

KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

FOOD & BEVERAGE DIRECTOR PROFILE: THE TRYALL CLUB MONTEGO BAY, JAMAICA

FOOD & BEVERAGE DIRECTOR AT THE TRYALL CLUB

The Tryall Club in Jamaica presents an exciting career opportunity for an accomplished Food & Beverage Director. Nestled within this private Members club are multiple F&B outlets, each offering a unique culinary experience. Amidst the lush surroundings and exclusive atmosphere, the club is embarking on a new chapter with the construction of a brand-new restaurant. The prospective Food & Beverage Director will play a pivotal role in shaping and elevating the food and beverage offerings, overseeing the diverse outlets, and contributing to the overall dining experience at The Tryall Club. This role promises a dynamic environment, blending tradition and Island culture with innovation, where the successful candidate will have the chance to leave a lasting imprint on the food and beverage landscape of this private club. Applicants will preferably have previous experience working in island and/or remote international locations where they have experience in assimilating to different cultures along with new concept openings.

ABOUT THE TRYALL CLUB

The Tryall Club resort in Montego Bay is set within 2,200 acres of natural beauty, where rolling hills and valleys tumble down to one and a half miles of private shoreline and beach club. Golf is as much a part of The Tryall Club as the magnificent villas and ocean views. The course is integral to the Club's fabric, twisting and winding through the estate down to the coastline. The Tryall Club is a playground of possibilities. from a championship golf course with ocean views, tennis courts to diving in the crystal-clear waters for an array of water sports.

The newly renovated Beach Resort Club has an expansive private beach and a stunning zero-entry heated infinity swimming pool with a lounge area. Full service is available from the Beach Bar & Grill, including wood-fired pizzas made by our in-house pizzaiolo from Italy. The club offers the renowned Afternoon Tea experience at The Tryall Club, as well as exclusive private dining options in breathtaking locations across the estate. Members can choose from historic sites like the waterwheel or the beach gazebo with ocean views. While they enjoy a beachside meal or dine on the grand terrace of the Great House, they can also explore the organic kitchen garden, where ingredients for their restaurants are meticulously cultivated.

The Club arranges captivating entertainment, from steel bands to saxophonists, or creates an enchanting ambiance with a violinist. The Tryall Club is where the essence of Jamaica's warm hospitality converges with unparalleled amenities to create an experience unlike any other.

THE TRYALL CLUB BY THE NUMBERS:

- \$150,000 Full Member Initiation Fee
- \$3M -- Food & Beverage Revenue
- 29% Food Cost 37% Beverage Cost
- Three Kitchens (Main House, Beach, New Restaurant)
- 560 FTE Employees year-round; In season 650

THE TRYALL CLUB WEBSITE: www.tryallclub.com

The Great House – three beautiful zones divided into classic, casual-themed dining areas. Each afternoon, they provide a classic “High Tea” that is served on the veranda and terrace. Breakfast is hosted in the dining area adjacent to the lobby. Lunch and Dinner are featured either in the uncovered starlite veranda/terrace or in the formal dining room. Each feature steps down separate dining experiences, which allows personalized service and unique engagement with the staff.

The Great House Bar – classic venue with live entertainment, and interactive bar, in a classic Island setting. Outside area for perfect views of the Caribbean, beaches, and award-winning golf course. A perfect spot for a pre-dinner cocktail or classic people-watching.

Beach Restaurant/Grill – poolside service between the beach and the clubs’ private pools. Perfect for lunch or dinner service, casual in setting, and theme of service and cuisine. The club’s organic garden is positioned in a beautiful space. The pool is also utilized for catering/special member events. The club hosts specialty events, satellite celebrity chef dining, and food trailers.

Villa Food & Beverage Experience – each private villa is equipped with kitchens, chefs, and valets. These professionals secure the wants and needs of the members/guests. The Food & Beverage Director will influence the growth, style, and execution of these spaces.

The Tryall Restaurant – opening in 2024 will be the feature of the club's food and beverage reputation. With tremendous views of the waterfront, the sunset, and zone seating this will be the hub of the food and beverage for both locals and members. The restaurant will feature a centerpiece bar and generous seating.

FOOD & BEVERAGE DIRECTOR POSITION OVERVIEW

The Food & Beverage Director role reports directly to the Managing Director, reflecting a key leadership position within the organization. Tasked with overseeing all food and beverage outlets, the Director will play a pivotal role in aligning culinary operations with the overall vision of the establishment. With the imminent opening of a new restaurant, the Director will have the unique opportunity to shape its inception, ensuring it seamlessly integrates with existing offerings. This role offers a dynamic blend of strategic planning and hands-on leadership, allowing the successful candidate to contribute significantly to the overall success and culinary excellence of the establishment.

PRIMARY RESPONSIBILITIES

Member Services

- Consistent sincere and significant engagement of Members, highly visible to all Members and staff. The F&BD is responsible for ensuring that all Member amenities and Club events are well conceived and executed.
- Provide quality leadership, demonstrating honesty and integrity in an upbeat manner for Members, guests, and staff. Leads by example.
- Create and maintain a first-class service culture throughout the Club property.
- Address and resolve all Member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the Clubhouse and amenity areas.

