
- Approves all product invoices before submitting them to the Accounting Department.
- Monitors or manages physical inventory verification and provides updated information to the Accounting Department.
- Responsible for the proper accounting and reconciliation of the point-of-sale and member revenues.
- Maintains records of special events, house counts, food covers, and daily business volumes.
- Ensures that an accurate reservation system is in place.
- Audits and approves bi-weekly payroll.
- Responsible for long-range planning for the department in concert with the club's planning process.
- Establishes and maintains professional business relations with vendors.
- Works with the club's Controller to identify and develop operating reports and for ongoing control of the department.
- Recommends operating hours for all food and beverage outlets.
- Serves as manager-on-duty on a scheduled basis.
- Complete periodic china, glass, and silverware inventories.
- Implement and monitor sanitation and cleaning schedules.
- Completes other appropriate assignments from the GM/COO.

BACKGROUND/EXPERIENCE

- Four-year college or university degree in Hospitality preferred
- Four years of experience in Food and Beverage management
- Communication of expectations
- Wine, spirits, beer, and bar operations knowledge; Management of Wine Programs
- Professionalism and positive first impression
- Hands-On management style; Team Builder and Leader; Experience in Hiring
- Orientation/training of employees
- Organizational & Administrative Skills
- Customer Service Oriented
- POS Experience (Jonas preferred)
- Inventory Management
- Basic financial skills in F&B
- Other skills: budgeting, and coaching skills. Human resources, financial analysis, marketing, committee experience, and negotiating skills

REPORTS TO

General Manager/COO

DIRECT REPORTS

Service Manager, Assistant Manager, Service Professionals (12) and Bar/Beverage Specialists (4), Valet Staff (Part-Time)

THE CLUB OFFERS

Compensation: \$70,000.00+ base salary commensurate with experience; this is a full-time position at a seasonal club (April – November)

Benefits are available to full-time employees after a 60-day waiting period and include the following:

- Work-life balance with seasonality of position
- COBRA contributions during the transition of employment



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- Performance and Employee Appreciation Bonuses
- CMAA and Carolinas CMAA dues allowance, continued education allowance
- Clothing and cell phone allowances
- 401k Retirement Plan
- Benefits include health, dental (complimentary for employee), and \$25K life policy (complimentary for employee)
- Professional Employer Organization with Paychex with voluntary benefits including vision, life insurance, long/short term disability, more
- Employee meals, retail discount, access to golf course
- Jonathon Moore Education Scholarship Fund
- Relocation reimbursement

CLUB OVERVIEW

The 32,000 square-foot Clubhouse provides a "home away from home" atmosphere in which to meet, greet and enjoy time with fellow members and guests. Both the formal and casual settings serve as an inviting backdrop for a variety of social functions and special dining opportunities. Dining options include indoor and outdoor seating areas that provide beautiful mountain views. Member favorites include themed buffets, Twilight sporting events, and the memorable CCSV signature, "Sand Trap Ice Cream Pie."
Dining Areas Include: Main Dining Room, Bar 56 & Patio, Fireside Lounge, Mountain Veranda, The Turn, and Banquet Areas: Sapphire, Mountain, Valley, Hummingbird Rooms

The Club offers many amenities including, dining, events space, a fitness and wellness center, lap pool, two croquet lawns, four Har-Tru tennis courts, six pickleball courts, golf practice facilities, and an 18-Hole, George W. Cobb designed golf course. The course is the best place to enjoy the mild summer climate in a casual, laid-back setting away from the city. The walkable course is fun to play for all levels featuring five sets of tees. It is laced with trout streams, dotted with ponds, and surrounded by large wooded private properties set back from the course. While the course is in front of you, a strategic second shot plays an important factor throughout the course.

CLUB DETAILS

- 450 total members (currently on a waiting list)
- \$100K Golf Membership Initiation Fee
- \$5.3M Annual Dues Volume
- \$7.6M Gross Volume
- \$1.76M F&B Volume
- 9 Board Members (3-year term)
- Standing Committees: Nominating, Membership, Finance, and Executive
- Website: <https://www.ccsapphirevalley.org/>

[CLICK HERE TO APPLY](#)