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FOOD AND BEVERAGE MANAGER PROFILE: THE PINES AT DAVIDSON DAVIDSON, NC

THE FOOD AND BEVERAGE MANAGER (FBM) OPPORTUNITY AT THE PINES AT DAVIDSON

The Pines at Davidson, an independent, not-for-profit, continuing care retirement community located on 140 acres in Davidson, North Carolina is searching for a Food and Beverage Manager to oversee dining operations for this beautiful residential community. The Food and Beverage Manager at The Pines at Davidson (TPD) should be a professional in every aspect and will be a highly visible and engaged leader. The Food and Beverage Manager will report directly to the Director of Culinary and Dining Services at TPD. The Food and Beverage Manager serves as the Assistant Director of Culinary and Dining Services and is responsible for all aspects of the Culinary and Dining Services department in the absence of the Director of Culinary and Dining Services and performs specific tasks as requested by the Director. Continually ensuring a consistently positive experience for residents and guests that exceeds expectation is job one at the TPD.

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

ABOUT THE PINES AT DAVIDSON

In July 1988, The Pines at Davidson opened its doors. Ever since then, TPD has focused on meeting the physical, emotional, social and spiritual needs of their residents. The Pines began as an idea in the hearts and minds of residents who were members of Davidson College Presbyterian Church. It is a vibrant community of active individuals who enjoy an independent lifestyle of social and recreational activities. The Pines provides many services to every resident, whether they are living independently or reside in the Schramm Health Center. Residents have the assurance that every attempt will be made to meet their needs as they mature in life.

People love living in Davidson and the surrounding communities. Beautiful shops, unique restaurants, friendly people and many opportunities offered by Davidson College make this a desirable community in which to live. But until 1988, residents had to leave the area if they wanted to live in a retirement community. A group of volunteers, friends and members of Davidson College Presbyterian Church, wanted to solve this problem. For years, they worked to raise charitable contributions from churches and individuals. Davidson College Presbyterian Church launched the first fund drive, and Davidson College helped too, pledging college investments as collateral for a construction loan. This partnership of volunteers, church and college created a vibrant senior living campus in a college community named The Pines at Davidson (TPD).

The Community Center includes a central dining room, private dining room, formal living room, beverage lounge, multi-purpose room, library, arts and crafts room, TV and game room, meeting room, central mailboxes, branch bank, cafe, woodworking shop, gazebo and courtyard area, barber & beauty shop and administrative offices. The Apartment Building, Cottages and Villas include 250 independent living accommodations, various residential lounges, billiard room, computer room, laundry rooms and resident storage areas. The Schramm Health Center is comprised of the Workman Wellness Center and Assisted Living and Nursing accommodations (30 and 51 beds, respectively, prior to the expansion). The Workman Wellness Center includes a warm-water therapy pool, hot-water whirlpool, men's and women's dressing rooms, exercise equipment rooms and a Wellness Clinic staffed by a registered nurse six days a week.

EXPANSION PROJECT:

The Food and Beverage Manager will help stage the team to launch the new F&B venues upon completion of the planned \$73M expansion and renovation scheduled to be completed in the fall of 2020.

The Villas at Poplar Hill: Construction of two new multi-story apartment buildings, each containing 19 apartments for a total of 38 new independent living units.

Common Area and Miscellaneous Improvements: The Pines will create three additional new dining venues in the Jetton Community Center, new fitness areas (additional space for fitness equipment and space for fitness classes) and a second entrance at the front of the campus and additional parking near the main central building.

Health Center Improvements: The expansion project includes a new two-story addition to the nursing unit that will add 40 new state of the art nursing rooms in the form of two 20 bed neighborhoods (which will result in a net gain of 24 new nursing beds after 16 of the existing nursing beds are removed from service. It also includes renovations to Assisted Living dining that will add a country kitchen.

MISSION STATEMENT

Our mission: To provide high quality living environments that exceed residents' expectations.

DINING AT THE PINES

In just one year, residents can choose from over 240 different entrees in two separate seasonal 5-week menu cycles accenting Spring/Summer and Fall/Winter – plus a generous selection of items available daily in addition to the items on the rotating seasonal menus, from a simple sandwich to New York Strip Steak. Rotating events include pasta stations, bountiful brunches and cuisine from Argentina, the south of France and other exotic locales.

Dishes are prepared with health consciousness in mind. Recipes are designed to take advantage of the latest medical studies about foods that may prevent heart disease and Alzheimer's. Residents will also find 30 different flavors of ice cream, frozen yogurt and sorbet—that they will be able to walk off in a wellness activity.

Variety is only one way The Pines goes beyond the norm at a senior living community. Residents notice how quiet the dining room is, even at the busiest hours. Every detail, including carpets and ceilings, has been planned with advanced acoustic design. In the formal dining room, residents enjoy either waited table service, buffet or a combination of both. For casual fare, residents may dine in at the Cafe or place an order to go.