Employee Relations

- Participate with the DHR in the recruiting, hiring, and development of the Food & Beverage department. Oversee ongoing training programs complete with up-to-date training manuals to ensure exceptional service in all parts of the Club’s F&B operation.
- Build and maintain a positive spirit and healthy work environment throughout all operational areas, one that is free of safety risks and all forms of employee harassment.
- Build a stable and healthy work environment; one based on honesty, trust, and fairness.
- Be the administrative and communication link between departments, under direction, in the Club.

- Confirm that all Clubhouse employees are regularly trained and certified in areas that help guard the safety and well-being of the Members, guests, and other employees including, but not limited to CPR, AED, responsible alcohol service, safe food handling, etc.
- Facilitate a team environment with morale, high ethical standards, and efficient use of resources.

Financial Management

- Joint responsibility with CFO and MD to prepare, manage, and control the annual operating and capital budgets for all departmental operations to desired metrics.
- Assists the MD in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets.
- Monitor all budgets; be responsible for directing corrective action to assure metric.
- Provide input to all departmental personnel regarding annual budgets, capital spending plans, fiscal controls, and operational guidelines.
- Be responsible for all labor cost payouts within the constraints of the budget and through close coordination and with approval from the MD and Controller.
- Supervise the purchasing, receiving, safekeeping, and disbursement of operating supplies and equipment to maximize quality and profitability.

Personnel Management

- Hands-on management of staff and must be approachable to staff, Members, and guests.
- Collaborate with Human Resources to develop long-term staffing needs for areas of responsibility.
- Give responsible support in the hiring, disciplining, termination, and documentation of all FOH F&B staff.
- Further their own continued development as a club management professional as a member of CMAA. With the assistance and approval of the MD, participate in appropriate seminars/training programs, thereby enhancing skills, experience, and quality of services to The Tryall Club.

Operational Responsibilities

- Understand and abide by The Tryall Club policies and departmental procedures. Recommend strategic and operational changes and possibly direct implementation of change.
- Can drive creative initiatives and can produce amazing results.
- Provide content for and manage communications and marketing materials for departments under purview.
- Manage Clubhouse/departments in accordance with applicable local, state, and federal laws.
- Research new products/services/vendors and develop an analysis of their costs/benefits.
- Disseminate information effectively and coordinate activities between departments.
- Keep the MD informed of all potential problems and activities related to smooth operations.
- Exhibit a sharp eye for detail in the overall management of the operation.

INITIAL PRIORITIES OF THE FOOD & BEVERAGE DIRECTOR

- The following priorities have been identified for likely initial primary focus:
- Observe, listen, ask questions, and learn about the culture and heritage of the Club.
- Meet and sincerely interact and engage as many members as possible. Build trust, schedule interactive times, and follow up on details.
- Immerse themselves in the planning, organizing, and critical path planning of the new Restaurant opening. Take the reins of the opening process and create a clear plan for a successful opening.
- Work closely with the F&B team to ensure that an appropriate foundation of success is in place in this department, both in the culinary and service execution sides of the operation. F&B operations are of utmost importance to the membership and meeting a majority of members' expectations in this area is a critical success factor. Service and culinary standards and consistent delivery thereof are important focuses.

- Spend time with the team (staff in all areas of operations) getting to know them, their abilities, and aspirations, and further their already strong mutual respect and collaborative approach to supporting one another and the Club's overall mission.
- Examine and elevate the overall performance management systems in place, recognizing a continued desire to ensure that goals, objectives, accountabilities, and responsibilities should be evaluated with a focus on relevancy.

CANDIDATE QUALIFICATIONS

- Is a passionate leader with strong credentials and work ethic, and a proven track record of providing premier-level hospitality services.
- Has experience working on Islands and/or remote international locations.
- Has a personality that is commensurately appropriate for The Tryall Club culture and will invest in staff and member relationships in a genuine and meaningful way.
- Has experience in restaurant, bar, and lounge openings and/or renovations.
- Has a verifiable track record of successfully leading and growing a dynamic program and departmental operation including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives.
- Believes relationships are of great importance and is successful at finding solutions for all sides.
- Has a positive attitude; is professional in nature with a high degree of integrity; has a strong work ethic, and can handle a fast-paced, high-energy environment among membership and staff.
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff, be truly engaging when interacting with people.
- Has a fundamental understanding of what constitutes a highest-end club and the proven ability to execute to that level.
- A professional career track record in related fields; stability, and experience in high-volume, highly respected clubs, resorts, or hotels.
- Excellent computer skills and ability with all Microsoft Office programs.
- Polished communication skills among Members and guests, as well as visibility among Members and guests. These are incredibly important attributes of the incoming F&BD.

EDUCATION

- A college degree is preferred with a major in Hospitality, Finance, and/or Business Management.
- Management. In lieu of the degree, substantial hospitality experience will be considered. Credentials from the hospitality industry, recognizing ongoing involvement and commitment to lifelong personal and professional development are desired.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, 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.

Prepare a thoughtful cover letter addressed to Kenton Jones, Managing Director, The Tryall Club, and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career, and why The Tryall Club and living in Jamaica will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than February 20th. Candidate selections will occur late February with first Interviews expected in mid-March and second interviews a short time later. The new candidate should assume his/her role in Summer 2024

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Tryall Club”

(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

LEAD SEARCH EXECUTIVES

Annette Whittley, Search Executive

561-827-1945 (M)

annette@kkandw.com

Lawrence McFadden, CMC, Search Executive

239-963-6888 (M)

lawrence@kkandw.com