



THE CLIFFS

FOOD & BEVERAGE DIRECTOR

JOB TITLE:	Food & Beverage Director
WORK AREA:	Clubhouse, The Cliffs at Glassy
DEPARTMENT:	Food & Beverage
REPORTS TO:	General Manager
JOB CLASSIFICATION:	Salaried, Exempt
UPDATED:	April 2022

JOB SUMMARY:

From cascading mountains to crystal lakes, warm summer days and cool winter nights, southern hospitality and beautiful scenery welcome you to the Carolinas. The Cliffs is comprised of seven vibrant communities. Each has their own personality, but is equal in beauty, prestige and opportunity. We invite you to become a part of The Cliffs family. Once you visit, you'll understand how unique and welcoming our communities are. The only thing better than the views are the people. Our members are gracious and kind, and our co-workers make coming to work something to look forward to. Our members have made The Cliffs their home, and we hope you will too!

Our Mission is to deliver high quality experiences and activities by building a strong team of associates whose focus is practicing excellence through relationship-building and industry best practices designed to enrich the lives of our members and staff. If you'd like to be challenged daily, advance in your career and be a part of something bigger than any one individual, The Cliffs is the place for you!

Your goal is to strive to offer Members, Guests of Members and Associates opportunities to develop and sustain their personal balance of Total Wellness to achieve a fulfilling and abundant life for themselves and their families. You will support the "Cliffs Commitment" goals of focusing on "Relational Service", "Details" and "Continuous Improvement". You will display a commitment to Continuous Improvement of the Cliffs Experience to deliver Diverse Food and Beverage Experiences, Value, Enhanced Wellness Choices, World-class Golf, and Aligned and Engaged Members to support membership growth for financial sustainability.

JOB DUTIES:

- Provide Relational Service to all Members and Guests of Members.
- Focus on Details to provide high quality products and service to Members.
- Strive for Continuous Improvement in knowledge, quality, consistency, service, products, work environment, financial metrics, safety, wellness and member satisfaction.
- Obtain Member preferences and utilize the Jonas Program
- Manage, organize and market the Food & Beverage operation
- Successfully manage day-to-day operations, special events, member activities, menu rollouts, etc. for the food & beverage department.
- Coordinate the overall operations of activities, staff, and interact with members, guests and vendors
- Manage service staff (including FOH Managers) and staffing functions
- Responsible for all scheduling and coordinating for training and developing service staff, concierge, housekeeping and banquet services.

- Perform detailed clerical and financial duties such as Club payroll operations, handling of money/charges, and managing inventory.
- Develop and build relationships with kitchen management staff to attain consistent sanitation and quality standards.
- Clearly describe, assign and delegate responsibility and authority to personnel for the operation of the Club.
- Ordering and receiving product and inventory management (cost and portion control).
- Provide associate hiring, training, scheduling and development (Managers and service staff).
- Assist in other clubs when necessary and other company-wide functions.
- Continuously evaluate personnel performance and encourage improvement.
- TIPS Certified
- Other duties as assigned

QUALIFICATION REQUIREMENTS:

- Participative management style.
- Use hands-on approach to management.
- Possess the ability to manage change effectively.
- Provide leadership to staff achieving goals and objectives.
- Effectively communicate the goals and objectives while inspiring employees to achieve those goals.
- Clear, concise written and verbal communication skills.
- Demonstrate teambuilding experience.
- Track record promoting an atmosphere of teamwork.
- Demonstrate ability to lead by example.
- Strong technical and organizational skills.
- Excellent time management.
- Strong customer service orientation and skills.
- Exceptional detail to follow-up.
- Excellent budgetary, projections and cost control skills.
- Experience with inventory and cost management.
- 3-6 years of F&B Management experience; fine dining/country club preferred
- Directly related degree preferred.

PHYSICAL REQUIREMENTS:

- Ability to continuously stand for up to a 10 hour shift.
- Ability to bend, twist, stoop, push, pull, climb stairs, reach overhead, and lift up to 50 pounds.
- Ability to work under strenuous and heated conditions.

THE CLIFFS OFFERS:

- A knowledgeable and passionate management team that leads by example
- Premier training
- Excellent compensation

- Our best benefits package including health, vision, dental, short term/long term disability, 401(k) with employer contribution*
- Employee Wellness Monetary Incentives
- A work/life balance!
- Free parking
- Discounted Employee meals
- Complimentary golf at seven world-renowned courses
- Discretionary Bonuses

BENEFITS:

Benefits are available to full-time employees after a waiting period and include Medical, Dental, Vision, Short Term and Long Term Disability, 401(k), Life Insurance, Accident Insurance, Telehealth, Health/Dependent care spending account, Wellness Program and generous paid time off including 15 paid vacation days and 9 paid holidays per year.

In-person applications are welcome between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday at 3851 Highway 11 Travelers Rest, SC 29690.

The Cliffs is an Equal Opportunity Employer that uses E-Verify. As an Equal Opportunity Employer, The Cliffs and its affiliates do not discriminate in hiring or employment on the basis of race, color, religion, national origin, gender, age, genetic information, sexual orientation, disability, or veteran status. All qualified candidates are encouraged to apply.

Please email all applications to ncarlson@cliffsliving.com

Employee Signature

Date

Employee Printed Name