



LONESOME VALLEY
CASHIERS, NORTH CAROLINA

Job Description

Job Title: Food & Beverage Director

Exempt Status: Exempt

Reports to: General Manager

Lonesome Valley is a singular, residential mountain farm community celebrating simplicity, family, nature and over 120 years of one family's thoughtful stewardship. Canyon Kitchen at Lonesome Valley uses local produce and organic selections from our own community gardens and the surrounding area for the foundation of creative Southern cuisine. The multi-course menu changes regularly, sometimes daily, and is enhanced by a craft beverage program. Lonesome Valley aims to celebrate tradition while continuously innovating in order to best serve the community.

Lonesome Valley seeks a talented and motivated Food & Beverage Director to work hand in hand with the Executive Chef to execute an unparalleled guest experience. Creativity, Professionalism, and Communication are amongst the chief skills needed to excel in this role. Lonesome Valley is a service-oriented team that treats its members as family, and is committed to the bettering of all team members through continuous education, accountability and support

Education/Certifications and Experience:

- Minimum of 3 years Food and Beverage Management
- Bachelor's degree in Hospitality and Tourism preferred
- Intermediate working knowledge of Microsoft Office software systems, with emphasis on Outlook, Word, and Excel
- Wine and Alcohol beverage knowledge certifications preferred.
- Tips and Food Safety Certifications preferred.

Job Knowledge and Expectations:

- Assures a high standard of professionalism, hospitality, and service in all F&B areas.
- Develop, implement and execute a balanced yearly budget while providing an uncompromised experience for the community.
- Assures that all states and local laws and POA policies for the service of alcoholic beverages are followed consistently
- Develops F&B programming, hiring, and planning during off-season as well as execution of events during winter. Oversee beverage and service personnel and develop and implement programs to increase revenue and job performance
- Excellent communication and leadership skills fostering a culture of teamwork and service leadership in the community.

Job Summary:

Responsible for management of all F&B Service areas to assure a high standard of professionalism, hospitality, and service; acting as opening or closing Manager on Duty. Works closely with the General Manager, Executive Chef, and Food & Beverage team members to ensure every guest and resident enjoys a creative, satisfying dining experience in an unhurried and uniquely, stunning setting. Creates and implements a top-notch service excellence training program, embodying the Lonesome Valley mission and vision. Researches, creates, and maintains all bar and beverage menus. Sets standards and monitors beverage inventory levels. Manages staff during private event operations as needed. Develops and implements operating procedures to ensure all budgetary goals as it relates to beverage revenue, beverage and labor cost controls are met.

Primary Responsibilities:

- Oversee all food and beverage service areas to ensure the highest standards of professionalism, hospitality, and service.
- Develop and implement a yearly budget that balances fiscal responsibility with an exceptional guest experience.
- Create and execute innovative food and beverage programs, including staff training, event planning, and revenue enhancement initiatives.
- Manage and mentor a team of service professionals, fostering a positive and collaborative work environment.
- Work closely with the Executive Chef to craft menus that showcase local, seasonal ingredients and align with Lonesome Valley's vision.
- Monitor inventory levels, manage costs, and ensure compliance with all legal and company policies.
- Maintain a high level of visibility in dining areas, actively engaging with guests and residents to ensure satisfaction.
- Communicate daily with the General Manager and F&B Team to ensure a coordinated effort at providing quality experiences tailored for residents and guests.
- Actively monitor member services to ensure standards of operation constantly meet or exceed the presently established guidelines.
- Consistently demonstrates accuracy, thoroughness, neatness, and dependability to produce results in a timely and cost-effective manner.
- Enforce all the rules and regulations governing the use of Lonesome Valley facilities.
- Works to develop wine lists and bottle/glass wine sales promotion programs, as well as rotating specialty cocktail and beer lists.
- Operate and maintain dining areas staffed with knowledgeable and competent personnel.
- Inspect outlets daily prior to opening and again at closing to ascertain any maintenance, repairs, or additional cleanup needs.
- Engage with residents on a day-to-day basis, managing perceptions and anticipating needs based on known preferences.
- Hold daily lineup meetings. Topics of discussion should be ongoing training information, additions to the menu for that shift and a general inspection of employee readiness for the day.
- Test employees with service exams on a regular basis as part of ongoing training.
- Develop Food & Beverage standard of service and training program for all new employees.
- Develop and maintain Jonas Procedures that are followed and executed professionally.

- Handle personnel problems as they arise in Food and Beverage and report to the General Manager in accordance with employee discipline protocols.
- Handle member and guest problems as they arise, as professionally as possible and/or report to General Manager as needed.
- Conduct annual performance reviews of employees, providing professional development goals for members of staff.
- Attend all relevant operational meetings.
- Complete daily/weekly reports as required, ensuring accurate historical reporting of revenue, covers, etc.
- Utilizes manager and financial tools consistently and in a timely manner.
- Administrative duties will include but are not limited to: menu planning, scheduling, ordering, coding invoices, creating BEO's, and budgeting.
- Audits and approves payroll and disbursement of service charge & gratuity.
- Assists with the remodeling, refurbishment, and other building design enhancements applicable to food and beverage service
- Ensures complete periodic dinnerware, glassware and silverware inventories
- Possess excellent leadership qualities and communication skills.
- Able to multi-task and prioritize in accordance with changing circumstances.
- Participates in informative, focused weekly manager meetings and conducts regular weekly department meetings
- Manages the long-range staffing needs of the department
- Exhibit uncompromised professionalism and team spirit
- Supports and upholds all Standards and Operating Procedures
- Assist with any special projects as assigned by General Manager.

Physical Demand and Work Environment:

- Ability to safely perform all essential job functions consistent with ADA, FMLA and other local and federal standards in a wide variety of outdoor indoor locations.
- Ability to maintain regular, punctual attendance.
- Must be able to talk, listen and speak clearly over the phone.
- Required to stand for long periods and walk, climb stairs, balance, stop, kneel, crouch, bend, stretch, twist, and reach.
- Ability to push, pull and lift up to 50lb including but not limited to any Food & Beverage related tasks,

How to Apply:

- Please email all inquiries to gm@lonesomevalley.com
- Be sure to include current CV and availability for a follow up.