

# KOPPLIN KUEBLER & WALLACE

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## **DIRECTOR OF FOOD & BEVERAGE PROFILE: CHATTANOOGA GOLF & COUNTRY CLUB CHATTANOOGA, TN**

### **DIRECTOR OF FOOD & BEVERAGE OPPORTUNITY AT CHATTANOOGA GOLF & COUNTRY CLUB**

An exciting opportunity awaits candidates with a proven leadership and excellence track record in food and beverage operations management within upscale hospitality, restaurants, or private club environments. We are currently seeking a Director of Food and Beverage (DFB) for Chattanooga Golf and Country Club, located in beautiful Chattanooga, TN. Recently named “best city in Tennessee” and one of the top 50 cities in the USA, Chattanooga is an affordable place to live with unlimited access to outdoor activities. The ideal candidate will play a pivotal role within a dynamic executive team, contributing to a club renowned for its commitment to providing an exceptional work environment and its continuous pursuit of improvement for both members and staff. Candidates should possess a patient and warm leadership style, with a strong background in food and beverage standards, systems, and training.

[Click here to view a brief video about this opportunity.](#)

### **ABOUT CHATTANOOGA GOLF & COUNTRY CLUB**

Chattanooga Golf & Country Club, founded in 1896, is Tennessee’s oldest golf course still at its original location. Tucked away in the historic Riverview neighborhood, the club blends its rich heritage with modern, family-focused amenities. The 58,000-square-foot Tudor-style clubhouse overlooks the Tennessee River and features five full-service dining rooms and three banquet rooms. Members enjoy top-tier service, whether dining casually or attending private events.

The golf course was designed by world-renowned Scottish architect Donald Ross in the 1920’s. It was enhanced by Bill Bergin in 2005 bringing it back to the original design and the bent grass greens were converted to ultra-dwarf Bermuda just a few years ago. Consistently ranked top 5 in the state by Golf Digest our course has been the site of many prestigious tournaments at the local, state, and national level. The club is known for hosting prestigious tournaments and its strong junior golf program.

Beyond golf Chattanooga offers a resort-style pool that has a zero-entry splash pool section for their little ones and the middle section has a waterslide and basketball goal for the older kids. The separate adult oasis is for members 21 and over featuring a refreshing lounging pool, soft seating, and multiple shade areas. The Oasis Bar is open throughout the day and late into the evening to enjoy a frozen cocktail, lunch, and dinner while watching their favorite sports on the big-screen TVs.

Located on the Tennessee River and five minutes from downtown, this is a place where people come to feel at home.

### **CHATTANOOGA GOLF & COUNTRY CLUB BY THE NUMBERS:**

- 800 Members
- Approximate Gross Volume: \$14M
- Approximate F&B Volume: \$2M
- 80% à la Carte/ 20% Catering
- 42% Average Food Cost
- 50% Average Kitchen Labor Cost
- 50 Direct/Indirect employees
- 135 FT | 185 PTE
- 2 Kitchens
- 90,000 Covers per year
- 8-10 Weddings yearly

- POS System - Jonas
- 56 Average age of members

**CHATTANOOGA GOLF & COUNTRY CLUB WEBSITE:** [www.chattanoogagcc.org](http://www.chattanoogagcc.org)

## **FOOD & BEVERAGE PROGRAM**

The club is currently undergoing a \$15M clubhouse renovation which includes updated Food and beverage spaces. The newly created F&B Director role will play a pivotal role in the opening of new restaurant spaces in Spring 2025.

**The Living Room (opens March 2025)** will be the Main Dining space with river views, open Tues-Sunday for Lunch and Dinner seating 80 inside and 30 on the outdoor deck. **The 1896 Bar (opens March 2025)** backs up to the Living room and will be open mid-afternoon through dinner Tuesday - Sunday seating 60 inside and 50 outdoors.

**The Fairway ( opening winter 2024)** is Family Dining and open Tuesday - Sunday dinner only, seating 100 inside and 30 outdoors.

**The Bistro** is the club's pool dining space and is open Memorial Day-Labor Day lunch and dinner Tuesday - Sunday. The Bistro has 30 seats inside and 80 seats outside. The Pool also has **The Oasis Bar and Dining** area which is adults only. The Pool operations are the hub of activity in the summer. Candidates with a strong background in poolside F&B operations will have an advantage.

