



NOW HIRING

Food & Beverage Director Reserve 22 at the Village Links

www.reserve22.com

DESCRIPTION:

The job duties of the Food and Beverage Director include, but are not limited to, managing and coordinating all aspects of front and back of the house food and beverage operations including restaurant, patio, banquet facilities, Halfway House, beverage cart, and carryout business; provides leadership to achieve organizational goals and guest satisfaction; oversees menu planning and costs; plans, coordinates, and oversees special events; identifies marketing opportunities to promote food and beverage operations; coordinates assigned activities with other divisions, outside agencies and the general public; provides highly responsible and complex assistance to the General Manager; supervises staff and schedules and assigns work; and provides professional and responsive service to the Village residents and the general public. Reports to the General Manager.

ESSENTIAL FUNCTIONS:

- Develops and recommends, budgets, staffing plans, and general operating policies and procedures for guest services, private entertainment/special events, housekeeping, , and other food and beverage operations.
- Assists the General Manager in developing/implementing long-range and annual business plans, operating reports, performance metrics, and forecasts and budgets
- Works closely with the Executive Chef to help assure the highest level of guest satisfaction in the most cost effective manner.
- Supports and drives menu development through collaboration with the Executive Chef; and approves all menu items, presentation, pricing, and production methods.
- Challenges, motivates, and holds accountable the entire food and beverage operations team; and conducts performance evaluations, recommends merit pay increases, and recommends and issues discipline.
- Develops and implements effective orientation and training for new staff, and professional development activities for experienced staff.
- Maintains a professional rapport with guests, and helps assure maximum guest satisfaction by greeting guests and monitoring service standards on a routine and random basis; and consistently establishes an engaging, visible presence with the guests and staff alike.

- Functions as a collaborative administrative link between divisions and other Village departments.
- Assures that all standard operating procedures for sales and cost control are in place and consistently utilized.
- Ensures that all federal, state, and local licenses and permits are properly maintained and adhered to, including those pertaining to alcoholic beverages and health and sanitation.
- As necessary, assists guests in arranging private entertainment or special events held at the restaurant and/or banquet facilities; and responsible for final development of event agreements.
- Works closely with Executive Chef and Special Events Coordinator to determine proper pricing for events.
- Helps plan and approve external and internal marketing and sales promotion activities for the food and beverage operations.
- Monitors safety conditions and employee conformance with safety procedures; updates emergency plans and procedures and assures that effective training for these programs is conducted in all departments.
- Receives, investigates, and acts upon complaints from guests, and employees; and ensures that General Manager is kept abreast of complaints and advises him/her about appropriate corrective actions taken.
- Serves on internal/external organizational or industry-related committees, as assigned.

QUALIFICATION REQUIREMENTS:

- Bachelor's degree in Restaurant or Hospitality Management, Business Administration, or related field.
- Minimum five (5) years of increasingly responsible administrative experience (including budgeting and forecasting) in hospitality/food service management, including at least three years of supervisory experience. Prior experience within a golf course operation or recreational facility is a plus.
- Ability to maintain a professional demeanor with customers, vendors, employees, and the general public; must be able to effectively resolve service concerns in a timely manner.
- Experience with developing, recommending, and implementing marketing strategies and tactics.
- Previous experience with coaching, inspiring, and developing high-performing teams is critical.
- Ability to comprehend, retain and apply Federal, State, and local regulations.
- Demonstrated experience with implementing customer appreciation/loyalty initiatives.
- Ability to operate various types of equipment – standard office equipment, including telephone, copier, computer and related software (e.g. MS Office Suite), and point of sale systems-POS).
- Ability to communicate effectively with staff, vendors, and the general public both orally and in written form.
- Ability to perform basic mathematical calculations, including the ability to develop budgets and analyze profit/loss statements.
- Ability to think quickly, maintain self-control, and adapt to stressful situations; and must be able to use good judgment in effectively solving problems.
- A valid driver's license and sanitation license.
- Qualified applicants must be able to work flexible hours, as needed, including days/evenings,

weekends, and holidays.

SALARY/BENEFITS:

The salary range for this full-time, exempt position is +/- \$65,000-\$80,000/year DOQ, with a full range of benefits offered, including participation in a defined benefit pension plan (IMRF), plus eligibility to earn additional incentive-based compensation. Actual starting salary is negotiable, and will be dependent upon qualifications, experience, and professional achievement.

HOW TO APPLY:

Interested candidates should submit a resume and cover letter to the Village's recruiter, Mr. Bruce Faber, EHS Hospitality Group at bfaber@ehshospitality.com or via phone at (847)838-0147. Position is open until filled. **Review of resumes will occur immediately.**

Candidates requiring reasonable accommodations under the Americans with Disabilities Act should contact Human Resources at 630-469-5000.

THE VILLAGE OF GLEN ELLYN IS AN EQUAL OPPORTUNITY EMPLOYER