

KOPPLIN KUEBLER & WALLACE

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DIRECTOR OF FOOD & BEVERAGE PROFILE: HOUSTON COUNTRY CLUB HOUSTON, TX

THE DIRECTOR OF FOOD & BEVERAGE (DFB) OPPORTUNITY AT HOUSTON COUNTRY CLUB

An exceptional opportunity exists for a candidate with a successful track record of leadership and high-quality F&B operations management in luxury hotels, resorts, private clubs or high-end establishments in the hospitality industry. We are conducting the search for the Director of Food and Beverage (DFB) at the prestigious Houston Country Club in Houston, TX. The successful candidate will be an integral part of a high-performing team at this world-class club.

The primary focus of the role is on the overall member experience, which is of utmost importance to the social fabric of the Club. Also, of critical importance will be to facilitate the timeline for the opening of multiple F&B outlets as the Club moves toward completion of a \$103M renovation project in the fall of 2022. The successful DFB will be consistently “looking forward” in planning, organization, training and overall departmental leadership. 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.](#)

ABOUT HOUSTON COUNTRY CLUB

Houston Country Club was founded in 1908 and is located in the Tanglewood area of Houston, TX. The Club moved to its present location on Potomac Drive, in the fall of 1956. History and tradition have always been important to the Club since the early 1900's and will continue to be important to the membership with many members being related to founding members. The present golf course was designed by Robert Trent Jones with improvements made to the greens and grasses in the late 1980's by Ben Crenshaw and Bill Coore. Other world class amenities include multiple dining venues for all occasions, tennis, fitness & wellness and a resort style swimming pool complex.

Houston Country Club continues to be fully functional throughout the thirty-month total renovation project which began in 2019. The results will be a state-of-the-art facility capable of addressing member needs for decades to come. You can view the complete renovation plan here: [HCC Renovation](#)

HOUSTON COUNTRY CLUB BY THE NUMBERS:

- 844 Stockholding Members, 416 All Other Categories
- \$119,500 Initiation Fee
- \$10.2M Annual Dues
- \$19M Gross Volume
- \$8.4M F&B Volume, 49% à la Carte/ 51% Banquet and Events
- POS - Jonas
- 15 Board members
- 62 Average age of members
- 208 (FTE) Employees, 111 (PT) Employees

HOUSTON COUNTRY CLUB WEBSITE: www.houstoncc.com

DIRECTOR OF FOOD & BEVERAGE (DFB) POSITION OVERVIEW

The Director of Food & Beverage (DFB) is ultimately responsible for all club property daily food & beverage service operations, including its activities, dining options, and relationships between club members, guests, and employees. The DFB must operate as 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 must provide superb dining and other food and beverage experiences for the Club’s membership and their guests. This position works closely with, and reports to, the Clubhouse Manager and is a part of the Club’s management executive leadership team. The relationship with the Executive Chef and Director of Catering is especially important to this position, ensuring collaborative and harmonious relationships between front and back of house operations.

KEY RESPONSIBILITIES

THE DIRECTOR OF FOOD & BEVERAGE WILL:

- 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.
- Have a strong and highly visible and respectful presence with the membership, be an exceptional communicator, have adroit interpersonal skills, and possess 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 those expectations.
- Have a heart for hospitality and appreciation of the high service culture of Houston Country Club.
- Establish, where needed, standard operating procedures and processes for all dining areas.
- Be the primary coordinator of food and beverage department budgeting, hiring, training, beverage menu development, orientations and create a culture of teamwork. Supervise F&B team members to ensure all is done in accordance with approved Club policies and is compliant with governmental regulations.
- Have a passion and aptitude for teaching and training all food service personnel, working, as necessary, with the staff directly responsible for operations.
- 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.
- Be a positive and enthusiastic motivator for all F&B personnel.
- Ensure associates clearly understand performance expectations and create assigned tasks that are reasonable, well-conceived and appropriately conveyed. Provide resources necessary to allow employees to perform their jobs effectively and be fair and firm in adherence to club policy and procedure.
- Be a collaborative team player who is willing to be “hands on” when necessary but understands when to step back and lead the team.
- Maintain a “run to the fire” mentality in operations oversight.
- Professional knowledge of food and service, cocktails and beverages, beer and wine.
- Establish and uphold expectations for dress, decorum and other service standards and consistently monitor for adherence.
- 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.
- Establish and maintain respectful rapport with F&B managers and all department heads at Houston Country Club.
- Offer effective leadership and direction for managers and staff in the F&B department.
- Work in coordination with other department leaders to ensure consistent standards result in high member satisfaction.
- Work with the House Committee and when appropriate the Board of Directors in ensuring maximum member satisfaction.
- 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.
- Participate in marketing/communication programs to increase dining room, 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 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 the F&B budget and procedures to provide direction and controls for F&B operations and costs; implement corrective procedures as necessary to help ensure that budget goals are attained.
- Have a strong sense of urgency and responsiveness, while maintaining quality and integrity of the department's business plan.
- Ensure adherence to, and compliance with, all health, safety, liquor consumption, and all other F&B 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.
- 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.
- 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.
- 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, dining outlets and staff.

DIRECT REPORTS:

- Director of Restaurants
- Beverage Director
- Dining Maître d's
- Assistant F&B Managers
- Director of Catering

CANDIDATE QUALIFICATIONS

To be successful in this job, 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.

Strong F&B skills are necessary, as is an intuitively respectful style and mentoring/nurturing/developing approach to staff and team. Houston Country Club is a high expectation club operation with multiple operating outlets, events and activities occurring simultaneously; the ability to be able to manage and lead in such an environment in an organized, thoughtful manner is critically important.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A minimum of 5 years previous food & beverage management experience at a high expectation club, fine dining establishment, luxury hotel or similar is required. Experience with Jonas operating system is a plus.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. Houston Country Club, along with the typical CMAA benefits, offers an excellent bonus and benefits 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. Please be sure your image is not present on your resume or cover letter; that should be used in your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Mr. Mark Bado, GM/COO and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career and why HCC and the Houston, TX area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Tuesday, August 31, 2021. Candidate selections will occur early September 2021 with first Interviews expected in mid-September 2021 and second interviews a short time later. The new candidate should assume his/her role in early October.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - Houston Country Club”

(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.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Katy Eliades: katy@kkandw.com

Lead Search Executive:

Sam Lindsley

Search and Consulting Executive, KOPPLIN KUEBLER & WALLACE

Sam@kkandw.com

216-509-2250