



The Country Club at Wakefield Plantation | Raleigh, North Carolina

Food and Beverage Director

About the Club

Nestled in North Raleigh's Wakefield Plantation community, our private club is a haven for golf and active family lifestyles beyond the game itself. Designed by PGA Tour veteran Hale Irwin, the property offers 18-hole and 9-hole courses to challenge yourself or enjoy a leisurely round with friends. Full service club amenities include swimming pools, tennis courts, fitness center, Kids Club rooms, fine dining and event spaces.

The epicenter of activity at Wakefield Plantation is its modern 38,000 square foot clubhouse. Trading stories over a meal with friends or sharing a laugh with family, our members and their guests delight in the welcoming atmosphere of the recently renovated neocolonial building. Choose to spend your time enjoying cocktails in the Tavern, or sharing a family dinner in the Plantation Room, gathering around the fire in The Reserve, or hosting a holiday party in the Williamsburg Ballroom.

About the Position (Overview)

The Food and Beverage Director will be part of an exceptional management team, entrusted with the food and beverage management of the day to day operation. As an active member of the management team, this position works hand in hand with all departments of the Club as well as with McConnell Golf's Corporate Staff. The position reports directly to the club's General Manager as well as to the Corporate Management team from time to time. Compensation commensurate with experience, along with standard benefits for the ideal candidate.

Job Responsibilities

The primary job duties required by the position include but are not limited to:

- Member Services, first and foremost.
- Develops and updates, as needed and in cooperation with the executive chef, food and beverage menus that include items that will provide consistent quality and value for members and guests, that also addresses changes in members' and guests' tastes and industry trends; that are operationally practical for our facility and staff and that contribute to the financial goals of the business.
- Hires, trains and supervises Front of House staff for all food and beverage outlets including Dining and Banquet spaces, Bars, Pool, Turn, and other such food and beverage outlets as developed.
- Ensures that employees perpetuate a "Yes I Can" philosophy in an effort to always positively affect the members and guests experience.
- Creates and maintains an environment characteristic of the Club and McConnell Golf through properly addressing design, décor, uniform selection, cleanliness, proper presentation, promotional activities, etc.
- Confers with the executive chef and other key management members and committees to plan food and beverage menu design and content and related activities including pool, turn, dining and activity menus.
- Monitors liquor/bar inventory, food service equipment and pricing decisions.

- Creates Events and contributes to the bi-monthly newsletter by conferring with Executive Chef and other managers as appropriate.
- Run a profitable business, by managing to maximize revenue and to control expenses in a manner that assures a reasonable profit.
- Assists in preparing budgets for each operating year, using past experience and known or anticipated future trends to estimate as accurately as is practical the likely income and expenses for the coming year's business operations.
- Suggest, design and implement a marketing strategy for the culinary department that best compliments the image, vision, and quality standards exemplified by McConnell Golf.
- Meet regularly with management team as set by the general manager and conducts F&B meetings as appropriate to communicate service information, maintain the highest quality levels in service and product, and address possible concerns.
- Increases sales and level of service by coaching on effective and suggestive sales techniques and service strategies at large.
- Conducts pre-shift meetings to discuss specials, reservations and new menu items.
- Investigates and resolves food & beverage quality and service complaints.
- Inspects food and beverage preparation directed to the front of the house to maintain quality standards and sanitation regulations.
- Reviews daily financial transactions of member dining and special events, including the billing of all outside events, and monitors budget goals to ensure efficient operation, and to ensure expenditures stay within budget guidelines.
- Meets with the general manager on a consistent basis to discuss daily operations.
- Designs, implements and maintains orientation and training emphasizing quality standards and positive member/guest experience.
- Pursues and develops the best feedback tools to assist in continuous efforts to improve services.
- Directs and supervises bar and beverage costing, purchasing, inventory, equipment and pricing decisions
- Prepares weekly schedules, job assignments and labor/cost reports.
- Orders all alcoholic and non-alcoholic beverages, conducts alcoholic and non-alcoholic beverage inventory and provides analytical feedback.
- Prepares any and all F&B reports as required by management.
- Provides hands-on member service including but not limited to (i) regular scheduled bartending services, (ii) set-up and inspection of service mise en place for the front of the house, (iii) prepares floor plans and cross references correct reservation and seating arrangements, (iv) conducts regular shift briefings, (v) protects all physical assets of the F&B department.

Education and/or Experience

- Four-year college or university degree in Hospitality Management or Culinary Arts.
- Six years or more as a food and beverage manager, including experience in fine dining.

Job Knowledge, Core Competencies and Expectations

- Food and beverage cost controls and operating procedures.
- Accounting.
- Menu design.
- Marketing and promotions.

- Wine, spirits and bar operations.
- Point-of-sales systems.
- Strong interpersonal and organizational skills.
- Polished, professional appearance and presentation.
- Manage stress and time.
- Build a team, train, and maintain employee teams.
- Effective communication through all department levels and throughout club.
- Knowledge of and ability to perform required role during emergency situations.

Licenses and Special Requirements

- Food safety certification.
- Alcoholic beverage certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

About McConnell Golf

We believe in “Building Clubs of the Future” with our members and staff being a club’s true product. We believe in being more inclusive and we believe in pure golf for the true golfer. We believe in being environmentally responsible and a pillar in the communities we serve. We believe in investing in our employees, fostering diversity, inclusion, dignity and respect. We believe in dealing fairly and ethically with our suppliers, dedicated to serving as a good partner. Everything we do, we believe in thinking differently and in being more innovative.

We do this by creating value for everyone we interact with in such a way that we exceed our members’ expectations. We do this by providing daily best playing conditions, with a focus on members’ first, and by re-investing a minimum of 33 percent of our revenues back into our golf courses. We do this by adhering to a service culture that comes from our hearts as well as by creating a corporate culture that embraces diversity that provides support to our staff through training and education. We are an organization that focuses on giving back to its communities and an organization that embraces sustainable practices across the business.

We are simply focused on generating long-term value for all of our stakeholders, offering the most desired club portfolio from the Blue Ridge Mountains to the Carolina Coasts.

Apply for This Position

Interested candidates should electronically submit a compelling cover letter and resumé for consideration to Ms. Beverly Marler, Director of Talent Recruiting, McConnell Golf, LLC, at bmarler@mcconnellgolf.com.