

# Director of Food & Beverage

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The Stanwich Club  
888 North Street  
Greenwich, CT 06831







# Stanwich Profile

This Platinum Club of America is one of the premier full-service, family oriented Country Clubs in the country. The Stanwich Club has been a Golf Digest top 100 course and rated number 1 in the State of Connecticut for many years in a row.

The Stanwich Club is a home away from home for approximately 520 Members. Situated on 186 acres the Club facilities include an 18 – hole golf course, 8 har-tru tennis courts (2 covered in the winter), 4 paddle courts, an aquatics facility, very active summer sports camp, formal dining room, casual dining, tapas bar, veranda, banquet room and on – site staff housing.

Our 18 hole champion golf course has been the site of The Wyndham Cup, Ivy League Championship and French American Open.





# Candidate Profile

## Personality

You're an upbeat, energetic, hospitable individual with an entrepreneurial mindset; your core belief is that the hospitality is "The industry where ladies and gentlemen are serving ladies and gentlemen." You strive to create a "home away from home" experience for all your guests. You have a hospitality gene: for you successful day means making an unforgettable experience for others "One they'll talk about for a while"

Your goal is to get as much of a diverse experience in hospitality industry as possible, be successful in every department so that you can grow and become a general manager of a hotel/restaurant/Golf Club in the future.

# General

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Exceptional customer service skills with a HANDS ON entrepreneurial mindset; Must be able to perform job functions with attention to detail, speed and accuracy; Excellent at prioritizing, organizing and follow-up; Must be a clear thinker; Must be able to remain calm and resolve problems using good judgment; Follow directions thoroughly; Must understand member's service needs; work cohesively with co-workers as part of a team; work with minimal supervision by the senior management; maintain confidentiality of members/guest information and pertinent Club data

# Technical

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- Prior exposure to banquets, multiple dining room operations/outlets at the same time; thorough knowledge of first class food and beverage operations
- Thorough knowledge of imported and domestic wines. Sommelier certificates desirable
- Ability to plan, implement and design operating standards and procedures
- Ability to be resourceful, creative and maintain flexibility; ability to train, motivate, evaluate, mentor and direct employees and managers to meet desired goals and plans
- Ability to maintain excellent relations with staff; ability to maintain staff and guest confidentiality at all times
- Ability to manage by example; exceptional oral communication skills to ensure ability to negotiate and persuade guests and staff to achieve results beneficial to the operation of the Club
- Ability to converse calmly with irate guests, superiors and subordinates in sometimes intense emotional situations
- Ability to focus and maintain attention to performance of tasks despite frequent stressful, emergency, critical or unusual interruptions
- Ability to participate in (and lead when necessary) all departmental meetings



## Candidate Profile

### SKILLS



# Experience

## MANAGEMENT

Minimum 4 years of management experience in hospitality industry:  
managing a team of 10 or more staff members;  
experience of being in charge of menu planning;  
bar program; staff training;  
leading a team in fine dining service;  
payroll; schedules; hiring process;  
monthly beverage inventory and cost control;  
elevating experience for guests



## HOSPITALITY

Minimum 8 years total of experience in hospitality industry in general: serving tables, bartending, bussing tables, barista, food runner, etc.



# Qualifications



## Education

College degree or equivalent  
work experience



## Physical

Must be able to endure various physical  
movements throughout the work areas, reach  
up and down, remain stationary at times  
throughout work periods, lift up to 50 pounds,  
and satisfactorily communicate with guests  
and co-workers to their understanding



## Language

Required to speak, read and  
write English



# Your Role

## SUMMARY

- Responsible for overall operations of Food and Beverage Department while always striving to improve quality standards and with focus on creating the most memorable hospitality experience for members and their guests on daily basis everywhere on the property.
- Position oversees the development of the F&B team members, implementation of departmental service strategies and ensures that all F&B operations are ran successfully at the highest standards. F&B department consists of A la carte dining, Catering/Banquets, Camp (summer only), Snack Bar/Pool operation, Bars and occasionally Golf Course

## TEAM

- F&B Managers, Captains, Line staff will all be reporting to you directly
- Alongside the Clubhouse Manager you will be reporting to the Assistant General Manager and General Manager



**4th of July**



**Staff Training**

*" We are ladies and gentlemen serving ladies and gentlemen"*



# Responsibilities

## HANDS ON: Director of Food & Beverage

### 1. DEVELOP AND MAINTAIN FOOD AND BEVERAGE GOALS

- Sets expectations and holds food and beverage leadership team accountable for demonstrating desired service behaviors.
- Works with food and beverage leadership team to determine areas of concern and develops strategies to improve the department's performance.
- Establishes challenging, realistic and obtainable goals to guide operation and performance.
- Strives to improve service performance

### 2. LEAD FOOD AND BEVERAGE TEAM

- Utilizes interpersonal and communication skills to lead, influence, and encourage others; advocates sound financial/business decision making; demonstrates honesty/integrity; leads by example.
- Encourages and builds mutual trust, respect, and cooperation among team members.
- Achieves and exceeds goals including performance goals, team goals, etc.
- Serves as a role model to demonstrate appropriate behaviors.
- Identifies opportunities to create value by challenging existing processes, encouraging innovation and driving necessary change.
- Ensures that regular, on-going communication occurs in all areas of food and beverage (e.g., pre-meal briefings, staff meetings, culinary team).
- Stays aware of market trends and introduces new food and beverage products to meet or exceed member's expectations, and ensure a competitive position in the market.





# Responsibilities

## HANDS ON: Director of Food & Beverage

### 3. ENSURE EXCEPTIONAL MEMBER SERVICE

- Provides services that are above and beyond expectations
- Improves service by communicating and assisting individuals to understand member's needs, providing guidance, feedback, and individual coaching when needed.
- Empowers employees to provide excellent guest service.

### 4. MANAGE AND CONDUCT HUMAN RESOURCE ACTIVITIES

- Provides guidance and direction to subordinates, including setting performance standards and monitoring performance.
- Coaches and supports food & beverage leadership team to effectively manage wages, food & beverage cost and controllable expenses (e.g., restaurant supplies, uniforms, etc.).
- Hires food & beverage leadership team members who demonstrate strong functional expertise, creativity and entrepreneurial leadership to meet the business needs of the operation.
- Sets goals and expectations for direct reports using the performance review process and holds staff accountable for successful performance.
- Ensures that expectations and objectives are clearly communicated to subordinates; subordinates are also open to raise questions and/or concerns.
- Ensures employees are treated fairly and equitably.
- Coaches team by providing specific feedback to improve performance.





# Compensation

## HANDS ON: Director of Food & Beverage

- Salary commensurate with experience
- 4 weeks paid vacation (February)
- Apartment available: on site
- 401k
- Education allowance
- Dues paid to local and national Club Association
- Annual Bonus
- Health benefits
- Meals
- Ability to grow within the club

### CONTACT INFO



Please email your resume to our General Manager, Guy D'Ambrosio, at: [gdambrosio@stanwich.com](mailto:gdambrosio@stanwich.com)

Only candidates considered for the interview will be contacted.

Thank you for your interest in being part of our Stanwich Family.

