

## **FOOD AND BEVERAGE DEPARTMENT**

### **I. Position**

Food/Beverage Director (2.1)

### **II. Related Titles**

Food/Beverage Manager; Food and Service Manager; Dining Services and Beverage Director (Manager); Food Manager; Maitre d' Hotel

### **III. Job Summary**

Responsible for all food and beverage production and service for the club. Directly supervise the Executive Chef, Catering Manager, Beverage Manager, Banquet Manager, Restaurant Manager and managers of all other outlets such as snack bars, half-way houses, etc. Plan and implement budgets, hire, train and supervise subordinates and apply relevant marketing principles to assure that the wants and needs of club members and guests are consistently exceeded.

### **IV. Job Tasks (Duties)**

1. Develops an operating budget for each of the department's revenue outlets; after approval, monitors and takes corrective action as necessary to help assure that budget goals are attained
2. Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented
3. Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met
4. Assures that all standard operating procedures for revenue and cost control are in place and consistently utilized
5. Helps plan and approves external and internal marketing and sales promotion activities for the food and beverage department
6. Helps plan and approve the organizational chart, staffing and scheduling procedures and job description/specifications for all department staff
7. Manages the long-range staffing needs of the department
8. Approves the menus proposed by the Executive Chef for all outlets and special events
9. Establishes quantity and quality output standards for personnel in all positions within the department
10. Ensures that all legal requirements are consistently adhered to including wage and hour and federal, state and/or local laws pertaining to alcoholic beverages
11. Researches new products and develops an analysis of the cost/profit benefits
12. Maintains food and beverage personnel records
13. Develops and implements policies and procedures for food and beverage departments
14. Monitors purchasing and receiving procedures for products and supplies to ensure proper quantity, quality and price for all purchases
15. Reviews new techniques for food preparation and presentation in a manner and variety to maximize member and guest satisfaction and to minimize food costs
16. Consults with the Executive Chef, Catering Director, Purchasing Agent and other applicable club administrators daily to help assure the highest level of member satisfaction at minimum cost
17. Greets guests and oversees actual service on a routine, random basis
18. Helps develop wine lists and bottle/glass wine sales promotion programs
19. Develops on-going professional development and training programs for food production, service and bar production/service personnel
20. Ensures correct handling procedures to minimize china and glassware breakage and food waste
21. Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken
22. Develops interesting ways of promoting club functions in the dining room, lounge and other outlets
23. Serves as an ad-hoc member of appropriate club committees
24. Assists in planning and implementing procedures for special club events and banquet functions
25. Maintains appearance, upkeep and cleanliness of all food and beverage equipment and facilities
26. Monitors employee dress codes according to policies and procedures
27. Approves all product invoices before submitting to the accounting department
28. Manages physical inventory verification and provides updated information to the accounting department
29. Responsible for the proper accounting and reconciliation of the Point of Sale systems and member revenues
30. Maintains records of special events, house counts, food covers and daily business volumes
31. Ensures that an accurate reservation system is in place

32. Audits and approves weekly payroll
33. Approves all entertainment
34. Supervises the remodeling, refurbishment and other building design enhancements applicable to food and beverage service
35. In some clubs the Food and Beverage director may also:
  - ensure timely correspondence with all catering guests including inquiry, follow-up, contracts, billings and thank you letters
  - complete periodic china, glass and silverware inventories
  - maintain personnel files
  - implement and monitor sanitation and cleaning schedules

**V. Reports to**  
General Manager

**VI. Supervises**  
Executive Chef; Catering Manager; Beverage Manager; Banquet Manager; Dining Room Manager; Outlet Manager