The Food and Beverage Manager will ensure the goals of both the food and beverage department and TPD are being met through proactive leadership, hands-on involvement and full-scope management. Clearly then, paying attention to all the details that contribute to overall success is a crucial attribute and a necessary intuitive style of the successful Food and Beverage Manager.

THE PINES AT DAVIDSON BY THE NUMBERS:

- 395 residents (320 Independent Living and 75 Health Center residents – average age of 84)
- Food and Beverage Expense Budget: \$3.2M
- # of Food and Beverage Employees: 44 FTE's (~25 FT, 65 PT)
- TPD is organized as a 501(c)(3) and is a not for profit corporation
- Numbers of current dining options: 2 (waited table service dining and café)
- Current expansion is expected to add: ~100 (76 independent living and 24 Health Center) residents; three new dining venues, a marketplace (to replace the café), pub and an ice cream/coffee kiosk and ~13 additional FTE's (inclusive of benefit time) to the Culinary and Dining Services department.

THE PINES AT DAVIDSON WEBSITE: www.thepinesatdavidson.org

FOOD AND BEVERAGE MANAGER (FBM) POSITION OVERVIEW

The Food and Beverage Manager reports directly to the Director of Culinary and Dining Services. The FBM serves as the Assistant Director of Culinary and Dining Services and is responsible for all aspects of the Culinary and Dining Services department in the absence of the Director of Culinary and Dining Services and performs specific tasks as requested by the Director. On a day-to-day basis the FBM is responsible for the general operation of all Independent Living front of the house operations and ensures that all services exceed resident and guests' expectations. He/she will also participate in the preparation of an annual departmental budget. His/her goal is always to help residents and guests enjoy the dining facilities and events of TPD.

PRIMARY RESPONSIBILITIES

Resident Services:

- Consistent sincere and significant engagement of residents, highly visible to residents and staff in the dining areas of the property is of premium importance. The Food and Beverage Manager is ultimately responsible to ensure that all resident dining and property events are well-conceived and executed.
- Provide quality leadership in a positive and upbeat manner for the residents, guests and staff.
- Create and maintain a first-class service culture throughout the property.
- Address and resolve all resident and guest food and beverage related complaints.

Employee Relations:

- Oversee the recruiting, hiring and development of department personnel. Oversee ongoing training programs complete with up to date training manuals to ensure exceptional service in all parts of the property's food and beverage operation.
- Provides for training and future development of all subordinates and supervisors subject to budget approval by the Director of Culinary and Dining Services. Instill the concept of being "team players" in all employees. Continue to coach, counsel and evaluate departmental staff.
- Ensures that a positive spirit and healthy work environment exists throughout the property, one that is free of safety risks and all forms of employee harassment.
- Maintain an effective communication program where employees are treated in a fair, structured and consistent manner.
- Function as an administrative and communication link between departments on the property.
- Guarantee that all food and beverage employees are regularly trained and certified in areas that help guard the safety and wellbeing of our residents, guests and other employees including, but not limited to responsible alcohol service, safe food handling, etc.
- Help to facilitate a team environment with high ethical standards, and one that positions The Pines to be a preferred employer of choice in the community while remaining consistent within budgeted resources.

Financial Management:

- Works jointly with the Chief Financial Officer and the Director of Culinary and Dining Services to prepare the annual operating and capital budgets for all food and beverage operations, manages and controls the operations to attain the desired results.
- Monitors performance relative to the established budget (both dollars and labor hours) each week/month and directs the taking of corrective action as necessary to assure that the budgeted goals are attained.
- Provides input to the Director of Culinary and Dining Services regarding annual budgets, capital spending plans, fiscal controls and operational guidelines.
- Responsible for all labor expense in the areas the FBM manages (i.e., "front of the house" operations in all Independent Living dining venues). Ensures systems and processes are in place to manage labor expense on a weekly basis and remain within the established budget. Monitors payroll records to control overtime and maintain labor costs within budgetary guidelines. Communicates and works closely with the Director of Culinary and the Chief Financial Officer to manage and regularly report on performance.
- Supervises the purchasing, receiving, safekeeping and disbursement of operating supplies and equipment to maximize quality while achieving budget targets.

