



**Abbey Springs
Fontana, WI**

Lakeside Service Director

Abbey Springs is a unique beach, boat and golf community located on the southwestern shores of Geneva Lake in Fontana, Wisconsin. Abbey Springs is unlike any other community in the Midwest. Our unit owners enjoy an exclusive private club experience, including our golf course with a 4 ½ star rating by Golf Digest Magazine, fitness center, indoor and outdoor pools, lakefront beach with swim piers, Har-Tru tennis courts and full-service marina. Our lake views are breathtaking and offer a spectacular backdrop for weddings, receptions, or special celebrations.

Our family atmosphere and social events separates Abbey Springs from any other community in the area. Our golf and tennis professionals rate among the best in the Lake Geneva area, offering high-level junior lessons as well as adult leagues, lessons, drills, and events. Outdoor pool season is Memorial Day through Labor Day and offers recreational swim and patio lounging.

Abbey Springs is financially strong and intentionally plans for large capital projects nearly every other year. Food and Beverage revenue for 2022 was 2.5 million.

The Service Director is responsible for food and beverage service for the Yacht Club and Below Deck. The Service Director consistently provides superb dining and other food and beverage experiences for the unit owners, dining members and guests. This position works closely with the Grille Room Manager, Banquet Manager and reports to the Executive Chef, Clubhouse Manager and Executive Director.

Benefits:

Salary (commensurate with experience)
Health, Dental and Vision Insurance
Meals
Vacation
Continuing Education Opportunities

Key Responsibilities

The Lakeside Service Director will:

- Conduct and/or oversee training programs for food service to include service techniques, knowledge of menu items and daily/nightly specials, sanitation, team building and regularly test and evaluate associate knowledge and understanding of these expectations.
- Be an active recruiter of team members, unit owners, and dining members as well as someone who enjoys developing and building their team and leading them to significant, positive member and guest satisfaction outcomes; A collaborative team player who is “hands on” when necessary but understands when to step back and lead the team.
- Be a focused and consistent evaluator of personnel, ensuring that adopted standards of conduct and delivery are met; Oversee high standard of appearance, hospitality, service, and cleanliness of the facilities.
- Ensure that associates understand and have clear performance expectations, and that necessary tasks are reasonable, well-conceived and appropriately conveyed. Provide resources necessary to allow employees to perform their jobs effectively and create an exceptional ambience for members and guests.
- Work closely with the Executive Chef to facilitate the strong relationship between kitchen and front of house departments.
- Oversee the head bartender to monitor/control all beverage inventories and purchases.
- Have a strong, highly visible, and respectful presence with the members and guests, be an exceptional communicator, have the maturity to instinctively know how to treat members and guests with a high-level of service; Must be able to communicate these expectations to staff with diverse backgrounds and positively motivate them to understand and execute those expectations.
- Have a strong sense of urgency and responsiveness, while also maintaining quality and integrity of the plan.
- Work with the Clubhouse Manager and Executive Chef to recommend strategies that will achieve the goal of consistently providing outstanding dining for members and guests.
- Be responsive to members and guest requests for menu selections, event planning, etc., and strive to find creative ways to accommodate reasonable member/guest requests; Believe in the service philosophy: “the answer is ‘yes’, now what is the question?”
- Ensure compliance with all health and safety, liquor consumption, and other food and beverage regulations; Keep current on all matters pertaining to the food and beverage industry.
- Recommend and uphold expectations for dress, decorum and other service personnel and consistently monitor for adherence.
- Take personal ownership of his or her area of responsibility, being especially aware of the physical plant and overall presentation of the operation and the need to be consistently “member/guest ready” in both appearance and service.

CANDIDATE QUALIFICATIONS

The ideal candidate:

- Is a passionate leader with strong food and beverage credentials and a proven track record of providing a high level of services in a hospitality or membership setting.
- Has exceptional communication, interpersonal, and customer service skills.
- Has a strong ability to motivate staff, negotiate with vendors, and arbitrate disputes with and among others.
- Good judgement and sound decision-making skills, and a strategic approach to problem solving, resolving issues in a timely manner.
- Is a confident, proactive team builder who has a history of attracting, developing, and retaining a high performing team.
- Has a fundamental understanding of what constitutes a “premier hospitality experience,” and the proven ability to execute at that level.

- Is a friendly, outgoing personality with a sense of humor and a positive attitude; Is personable with member/guests while maintaining a respectful professionalism.
- Can manage his or her time and establish priorities, to which he or she is accountable and to execute against.
- Proficient with Word, Excel, Publisher or other publishing programs. Experience with Jonus and Cheftec a plus.
- Monitor the budget monthly and direct any corrective action, as necessary, to assure budgeted goals are attained.
- Hire train, inspire, reward and coach Bartenders, Servers, Bussers, Hosts, Food Runners, and Below Deck staff.
- Oversee ongoing service training programs complete with up-to-date training manuals to ensure exceptional service.
- Manage and maintain all labor cost payouts within the constraints of the budget.
- Monitor payroll records to control overtime and maintain labor costs within budgetary guidelines.
- Supervise the purchase, receipt, safekeeping and disbursement of operating supplies and equipment to maximize quality and profitability.

To apply, please submit a thoughtful cover letter and resume detailing your alignment with this position and why you are the obvious choice. All applications should be emailed to:

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