

## **DIRECTOR OF FOOD & BEVERAGE PROFILE: THE LANDINGS CLUB SAVANNAH, GA**

### **THE DIRECTOR OF FOOD & BEVERAGE (DFB) OPPORTUNITY AT THE LANDINGS 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 Savannah, Georgia, 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 utmost 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 LANDINGS CLUB & COMMUNITY**

The Landings Club on Skidaway Island is a private community of gracious residences, world class amenities and a superb, club lifestyle-just minutes from the vibrant, historic city of Savannah. The club has been recently designated as a Certified Sustainable Community by Audubon International. This gated golf-centric community is privately owned and operated by an elected Board of Governors. The Landings Club is recognized as one of "America's Healthiest Clubs" and a "Distinguished Emerald Clubs of the World."

Located on a 17.9 square mile island just 12 miles from historic downtown Savannah, Georgia, The Landings Club provides its members with six premier championship golf courses, four clubhouses with seven diverse dining experiences, a nationally recognized tennis facility, two marinas, five swimming pool areas, and an innovative fitness and wellness center.

There is currently in place a \$25M three-phase, two year project capital plan which includes the following:

- Marshwood – A new 25,000 square foot clubhouse with terraces for outdoor dining, a new zero-entry pool complex, and new cabana bar.
- Franklin Creek Sports Campus – A new 4,500 square foot fast casual dining facility, new pickleball courts, new players' lounge, new lighted bocce courts, pool enhancements, relocated tennis court.
- Oakridge Fitness Center – An expansion/renovation plan for additional space for cardio and strength training, including new family changing area, expanded child care facility, and a new group exercise studio.

### **THE LANDINGS CLUB BY THE NUMBERS:**

- At present, there are approximately: 900 Social/House, 1450 Golf, and 500 Tennis members, totaling nearly 3,000 member families in all.
- Four full-service clubhouses with seven dining venues.
- Six golf courses supporting 170,000-180,000 rounds of golf annually.

- Two marinas
- The Club employs over 350-400 FTEs in all departments.
- Tennis facility with 33 Har-Tru tennis courts (11 lighted), four ground oyster shell bocce ball courts, four pickleball courts, two dedicated platform tennis courts, and an innovative fitness and wellness center.
- Three outdoor pools, two indoor pools offering kid-centric slides, lap pools, water aerobics, pool bar, spa, and Resort Pool Complex.
- Gross revenues of about \$34.7M
- Food and Beverage revenues are approximately \$10.7 million.
- The average age of Club Members is approximately 67

Please visit the website to view the many community amenities at The Landings Club: [www.landingsclub.com](http://www.landingsclub.com)

## **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, 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 senior level position works closely with, and reports to, the Executive Director. The relationship with each clubhouse chef and management team is very important to this position, ensuring collaborative and harmonious relationships between front and back of house operations.

## **KEY RESPONSIBILITIES**

The Director of Food & Beverage will:

- Be the primary coordinator of food and beverage budgeting, hiring, coaching, training, 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 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.
- Establish standard operating procedures, procurement and processes for all clubhouses while maintaining the brand identities of each venue.
- 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 in conjunction with managers and clubhouse chefs.
- Develop and implement marketing 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 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.
- 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**

***"Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary."*** Your letter should be **addressed to Mr. Steven Freund, Executive Director, 71 Green Island Road, Savannah, Georgia**, and clearly articulate why you want to be considered for this position at this stage of your career and why TLC and the Savannah area will be beneficial to you, your family, your career, and the Club if selected." 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 Holly Weiss: [holly@kkandw.com](mailto:holly@kkandw.com)

### **Lead Search Executive:**

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