

CANDIDATE PROFILE

Food and Beverage Manager

WindRiver Lakefront & Golf Community
Lenoir Citv. TN

www.windriverliving.com



The Organization

WindRiver is a stunning, lakefront and golf community located just minutes from Knoxville, Tennessee on Tellico Lake. Inside the gates, you will find world-class amenities surrounded by sparkling, fresh-water lakes and dramatic mountain views. This unique combination is what makes WindRiver the ideal place to enjoy an active lakefront lifestyle. The breathtaking Tellico Lake has been named one of the top inland boating destinations in the nation. WindRiver's proximity to Knoxville gives members easy access to the plentiful choices and experiences available in the state's third-largest city, which is also home to the University of Tennessee.

Joe Ayres is the owner and developer of WindRiver, and his family ties to East Tennessee go back generations. Joe's son, Joseph, is actively involved in the development and its operations. Joe's great grandfather, Dr. Brown Ayres, settled in the area in the late 1800s and served as the 12th President of the University. The sound leadership and guidance of the Ayres family has made WindRiver a debt-free community.

Amenities include a Bob Cupp designed golf course, the sports complex (which includes a resort-style pool, snack bar, lighted tennis courts, sports courts and event lawn), Citico's Restaurant, a fitness facility, a full-service marina (advanced docking system, electricity, water and fuel station), hiking trails and Brightwater park.

A ground-breaking ceremony was recently held for a new 25,000 square foot clubhouse, with completion expected by spring of 2026. Features of the new clubhouse include: 19th hole lounge, family dining room, expansive outdoor seating overlooking the course, locker rooms, golf pro shop, fitness center with spa and wellness rooms, an upper level private/casual dining area with balcony and a swing suite. Included in Clubhouse Village will be a new Community Party Barn with golf cart storage below. Also under construction is an expanded turn room on the golf course. Next summer, a food and beverage outlet will be opened at the marina.

Currently, the Club operates the Citico's Restaurant and the golf course as semi-private with plans to become a fully private club, open to members and guests only.

Position Overview

The Club is seeking a Food and Beverage professional who will be responsible for the operation of the facilities as they exist today and who has the capacity and background to help outfit, staff and open the facilities as they will be when the clubhouse is finished.

Flexibility, creativity, patience, adaptability, positivity, enthusiasm and a team-first approach are going to be critical attributes for the successful candidate to possess.

Traditional roles and tasks will be a part of this position including: oversight of daily operations and supervision of all food and beverage outlets, event planning, staff training and development, SOP development and implementation, inventory management, POS and reservation systems management, budgeting and tracking of labor and expenses. There is an excellent HR department in place to assist with hiring of staff and other personnel matters.

The team and the operation will grow as the community continues to attract homebuyers and members, providing plenty of opportunities for growth. Currently, the Food and Beverage Manager reports to the executive team and ownership and is an integral part of the senior staff. However, a Club General Manager will be brought onto the team in the near future, at which point the Food and Beverage Manager will report to them. The senior staff communicates regularly and effectively for the common good of all departments and the entire community.

The Club expects the Food & Beverage Manager to be a forward-facing individual with a genuine desire to please and serve. They must also be creative and well-organized. If an individual wants to apply for a position which is completely “figured out and squared away” — this is not that job. If one wants to develop, prove themselves, grow, adapt and be a part of something in its infancy, they are looking in the right place.

In addition to a competitive salary, the Food & Beverage Manager will participate in the Club’s standard benefits program, as it may change from time to time. The Club values participation in continuing professional development and will support a budget for CMAA dues and reasonable expenses.

Responsibilities

SUPERVISORY

- Supervises the Executive Chef and by extension the culinary team
- Responsible for all service-related staff including restaurant supervisors, bartenders, runners, hostesses, service staff and snack bar/turn room attendants.

MEMBER/GUEST EXPERIENCE

- Strive for positive service experiences in all food and beverage outlets.

- Design and implement service and events that will generate enthusiasm, traffic and an elevated level of value to the members.
- Respond to complaints and take responsibility for investigating them while creating an environment of eliminating “defects”.
- Remain aware of emerging trends in food, beverage and amenities. Always look for ways to raise the experience level for members and guests. Learn and teach every day.
- Assure that the operation and facility follow local and state laws, rules and regulations including assisting with appropriate licenses and certifications.
- Plan and coordinate with other departments regarding food service needs for special events.
- Work to create and implement a marketing plan that is designed to increase utilization of the various food and beverage outlets.
- Participate in team huddles to stay abreast of community activity. Submit food and beverage updates to the marketing team for inclusion in member updates.
- Perform other duties as the club and its team evolve and grow.

FINANCIAL

- Adhere to company standards and service levels to increase sales and optimize costs for food, beverage, supplies and labor.
- Be responsible for ensuring that all financial and personnel/payroll related duties are completed accurately and on time.
- Understand variances and assist in reporting/forecasting and preparation of the next budget.

PERSONNEL

- Create and maintain a positive work environment.
- Implement all aspects of the Club’s timekeeping and personnel policies.
- Conduct orientation and oversee the training of new employees.
- Provide direction to employees regarding operational and procedural issues.
- Develop individual staff members by providing ongoing feedback, establishing performance expectations and by conducting timely performance reviews.
- Maintain an accurate and up-to-date plan for staffing as seasonal variances occur. Cross train employees to optimize their efficiency and the smooth delivery of service.
- Assure compliance with policies and procedures. Report issues to ownership/management and HR.

Qualifications

- High School diploma or GED required.
- A college degree in Hospitality Services is preferred.
- Three years of dining room management experience required.
- Verifiable experience in multi outlet, residential private club required.
- Maintains high-level member/resident contact through service hours.
- Knowledge of food and beverage pairings.

- Knowledge of and ability to perform required role during emergency situations.
- Food safety and alcoholic beverage certifications required.
- Experience with Jonas software is a plus.
- Must be able to work weekend, holiday and evening shifts.
- Must possess a valid driver's license.
- Must be eligible to work in the United States.

Competitive Compensation

The Club offers an attractive and competitive compensation and benefits package to include:

- Starting annual salary of \$85,000
- Discretionary bi-annual bonus based upon objectives and results
- 13 days PTO annually (increases with tenure) plus 8 paid holidays
- Health Insurance for Employee and Family(not all fully funded)

To be Considered

Individuals who meet or exceed the established criteria detailed in this position profile and posting are encouraged to send both a cover letter and resume addressed to Mr. Thomas Noyes or Mr. Scott McNett by June 18, 2025.



Thomas J. Noyes, CCM, CCE
Principal

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