

The Texas Tech Club

Director of Food and Beverage

The ideal candidate will be a leader, have high expectations and will not compromise, a motivator, have high volume banquet experience, fine dining knowledge, and will strive to inspire.

The Director of Food and Beverage will be responsible for a total of \$4 million in F and Beverage. We are a Private Club for 350+ days a year here in Jones AT&T Stadium at Texas Tech University. We are responsible for the premium areas in the Stadium during 1 to 2 concerts a year, up to 7 NCAA division one football games, and \$2 million in Private Events. Quality of Life: We follow the University's schedule. We are closed for the 4th of July, Thanksgiving Weekend, and two weeks between Christmas and New Year's Eve.

Brief Job Description

The Director of Food and Beverage is an advocate and ambassador of exceptional service and understanding the critical role that Membership and exceeding expectations plays in the success of the operation. The Director of Food and Beverage oversees all food service within the club, including the daily operation of a la carte dining and banquet services. They manage the hiring, training, and development of all front of the house food staff team members. Responsible for achieving set revenue and expense benchmarks for F&B plan as determined by General Manager/COO.

Essential Functions and Accountabilities

1. Because of the fluctuating demands it may be necessary that each Employee perform a multitude of different functions; therefore, as an essential part of your job, you will be expected to help others when the need arises, just as other team members are expected to help you. Accordingly, you may be expected to perform other tasks as needed or as directed.
2. Adhere to all the various written and mandatory standards of operations, policies and procedures, manuals, memos, oral instructions, etc., all of which go to make up the essential functions of the job.
3. Responsible for training, development and supervision of the food and beverage staff team members.
4. Assist in day-to-day floor supervision including payroll control, hiring/termination, performance evaluations, training workshops, orientation/onboarding, and employee discipline.
5. Responsible for strict enforcement and upgrading of Standards of Operation for A la carte and Banquets.
6. Responsible for setting food and beverage goals, both qualitative and quantitative. Develop business plans for this department with the assistance of the General Manager.
7. Implement specific training programs to ensure club staff team members are providing Members/Guests with quality service, product and implementation of our goals. Develop employees for career advancement.

8. Ensure a successful Game Day operations. This position is the Project Manager for our Game Days. Responsibilities include planning meetings with the University, ensuring our culinary team understands the Universities goals, confirming orders with all vendors, and setting service standards with the Texas Tech Club team.

Principal Responsibilities:

1. Supervise the Restaurant Manager, Banquet Manager, Banquet Supervisors, Bar Manager, Floor Manager and all Front of House team members.
2. Works closely with the Executive to develop menus and track items using a PMIX analysis
3. Control payroll, COGS, and F&B miscellaneous expenses. Prepare or approve service schedules prior to posting and approve all invoices/purchases, physically conduct Beverage inventory with another staff team member.
4. Explore innovative avenues for increasing Food & Beverage Gross and Net dollars to plan on a per month/period basis by concentrating strongly on increasing covers and check averages as they apply to: A la carte and Banquets.
5. Work with the Director of Member Relations, and Executive Chef in implementing Gross Margin pricing in the design of all Club and Member Event menus to achieve F&B net goal.
6. Plan and coordinate with the Director of Member Relations all Special Events with the primary focus of increasing member/guest experience, usage and revenues through proper planning and marketing. Track results via the profit and loss statement and ensure this report is delivered to the Manager no later than two days after the event.
7. Work with the GM to ensure that the club always has an active, innovative social event calendar that is attractive to all demographics of our membership.
8. Identifies the developmental needs of others and coaches, mentors, or otherwise helps others to improve their knowledge or skills.
9. Stays aware of market trends and introduces new food and beverage products to meet or exceed customer expectations, generate increased revenue and ensure a competitive position in the market.
10. Empowers staff team members to provide excellent member/guest service and experiences.
11. Ensure that the Service Training Program is implemented correctly and utilized consistently in the development of the service staff team members.
12. Supervise the Food & Beverage service staff team by directing the flow of service in the various dining venues of the club.
13. Attend and lead all daily line-up meetings, weekly staff meetings, weekly F&B BEO and service meetings, and attend all House Committee meetings.
14. Work through the GM in maintaining the aesthetic look of the Club.

15. Ensure that the Club is in strict compliance with all Purchasing Agreements.
16. Work with the Restaurant Manager, Banquet Manager and Bar Manager in maintaining the proper china, glass and silver inventories within the Club and ensure that the April and November monthly inventory reports are submitted to the GM.
17. Assist the Restaurant Manager, Banquet Manager and Bar Manager with the proper interviewing/hiring and onboarding/orientation of all new personnel.
18. Conduct annual performance reviews on the Restaurant Manager, Banquet Manager, and Bar Manager and all FOH supervisory positions.
19. Work with the Restaurant Manager, Banquet Manager and Bar Manager in promptly and effectively handling Member/Guest complaints.
20. Responsible for Wine List and Menu Pricing.

Responsibilities to be Completed or Delegated:

1. Must be a role model for employees, consistently maintain appearance, punctuality, attitude and image.
2. Hire and terminate service employees as needed.
3. Proper documenting and updating of service personnel files.
4. Must be able to enforce rules and regulations according to the Employee Handbook.
5. Set all service staff schedules and ensure that the labor costs are within the guidelines set forth by the General Manager/COO.
6. Approve all schedule changes and ensure that the club is properly staffed daily.
7. Check daily with the Chef on featured items, menu changes and operational problems.
8. Inspection of the service staff and ensure that they understand all daily events, specials and featured items.
9. Greet and seat Member's/Guests, and personally assist in service and tableside service as needed.
10. Inspect the dining room so its appearance level is according to Club Standards and is ready for member/guest usage.
11. Assign servers to stations and side-work duties.
12. Check and approve payroll before being processed by Accounting on a daily/weekly basis.
13. Keep General Manager posted on all service problems and overall service performance.
14. Handle Member/Guest complaints and follow through to proper channels.
15. Evaluate and meet with the service staff 1 on 1 on a monthly basis (informal reviews and mentorship).

16. Responsible for keeping budgeted payroll % and F&B expenses % in line.
17. Ultimately responsible for implementing all new training programs and maintaining ongoing training of service personnel.
18. Responsible for maintaining proper atmosphere and developing an awareness of member/customer likes and dislikes.
19. Work with Housekeeping Department to ensure the maintenance of the Club reflects the Club Standards.
20. Keep your employees smiling and motivated.

Other Duties

1. Involve staff team members in decisions regarding changes in operational systems and procedures.
2. Develop and implement Member/Guest Recognition Programs.
3. Communicate with Members/Guests on an individual basis to ensure that the Club is meeting and striving to exceed the Members/Guests' needs.

Candidate Qualifications

Work Experience: Minimum of 5 years preferred experience in Food & Beverage Management

Certification/License: Level One Sommelier Certificate is preferred or working towards it

Performance Standards: Excellent communications skills. Ability to follow instructions

Salary: \$75,000 to \$85,000 plus a 10% bonus potential

Educational Requirements

Undergraduate degree, preferably in Hotel and Restaurant Management

Date Position Available

December 1st