

## **DIRECTOR OF FOOD & BEVERAGE PROFILE: THE POLO CLUB OF BOCA RATON Boca Raton, FL**

### **THE DIRECTOR OF FOOD & BEVERAGE (DFB) OPPORTUNITY AT THE POLO CLUB**

An amazing opportunity exists for a candidate with a successful track record of leadership and high quality F&B operations management in hotels, resorts, private clubs or high end establishments in the hospitality industry. We are conducting the search for the Director of Food and Beverage at one of the premier residential club communities in South Florida, one which is quickly building a reputation placing it among the best in the country. The successful candidate will be an integral part of a high-performing team at a world-renowned 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 experience, which is of primary importance to the social 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 and accessibility.

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

### **THE POLO CLUB & COMMUNITY**

***"The Polo Club of Boca Raton's vision is to be viewed as the preferred private country club community in South Florida, recognized for its exceptional social value and quality lifestyle."***

Since the Polo Club of Boca Raton opened its doors in 1985, people from all over the world have been drawn to the incredible lifestyle offered in this sunny paradise. Distinguished celebrities, professional athletes and prominent business leaders have called The Polo Club home. It is a premier, private, member-owned, residential community in Palm Beach County providing world-class amenities and services to its members. The Club's desirable location and surroundings promote a healthy lifestyle, complemented by a friendly and caring membership.

Located on 1,100 meticulously manicured acres just seven miles from downtown Boca Raton and gorgeous beaches, The Polo Club provides its members with two premier championship golf courses, a nationally recognized tennis facility, a 35,000 square foot world-class spa and fitness center and extremely popular Family Resort Pool Complex, along with a myriad of social and dining activities, all of which have been part of a recent \$30.0M renovation.

The clubhouse underwent a major renovation in 2014, and the 145,000 square foot facility boasts five restaurants, two card rooms, golf and tennis pro shops, a library, a video game room, four meeting rooms and two lounges, in addition to a ballroom which can accommodate up to 700 guests for special events and celebrations.

The Polo Club offers members a wide variety of exceptional dining venues. The American Bistro is a high-energy environment serving an array of comfort foods including hand-crafted burgers, fresh rotisserie items, pizza, Polo Signature dishes, salads and desserts. Steeplechase's makeover created a feast for all senses---an elaborate buffet featuring interactive cooking stations and a mission to provide members and their guests with the freshest seasonal ingredients to complement Master Chef Ed Leonard's creations. The Crown Room has been transformed into an eclectic New York style steakhouse with USDA prime grain-fed beef and the finest ingredients from local farms, along with an extraordinary wine selection.

Other dining venues include the poolside Barefoot Café, which features a large tiki-style bar, an array of flat screen TVs and a high-energy, South Florida casual flair. The Winner's Circle in the clubhouse is a tapas-style casual lounge featuring small plates, charcuterie, dumplings, and hand crafted sliders, and is the perfect 'snack to meal' venue. Finally, the newly added "Chill" is a classic take off on the "mom and pop" ice cream shoppe, and features shakes, floats, sundaes, along with healthy smoothies.

A 35,000 square foot Spa building, adjacent to the main clubhouse, contains a state-of-the-art fitness facility, massage rooms, an on-site physical therapy clinic, a hair and nail salon, and a 30,000 square foot parking garage.

The Polo Club of Boca Raton offers two distinctly different 18-hole championship golf courses designed by Tim Freeland. The Club Course offers an exciting layout for all skill levels and the Equestrian Course is the Club's 7,000+ yard layout, sporting classic contours, strategically placed bunkers alongside lakes, and exciting greens complexes. The Equestrian Course is currently undergoing a significant \$4.2M upgrade under the direction of highly acclaimed local golf course architect Kipp Schulties.

The Club's world-class tennis facility has 27 Har-Tru courts, with 7 lighted for evening play. Over the years, the Club has hosted big name tournaments such as the Virginia Slims, Pro Celebrity, the USTA Girl's 12 and Under National Tournament, the ITF (International Tennis Federation) and the Andy Roddick Tournament. In 2010, The Polo Club was voted the #1 private tennis facility by the Professional Tennis Registry.