**The Men's Grill** seats 80 and is open Tuesday - Sunday lunch only

**Banquet and event spaces include The Ballroom, The Overlook, and The Ridgeview.** The busiest club events of the year are Mother's Day and Easter and host up to 650-700 people.

## **DIRECTOR OF FOOD & BEVERAGE POSITION OVERVIEW**

All front-of-the-house Food & Beverage Managers and Supervisors will report to the Director of Food & Beverage. Aligned with the service mission of Chattanooga Golf & Country Club, the Director of Food and Beverage will lead a team that includes a mix of seasoned professionals and those newer to the industry, all dedicated to consistently creating memorable and unique member experiences that reflect the club's engaged social and recreational atmosphere.

This position works closely with the AGM and Executive Chef and reports to the General Manager. The relationship with the executive leadership team is particularly important to this position, ensuring collaborative and harmonious relationships between front and back-of-house operations. The DFB will interact with the House Committee.

## **KEY RESPONSIBILITIES**

### LEADERSHIP:

- Offer effective leadership and direction for managers and staff in the F&B department.
- Establish and maintain respectful rapport with F&B managers and all department heads.
- Work harmoniously with the Executive Chef and kitchen management.
- Be a positive and enthusiastic motivator for all F&B personnel, coaching and mentoring F&B Leadership and team.
- Be a collaborative team player who is willing to be "hands-on" when necessary but understands when to step back and lead the team.
- Ensure the team clearly understands performance expectations and that assigned tasks 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.
- Recommend, monitor, and manage policies, operating procedures, and staffing for all F&B areas; recognize the needs and consistently perform high levels of service in each of these operating areas.

### OPERATIONS AND MEMBERSHIP:

- Take personal ownership of his or her area of responsibility and understand the need to be consistently "member ready" in both appearance and service.
- Establish clearly defined standard operating procedures and processes for all dining areas.

- Clearly understand the logistics of banquet operations amidst other food and beverage offerings and develop and utilize systems for consistency and quality in all banquet events.
- Working in coordination with other leaders to ensure consistent standards result in member satisfaction.
- Have a strong highly visible and respectful presence with the membership, be an exceptional communicator, have adroit interpersonal skills, and have the maturity to instinctively know how to treat members and guests with a high level of service.
- Oversee all banquets and social functions, including member and member-sponsored events.
- 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.
- Ensure adherence to, and compliance with, all health, safety, liquor consumption, and all other food and beverage regulations. Keep current on all matters of the food and beverage industry.

#### **HUMAN RESOURCE MANAGEMENT:**

- Have a passion and aptitude for teaching and training all food service personnel, working, as necessary, with the staff directly responsible for operations.
- 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.
- 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.
- Ensure that an effective orientation and onboarding program exists in all areas of responsibility, along with consistent professional development and training.

#### **FINANCIAL:**

- Coordinates with the Accounting Office, and other food and beverage managers to keep appropriate par levels, keep an organized system for inventory.
- Plans and implements the front-of-house food and beverage budget.
- Clearly understand the metrics for the successful attainment of financial goals and objectives in F&B operations.
- Consistently monitor payroll and labor resource allocations to ensure they are in line with financial forecasting and goals.
- Oversee data management including dining reservations, covers and average check, menu mix, menu engineering, P&L, and Membership satisfaction.
- Have a strong sense of urgency and responsiveness, while maintaining quality and integrity of the department's business plan.

#### **CANDIDATE QUALIFICATIONS**

- Proven food and beverage management experience in a restaurant/hospitality venue with strong standards and systems.
- Ability to manage and inspire personnel with a passion for training team members
- Flexible, patient, and adaptable management style
- Excellent communication and leadership skills

#### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- Bachelor's degree (B.A.) in Hospitality Management or related field
- Minimum of 5 years of experience in a high-volume hotel, restaurant, or club operation

#### **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

## **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The Club 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 on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the **Chattanooga Golf & Country Club GM/COO/Michael Murray**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why CG&CC and the Chattanooga area will benefit you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible but no later than Monday, November 18th, 2024. Candidate selections will occur Mid November, with the first Interviews expected in early December and the second interviews a short time later. The new candidate should assume his/her role in Mid-Late January.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - Chattanooga”

(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 Bethany Taylor: [bethany@kkandw.com](mailto:bethany@kkandw.com)

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