



## **JOB DESCRIPTION**

**Position:** Director of Hospitality

**Department:** Food and Beverage

**Reports to:** Assistant General Manager

**Status:** Exempt

### **POSITION PURPOSE:**

To provide leadership, vision, and direction for the food and beverage experience of members and their guests in all aspects of the operation through direct and indirect actions in conjunction with the Executive Chef.

- + Build team coming out of a complete dining, bar, and pool renovation.
- + Create and market golf, tennis, Food & beverage, and social events.
- + Lead extensive wine and beverage program.

***Email resume to Assistant General Manager, Paul Polizzi [ppolizzi@Bluehillsc.com](mailto:ppolizzi@Bluehillsc.com).***

## **DUTIES AND RESPONSIBILITIES:**

### **LEADERSHIP / ADMINISTRATIVE:**

- Maximize member utilization and satisfaction by providing impeccable service and excellent culinary offerings
- Responsible for the standard operating procedures of FOH, which includes revenue recognition, inventory management, operational expenses, and staff training
- Oversee all dining areas to ensure smooth and consistent experiences, high levels of member and guest satisfaction and exemplary service
- Supervise all beverage leadership positions to ensure compliance with job descriptions
- Personally own all FOH interactions and advise direct reports of incidents that warrant further action
- Ensure daily opening and closing duties of FOH operation are performed, securing the clubhouse when closing
- Recommend, monitor, and manage policies, operating procedures, and staffing for all FOH areas, consistently performing at high service levels

- Participate in marketing/communication programs to increase dining, banquet, and overall participation in F&B-related activities
- Complete other duties as assigned by the Assistant General Manager

#### **HUMAN RESOURCES & STAFF RELATIONS:**

- Ensure daily pre-shift meetings occur prior to service to discuss department and club information
- Facilitate leadership meetings with all FOH supervisory positions
- Conduct interviews, hire, and train needed staff, ensuring proper hiring procedures are followed
- Supervise, coach, and counsel staff per the Blue Hills Country Club employee manual and code of conduct
- Ensure annual staff reviews are conducted
- Coach and mentor FOH leadership and line-level teams
- Conduct and/or oversee training programs for food service personnel on service techniques, menu items, sanitation, team building, and conflict resolution; regularly evaluate knowledge and understanding of these expectations

#### **FINANCIAL:**

- Develop and maintain fiscal responsibility to the budget, identifying variances and opportunities for correction
- Coordinate with accounting and other food and beverage managers to maintain appropriate par levels, organize inventory systems, and varied offerings of beverages
- Consistently monitor payroll and labor resource allocations to align with financial forecasts and goals
- Responsible for oversight of the point-of-sale system
- Assist in monitoring timecards, updating missed punches, and support other F&B leadership with bi-weekly payroll processing
- Oversee data management for dining reservations, covers, average check, menu engineering, P&L, and member satisfaction
- Establish Key Performance Indicators (KPIs) and benchmark progress against these regularly
- Responsible for beverage inventory and department-related furniture, fixtures, and equipment (FFE)

**CLUB EVENTS:**

- Oversee all banquets and social functions, including member-sponsored events, with budgeted and actual P&Ls for each event
- Ensure timely billing and accountability to vendors
- Own marketing objectives for each event within newsletters, email communications, and flyers

**PHYSICAL & ENVIRONMENTAL DEMANDS:**

- Ability to be on feet for up to 85% of the prescribed shift
- Ability to lift 30 pounds and able to stand, bend, stoop, twist, and turn for prolonged periods
- The position will require working inside and outside at various times of the year and may require prolonged exposure to sunlight

This position often requires an individual to work long hours, holidays, weekends, and may be subjected to shifts longer than 10 hours in one working day.

