



Position Title: Food and Beverage Director
Company: North Shore Golf Club
Supervised by: General Manager / COO
Updated: March, 2026
Exemption Classification: Exempt

Overview

Professionally direct, design, support and implement all Food and Beverage related functions to include (but not limited to): oversight of all food and beverage operations; achieve financial objectives; menu design, pricing, purchasing and production specifications; recruit, train, support, motivate and develop F&B staff; assessment of systems for continued operational improvements; and support of Club's environmental and sustainability efforts while maintaining alignment with North Shore Golf Club's Mission Statement ..." To offer exceptional golf and social experiences with personalized service in a welcoming environment for members, family and staff."

Essential Duties

Perform all duties toward the goal of maximizing revenues, profitability and member satisfaction in the management of all Country Club at Castle Pines food and beverage operations including Clubhouse and on course offerings.

- Provide the leadership necessary to meet or exceed all operational and financial objectives of the food and beverage department.
- Formulate operational budgets for the Food and Beverage Department on an annual basis.
- Work with the Club's Executive Chef and COO to develop and design menus, pricing, purchasing and operational production to offered to Club Members in accordance with House and Social Committee guidelines and comparable pricing and menu concepts. (Private Clubs, Restaurants of comparable status and the like).
- Recruit, train, support, coach and develop members of the Food and Beverage Staff.
- Responsible for all new F&B related member chit reporting and reconciliations, payroll and gratuity accuracy, F&B billing discrepancies, budget reconciliation and analysis.
- Handle 'End of Day' reporting, including issue resolution, and ensure timely processing around payroll and month end deadlines.
- Coding and submission of all non-food items to accounting.
- Develop and implement systems toward better achieving the operational and financial goals, including involvement with renovations of food service facilities and equipment, Capital Purchases, annual uniform

review and all other materials related to supporting Clubhouse and Food and Beverage Operations of the Club.

- Oversees a physical count of all food and beverage items at the end of each fiscal period and ensures that information is correctly entered and delivered to accounting within 24 hours of inventory taken. Reviews inventory and analyze costs in a timely basis with Chef and Bar Manager.
- Training, supporting and developing of staff materials, food and beverage and equipment
- Motivates and encourages all staff members to maximize sales by utilizing menu knowledge.
- Interacts with all members in the dining room on a shift basis.
- Leads by example.
- Prepared to take risks when making decisions. Weighs all factors, consults Club COO to make informed decisions. Evaluates the outcome and makes decisions that positively affect the membership and operation of the Club.
- Follows and enforces the Club's departmental and environmental policies to minimize wasted energy and resources.
- Motivates and encourages all staff members to maximize sales by utilizing menu knowledge.
- Interacts with guests in an appropriate manner to ensure that service and food quality expectations are being met.
- Incorporate MBO practices into management of departmental responsibilities.
- Work towards achieving all non-financial goals on an annual basis.

Education and Experience Requirement

Director of Food and Beverage must have demonstrated prior experience in food service industry and member relations. Director is exposed to a wide variety of positions within the field of food service prior to entering Senior Level Management. Along with experience and educational requirements, Director must possess strong interpersonal skills and the ability to quickly and effectively resolve issues that arise with members, staff and operations.

Must have excellent leadership skills, demonstrating professional boundaries expected of senior leadership.

- Committed to offering excellent member services.
- Organizational and time-management skills.
- Financial planning and analysis skills.
- Knowledge of accounting procedures.
- Knowledge of Food and Beverage operations and standards: full service and fine dining rooms, bar service and on course service operations.
- Able to enforce policies and procedures used within the Clubhouse and Food and Beverage Departments within the Club.
- Certified in ServSafe and T.I.P.S. and possess a working knowledge of A.E.D. operation.
- Other professional certifications as desired by Club COO and Board.

Working Environment/Physical Demands

The work environment characteristics described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Must be able to lift 30 lbs

- Must be able to multi-task in a fast paced, moderately noisy environment
- Employee will be required to stand, walk, sit, stoop, kneel, crouch and potentially crawl

Please submit resumes to:

David L. Whalen, CCM, CCE, General Manager/COO at davewhalen@northshoregolfclub.net