#### **THE POLO CLUB BY THE NUMBERS:**

- At present, there are approximately: 600 Social, 480 Golf, 360 Tennis and 235 Full members, totaling nearly 1,700 member families in all.
- 145,000 square foot clubhouse with five dining venues.
- 36 holes of Tim Freeland designed golf courses supporting 52,000 rounds of golf annually.
- 35,000 square foot Spa & Fitness Center.
- In season, the Club employs over 550 FTEs in all departments, with over 300 FTEs in the off season. Of these, over 150 are F & B service staff (in-season) and about 55 are culinary team members.
- Tennis facility with 27 Har-Tru tennis courts (7 lighted).
- Family Resort Pool Complex, in addition to a fully renovated clubhouse.
- Club assets total approximately \$150 million, and the value of the real estate of the 1,700 homes located within the Club's 24 residential communities approaches \$1 billion. The management of the property falls under the responsibility of the Polo Club's COO and Board of Directors.
- Gross revenues of about \$50.0M (approximately \$44.0M in operations and \$6.0M in annual capital expenditures).
- Food and Beverage revenues are approximately \$6.6 million, with about \$1.8 million coming from the banquet/catering division. In addition, the F&B operation receives a subsidy of approximately \$10 million through member dues.
- The Club has a healthy reserve of capital and operates with a balanced budget.

- The Club is organized as a not-for-profit corporation, and is organized and governed as a property owners association under the statutes of the State of Florida. The Polo Club is a Section 277 taxable membership organization under Federal statute.
- The average age of Club Members is approximately 75, and strategies have been formulated and implemented to attract younger members with an active lifestyle.
- Approximately 40% of the members live in the community year round.
- The membership is predominately Jewish, and a large percentage of non-year round members have primary homes in the Northeast.

**THE POLO CLUB WEB SITE:** [www.poloclub.net](http://www.poloclub.net)

## **DIRECTOR OF FOOD & BEVERAGE POSITION OVERVIEW**

The Director of Food & Beverage (DFB) is ultimately responsible for all clubhouse food & beverage service operations on a daily basis. 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 senior level position works closely with, and reports to, the Assistant General Manager and indirectly to the Chief Operating Officer. A most critical relationship is that with the Executive Chef, ensuring collaborative and harmonious relationships between front and back of house operations.

Important for candidates to be aware of is the fact that COO Brett Morris is a strong advocate of mentoring and career growth. The former DFB moved into the Assistant General Manager position when the incumbent in that role recently obtained his first General Manager position with the support of Mr. Morris. It should also be noted that Mr. Morris was the 2017 Recipient of the Large Club “Excellence in Club Management” © by the McMahon Group, a select group of high achievers and recognized industry leaders.

## **KEY RESPONSIBILITIES**

The Director of Food & Beverage will:

- Be the primary coordinator of food and beverage budgeting, hiring, coaching, training, orientations and creating a culture of teamwork, and the supervision of associates to ensure all is done in accordance with approved Club policies compliance with governmental regulations.
- 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 to those expectations.
- Oversee all dining areas to ensure smooth operations, high levels of member and guest satisfaction, quality food products and exemplary service in conjunction with the Executive Chef.
- Develop and implement marketing programs to increase dining room, lounge, banquet and general participation in F & B related activities.
- Be actively involved in the recruitment, selection, training and oversight of H2B staff, an area which has been a critical success factor for the Club over the past several years as this program has expanded.
- Assist in planning and be responsible for ensuring that 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 plans, budgets and procedures to provide direction and controls for food and beverage operations; implement corrective procedures as necessary to help ensure that budget goals are attained.
- Have a strong sense of urgency and responsiveness, while also maintaining quality and integrity of the division's business plan.
- 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.
- Be a collaborative team player who is willing to be "hands on" when necessary, but understands when to step back and lead the team.
- 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.
- Have a passion and aptitude for teaching and training, and develop and enhance training programs for all food service personnel, working, as necessary, with the managers directly responsible for those operations.
- 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.
- Hold weekly staff meetings with direct reports to keep them informed of necessary and relevant activities and expectations at the Club.
- 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 and restaurant departments.

- Ensure that associates clearly understand performance expectations and that assigned 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.
- Establish and uphold expectations for dress, decorum and other service standards and consistently monitor for adherence at all times.
- 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.

## **CANDIDATE QUALIFICATIONS**

To perform this job successfully, 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.

## **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 & BENEFITS**

Salary is open and commensurate with qualifications and experience. The Club, along with the typical CMAA benefits, offers an excellent bonus and benefit package.

## **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.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter”

(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.

For directions on how to upload your resume and cover letter [visit this page](#).

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

If you have any questions please email Nan Fisher: nan@kkandw.com

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