



FOOD & BEVERAGE DIRECTOR



FOOD & BEVERAGE DIRECTOR OPPORTUNITY AT LOOKAWAY GOLF CLUB

The Food & Beverage Director role at Lookaway Golf Club is an exceptional opportunity for an experienced hospitality professional who is well-rounded in all facets of food and beverage operations. Working with the GM/COO, an engaged Board, a motivated group of team members and a supportive membership, the new Food & Beverage Director will be stepping into a role with tremendous potential to further elevate an already special place!

The position posting is outlined in more detail below but the most important attributes for the best fit include passion, creativity and the proven ability to lead a team. A great attitude and team-oriented persona will complement the existing management team and member-culture. Lookaway is very excited for this search process and for the opportunity to welcome a new Food & Beverage Director to lead the team.

ABOUT LOOKAWAY GOLF CLUB

Lookaway Golf Club (LGC), founded in 1999, boasts quite a history. The property itself dates to 1713, when it was deeded by William Penn (Deed #1 in Buckingham Township, PA) to Thomas Watson of Yorkshire, England. The building that serves as the Lookaway clubhouse was built sometime around 1752 and is believed to be the oldest building used as a clubhouse in the United States.

Over the course of the next 170 years, the property changed hands several times. In 1923, Theodore W. Sterling purchased an active dairy farm, known then as Paxon Farm. Mr. Sterling renamed the farm Lookaway and was well known to locals as a source of providing fresh milk. That milk was provided in bottles sporting a logo comprised of the entwined initials of the farm's owner, Mr. Sterling. The logo remains as the symbol of the Lookaway Golf Club where the first rounds of golf were played in May of 1999.

The Lookaway Hospitality and Culinary Teams proudly provides a personalized and welcoming environment with an emphasis on an exceptional a la carte experience. Our seasonal menus are designed with a focus on creativity, consistency, variety and on overall member preferences.

Lookaway Golf Club offers pure golf in a rural setting, designed by internationally respected architect Rees Jones. The championship course, acclaimed by Golf Digest magazine as one of the top ranked courses in Pennsylvania, encompasses 230 acres and is defined by seclusion, tranquility, and a dedication to a unique golf club experience.

The Club also owns several cottages and is developing a campus master plan undertaking a number of key amenity capital improvements in the near future to include an enhanced dining experience.

FOOD & BEVERAGE DIRECTOR POSITION OVERVIEW

The Food & Beverage Director is responsible for working with the GM/COO to support the mission and vision of Lookaway Golf Club. The Food & Beverage Director has operational management authority over daily food and beverage related activities, as well as, establishing short and long-term organizational goals subject to GM/COO approval.

The Food & Beverage Director is responsible for establishing operational processes and setting a cultural tone that align with the expectations of Lookaway Golf Club's members and staff. Given the role's high level of visibility with the Club's main constituencies, which include members, guests, local organizations, the Board and GM/COO, the Food & Beverage Director must be able to perform at a high level and leadership capacity possessing a naturally engaging and interactive style.

The position requires varying degrees of experience, while placing a large emphasis on individual character traits. Key characteristics for success will include strong integrity and character grounded in a quiet confidence, accountability, and poise; essentially possessing a natural "gravitas". The ability to cultivate a consistently positive, upbeat, respectful, diverse, inclusive, and team-oriented workplace is critical. The successful candidate will bring the ability to identify and hire talent, mentor, and lead a team "by example", with an eye toward congeniality and enthusiasm. Exceptional interpersonal skills marked by excellent judgement, diplomatic tact and thoughtful communication are essential.

The Food & Beverage Director must be well-rounded in all aspects of food and beverage operations including a keen financial acumen, implementation of policies and procedures, building relationships with vendors, and abiding by all health code expectations. The successful candidate will possess a sincere passion for excellence and a dedication to providing an exceptional and natural welcoming environment for its members, families, guests, and team members, along with possessing a true appreciation for hospitality.

EXPERIENCE AND EDUCATIONAL QUALIFICATIONS

The candidate should have a degree in Hospitality Management or similar and a minimum of three years leading a hospitality team. CMAA member and participation in CMAA education programs is a plus.

