



# MESA VERDE COUNTRY CLUB

Mesa Verde Country Club is a premier private club for members and families who desire a full-service country club, anchored on a foundation of exceptional member experiences, quality facilities and a fun, social atmosphere.

We are currently looking to onboard an Assistant Food and Beverage Director who will work with the management team, service staff and members. The Assistant Food and Beverage Director is responsible for ensuring that all details of service are performed properly, and every member receives the highest quality service. This person must maintain a professional appearance and friendly attitude towards members other employees and the management team.

**Job Title:** Assistant Food & Beverage Director

**Reports to:** Food & Beverage Director

**Direct Reports:** Food & Beverage Supervisors/ Dining Room Service Staff/ Banquet Staff/ Bar Staff

**Department:** Food and Beverage

**Position Purpose:** Lead and oversee Food and Beverage operations for the club with an emphasis on the A La Carte Dining, Bar and Beverage Program. Supervising Banquets, Club Events and Golf Tournaments is also an important responsibility for this role.

**Member/Club Impact:** Very high member visibility and interaction regarding F&B operations and special functions.

**Job Specific Competencies:**

Member Satisfaction:

Assists Director to oversee F&B operations by pre-planning, training staff, organizing and coordinating resources. Must be able to; supervise the team to ensure maximum results, interact with members to understand opinions and/or suggestions for the F&B operation, work with employees to better assess issues and comments from members or the team, assist in identifying and developing areas of operation that need improvement, take appropriate action and communicate these issues with the GM, Chef and F&B Director.

Employee Training and Development:

Conduct and participate in ongoing training and education sessions including a hands-on approach to on-the-job training. Assists in the development and implementation of training and educational materials, including policy and procedure manuals. Must be able to ensure that staff members work safely, efficiently and in compliance with company policies and laws. Wine and beverage knowledge is a plus as on-going training and education plays an essential role in developing the team. Will work towards conducting and leading the daily pre-shift meeting for staff education, communication, training and club news.

### Leadership:

Ensuring the workload is distributed effectively and fairly. The ability to clearly explain the desired objectives, strategy and action plan to the team. Monitor progress while maintaining a two-way dialogue on assignments and goals. Creating an environment that fosters respect, teamwork, and courtesy.

### Coaching, Motivating and Developing:

Assist in the development and implementation of ongoing training, leadership develop and motivating others to improve their knowledge, skill, and ability. Conduct yourself as a role model to develop future leaders and assist in the career development of the team. An essential aspect of this role is to create an environment that encourages others to do their best work.

### **Success Factors/Performance Standards:**

Consistently receive good reviews and feedback from members regarding F&B operations and events; successfully trains and organizes staff to maximize efficiency and service levels; minimizes member complaints by walking the floor and interacting with members and employees; takes a proactive leadership role to consistently improve and ensure highest satisfaction levels. Employee retention and development of team members is critical to our success.

### **Duties and Responsibilities:**

- Maximize member utilization and satisfaction.
- Assist in the hiring, training, supervising and scheduling all service staff.
- Works closely with the F&B Director in selecting and maintaining wine and the beverage program.
- Proactively handles member/guest incidents and complaints and advises F&B Director and/or GM offering suggestions for appropriate corrective action.
- Ensures that all standard operating procedures and cost controls are in place and consistently followed.
- Assists in planning and executing club events and banquet functions. This is a hands-on position and requires the ability to work directly with the staff to ensure member satisfaction.
- Assist in the development and maintaining an effective on-boarding and training program for new and existing staff.
- Assures all revenues are properly and timely posted when applicable.
- Assists Schedules personnel and plans dining room setup based upon anticipated guest counts. Controls labor efficiently without disrupting member service.
- Assists in managing dining room and banquet staff to ensure proper service.
- Monitors and enforces policies pertaining to uniform, appearance, cleanliness and safety of dining areas.
- Participates and/or leads meaningful pre-shift meetings with personnel.
- Communicates effectively with the management team including completing and distributing the Daily Summary Log.
- Assists in maintaining inventory of all F&B products and equipment.
- Ensures that local and state laws and the club's policies and procedures for the service of alcoholic beverages are followed and adhered to, including maintaining health department standards.
- Performs other appropriate assignments and projects as required by the F&B Director in a timely manner.
- Helps plan and implement external and internal marketing and sales promotion activities for the Club

### **Knowledge, Skills and Abilities:**

- Must have a great attitude and accept responsibility

- Must be proficient in verbal and written communication.
- Must have a basic understanding all aspects of Food and Beverage.
- Must be hands-on with the ability to multi-task
- Experience with high-end and upper-casual styles of service.
- Ability to work well with a team of diverse personalities.

**Education:**

- Prefer college degree in related field or equivalent experience.

**Experience, certifications, licenses, etc.:**

- A positive and progressive career in food and beverage.
- Must have a ServSafe certificate at the minimum.
- A minimum of 2 years of dining room management experience in an upscale hotel, restaurant or private club.

**Physical/Environmental Demands:**

- Requires lifting up to 40 lbs. Must be able to stand, walk, bend, and stoop for prolonged periods of time and work in high temperature kitchens.

**Work Environment:** Indoor, outdoor restaurant and kitchen environments.

Interested applicants should send a cover letter and resume to Michele Green at [mgreen@mesaverdecc.com](mailto:mgreen@mesaverdecc.com).