Personnel Management:

- Displays very hands on approach and leads the staff by example. Must be approachable to staff, residents and guests.
- Able and willing to fill in where needed (including back-of-house operations) to ensure there is no interruption of service.
- Assists the Director of Culinary and Dining Services in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts and budgets.
- Works with the Director of Culinary and Dining Services, and others, as needed to develop long term staffing needs for area of responsibility.
- Responsible for the hiring, scheduling, coaching, discipline, termination and documentation of all FOH F&B staff, subject to oversight by the Director of Culinary and Dining Services.
- Reviews all accidents, works with Business Office in completing accidents reports and implementing improved procedures.
- Carries out directives as requested by the Director of Culinary and Dining Services in a timely manner.
- A warm personality, a sense of humor and the ability to work effectively with all levels of the diverse staff and residents.
- Works with Executive Chef and Director of Culinary and Dining Services to develop menus, plans and costings for catering events. Makes appropriate notes following events and files information for future use.
- Works with the Director of Culinary and Dining Services to organize and market special community events.

Operational Responsibilities:

- Understands and abides by The Pines at Davidson policies and departmental procedures. Suggests changes and may direct the implementation of change.
- Works closely with The Pines Director of Culinary and Dining Services to establish and promote a strong brand and value proposition for Culinary and Dining Services at The Pines at Davidson.
- Researches new products/services/vendors and develops an analysis of their costs/benefits.
- Keeps the Director of Culinary and Dining Services informed of all potential problems and activities related to the smooth operation of the community.
- When requested by the Director of Culinary and Dining Services, participates in inventory management throughout the Culinary & Dining Services department and completes a periodic china, glass and silver inventory to maintain par levels.
- Demonstrates a sharp eye for detail in the overall management of the Culinary & Dining Services department operation.
- Works with the Director of Culinary and Dining Services to create and maintain an exciting and comprehensive beverage program. Manages all aspects of the beverage program.
- Effectively plans and manages new pub operations, including food and beverage programs.
- Responsible for regular reporting of performance and financial data (i.e. cover counts, catering sales, weekly report to the Director of Culinary and Dining Services).

DIRECT REPORTS:

All FOH staff employees

CANDIDATE QUALIFICATIONS

- Is a passionate leader with strong food and beverage credentials and a proven track record of providing premier -level hospitality services, with a personality that is commensurately appropriate for The Pines at Davidson culture.
- Is a proven food and beverage leader who can manage his or her time and establish priorities, to which he or she is accountable to execute.
- Has a verifiable track record of successfully leading and growing a dynamic food and beverage program including controlling costs, and meeting or exceeding planned and budgeted bottom line goals and objectives.
- Is a "relationship" person who is successful in finding solutions with all sides in mind while achieving established goals and objectives.

- Has an in-depth knowledge of wine, beer, and spirits. Has a thorough knowledge of multi-dimensional à la carte dining services, training, and service standards and processes.
- Is a highly motivated individual who is confident in his or her abilities and yet humble in personality; a person who can share the credit with their staff for achievements made as well as take responsibility when standards are not met.
- Has a positive attitude and is professional in nature with a high degree of integrity, strong work ethic, and can handle resident food and beverage needs with professionalism.
- Is resilient and can deal with high pressure situations with tact and/or grace.
- Exhibits a continuous desire to improve him/herself and a track record of developing strong and upwardly successful associates and direct reports.
- Is a confident, proactive team builder who has a history of attracting, developing, and retaining high performance staff.
- Has an intuitive style resulting in a sincere and visibly engaged presence with residents, guests, and staff; a truly engaging “people person.”
- Has a fundamental understanding of what constitutes a “premier experience” and the proven ability to execute to that level.
- Familiarity with the regulatory requirements associated with providing food services.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A 4-year college degree is preferred with a major in Hospitality, Finance, and/or Business management.
- A professional career track record of food and beverage achievement and stability with experience in a high volume, highly respected property, resort or hotel.
- Proven leadership qualities with demonstrated ability to direct, coordinate and manage all facets of a property operation when functioning as Manager on Duty with responsibility of the Culinary & Dining Services Department or in the absence of the Director of Culinary and Dining Services.
- Must possess experience working with “Point-of-Sale” technology.
- Must have strong computer skills, including extensive use of Microsoft Office programs.
- Possessing financial acumen to understand financials and manage budgets.
- An overriding sense of quality consciousness that pervades every part of the operation. This includes a high quality, courteous and efficient staff.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment, OSHA and the full range of employee benefits.
- Strong verbal and written communications skills. Comfortable speaking in front of a wide variety of groups including staff and administration. Communication with residents, guests, and visibility are highly important attributes of the incoming Food and Beverage Manager.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The Pines offers an excellent 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.

Preparing a thoughtful letter of interest and alignment, clearly articulating your “fit” with the profile and the above noted expectations and requirements is necessary.

Your letter should be addressed to Mr. David Rainey, VP and Director of Financial Services, The Pines at Davidson, and clearly articulate why you want to be considered for this position at this stage of your career and why The Pines at Davidson and the greater Charlotte area will likely be an ideal situation for you, your family and the community if selected.

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

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