PHYSICAL DEMANDS

The job operates in a professional office environment and routinely uses standard office equipment. While performing the duties of the job, the employee is regularly required to stand; walk; sit; kneel; use hands to handle or feel; and talk or hear. The employee must occasionally lift and/or move up to 50 pounds.

The job description reflects the assignment of essential functions and may be modified as needed; it does not proscribe or restrict the tasks that may be assigned. The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor is it intended to be an all-inclusive list of the skills and abilities required to do the job.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club, along with the typical senior staff benefits, offers an excellent benefit package including health and 401k. Professional dues, educational allowance, and other expenses in accordance with the annual budget.

CORE RESPONSIBILITIES AND EXPECTATIONS

- Collaborate with the GM/COO, Board of Directors, House Committee, and Department Heads to fulfill the Club's defined Mission and Vision, to which he/she is expected to help evaluate for relevancy and reasonableness to consistently deliver.

- This is a very hands-on position. The candidate will be actively engaged in all food and beverage operations.
- Develops operating procedures and oversee the work of all service team members to deliver a consistent, exceptional hospitality experience.
- Develops policies and procedures to enhance and measure quality; continually updates written policies and procedures to reflect state-of-the-art techniques, equipment and terminology.
- Maintain a high profile with all members positively promoting the service philosophy of the club.
- Work to assure the department is run at the highest level of professionalism with effective collaboration, communication, member satisfaction and accountabilities.
- Cultivate a team who possess an overarching commitment to excellence in all aspects of service and quality.
- Foster environment of training and developing of team members.
- Motivates and develops staff, including cross-training and promotion of personnel.
- Hires, trains, supervises schedules and evaluates the work of service employees. Conduct and complete annual and semi-annual employee performance reviews and develop employee self-improvement programs and recommend changes in salary.
- Ensures that high standards of sanitation, cleanliness and safety are maintained throughout all dining areas at all times.
- Develop the annual food and beverage operations budget and manage line items in accordance with the budget.
- Provide capital ideas that align with the overall club vision to enhance the member experience.
- Approves menu items, pricing, and menu designs for all outlets, special events, and banquets.
- Ensures that all energy management, preventive maintenance, and other standards are consistently met.
- Greets members and oversees dining service on a consistent daily basis.
- The successful candidate will be required to work weekends, nights, and holidays.

NECESSARY SKILLS, EXPERIENCE AND PERSONAL ATTRIBUTES

- A great communicator with an equally charismatic personality who enjoys interaction with members and for whom leadership comes naturally as well as the ability to mentor and delegate.
- A humble, servant leader with strong personal integrity that act as the “glue” of the department and fosters introductions of members and guests, willing to “do what it takes” with solid and consistent follow-up and a creative problem solver that leads by example.
- A motivated, “big thinker” who is at the forefront of technology and modern relevance yet possessing finely tuned soft skills that allow for a sincere, very personal touch when appropriate.
- A strong behind the scenes leader in addition to being highly visible to members; one who sets realistic goals, measures execution, and follows up on results with staff. A keen ability to delegate and generate natural camaraderie amongst the team and membership.
- Someone with member-owned club experience who functions effectively with committees. Someone who is exceptionally well organized and prepared to offer thoughtful recommendations and suggestions, based on data and an understanding of the governing principles and model at Lookaway.
- Ability to deal with adversity and to confront opportunities head-on, when necessary, whether it’s a member or team member issue, but always in a diplomatic, calm, and appropriate manner.
- A good listener who is reflective and interacts well with the membership and his/her team, taking initiative and who can easily anticipate priorities, as well as a competent and thoughtful writer.
- An understanding of the LGC culture and the willingness to build on it, balancing tradition, and relevance.

Please submit your cover letter and resume to General Manager/Chief Operating Officer, Chad Fleming, via email at careers@lookawaygolf.com. Please reference Food & Beverage Director in the subject line.

Deadline for resumes is Wednesday, January 31, 2024