



RCS Hospitality Group  
a new generation of hospitality management  
6412 Brandon Ave. #339 Springfield, VA 22150  
[www.consultingRCS.com](http://www.consultingRCS.com)

Position Available:  
**FOOD AND BEVERAGE DIRECTOR**  
Country Club of Charleston  
Charleston, SC

The Country Club of Charleston is looking for a knowledgeable Food and Beverage Director to join their team. The Club is seeking an energetic leader to focus on member interactions with this highly visible position and embodies a proactive "can-do" spirit to enhance the Club's service excellence.

#### POSITION OVERVIEW

The Food and Beverage Director reports directly to the Assistant General Manager and works collaboratively with the entire CCC Leadership Team. The F&B Director has direct accountability for all Food and Beverage operations, including all member dining, bars, turn house, beverage cart, pool café and all club events and private events. She/he acts as the "senior manager on duty" in the absence of the General Manager and Assistant General Manager.

The successful candidate will be hospitality-minded, collaborative, focused and express a positive 'whatever-it-takes' attitude, even under stressful circumstances. Many of the activities that will flow through and be part of the role require an exceptionally strong attention to detail, the ability to juggle multiple priorities, and work effectively with a cross-functional team. This role also requires a "servant's heart" and a creative mind, while being an organized, time-efficient and "big-picture" employee.

#### JOB SUMMARY

- Be the primary coordinator of food and beverage - budgeting, hiring, orientation, coaching, training, inventory control (beer, liquor, wine, china, glass, silver, etc), creating a culture of teamwork and the supervision of staff to ensure all is done in accordance with approved Club policies and in compliance with governmental regulations.
- Greets members and guests and oversees actual service on a routine basis. Manages by walking around and has an intuition for when it is important to be visible and hands-on.
- Functions as a leadership-link between departments to encourage collaboration, and promote common goals and core values. "One team, one dream" management style.
- Have a passion and aptitude for teaching and training. Develop and enhance training programs for all food service personnel, working, as necessary, with the managers responsible for those operations.
- Have a strong and highly visible and respectful presence with the membership, be an exceptional communicator, have great interpersonal skills, and the maturity to instinctively know how to treat members and guests with a high-level of service. She or he must be able to communicate these expectations to a staff with diverse backgrounds and motivate them positively to understand and execute those expectations.
- Responsive to member feedback, concerns, and complaints. Follows-up and acts with a sense of urgency.
- Be an active and dynamic recruiter of team members and someone who inherently enjoys developing and building his/her team and leading them to significant, positive membership satisfaction outcomes.
- Ensure that an effective orientation and onboarding program exists in all areas of responsibility, along with consistent professional development and training.
- Oversee multiple dining areas with varying styles of service to ensure smooth and consistent experience of service standards, high levels of member and guest satisfaction, quality food products and warm, personalized service, in conjunction with the Executive Chef.
- Be a focused and consistent evaluator of personnel, ensuring that standards of conduct and delivery are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of facilities.



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- Conduct and/or oversee training programs for food service personnel on various issues including service techniques, knowledge of menu items and daily specials, sanitation, team building and conflict resolution; regularly test and evaluate knowledge and understanding of these expectations.
- Responsible for the Club's wine and beverage program, including beverage menus and special events (wine club).
- Responsible for the proper accounting and reconciliation of the point-of-sale system (Clubessential) and member revenues, invoices and reports.
- Audits and approves weekly payroll.
- Hold daily and weekly staff meetings with direct reports to keep them informed of necessary and relevant activities and expectations at the Club. Assist in planning and be responsible for ensuring that special club events are well-conceived and executed.
- Be responsive to members' requests for menu selections, event planning, etc., and strive to find creative ways to accommodate reasonable requests; have a belief in a service philosophy of "whatever-it-takes."
- Clearly understand the metrics for successful attainment of financial goals and objectives in F&B operations, and consistently review these expectations with his or her direct reports to ensure understanding and 'buy-in' from those contributing to their attainment.
- Be a collaborative team player who is "hands-on" when necessary but understands when to step back and lead the team.
- Involve supervisors in the decision-making process of how "work gets done" and create a work environment people want to come to and participate every day.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.
- Work closely with the Executive Chef to facilitate a strong relationship between kitchen and front of the house staff.
- Ensure that the team clearly understands performance expectations and that assigned tasks are reasonable, well-conceived and appropriately conveyed. Provide resources necessary to allow employees to perform their jobs effectively and create an exceptional ambience for members and guests.
- Establish and uphold expectations for dress, decorum, and other service standards and consistently always monitor for adherence.
- Take personal ownership of his or her area of responsibility, with special attention to the physical plant and overall appearance of the operation and understand the need to be consistently "member ready" in appearance.
- Counsels with supporting managers about employee grievances and complaints; directs problem correction where possible.
- Counsels and coaches club employees when interpersonal conflicts or performance concerns arise. Maintains documentation as appropriate.
- Handles personnel issues with respect and discretion – refers to HR when appropriate.
- Serves as an *ad hoc* member of the House Committee.
- Ensures all state and local inspections are kept up to date for clubhouse, wellness center and all kitchens.
- Research new products and develops an analysis of their costs and benefits.
- Reviews all accidents and works with HR in completing accident reports.
- Consistently enforces all policies and rules – with members and staff. Reports member infractions to the General Manager, Assistant General Manager, or appropriate committee chairperson.
- Ensures that all legal requirements are consistently followed.
- Completes other appropriate assignments made by the General Manager.
- Serves as the senior manager-on-duty in the absence of the Assistant General Manager and General Manager.
- Opens and/or closes the Club as needed.



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#### QUALIFICATIONS

- Must have a sincere and genuine passion for hospitality and serving others.
- 5+ years of hospitality experience, with demonstrated growth and success in previous roles.
- Be a proven leader who earns the respect and loyalty of her/his team.
- Have an aptitude for technology – Clubessential Club Management suite (POS, back office, website, mobile app, mobile ordering), as well as several other programs supporting catering, payroll, communications, security systems, entertainment, etc.
- Strong interpersonal and communication skills - verbal and written.
- Excellent organizational skills, deadline focused.
- Operates with a sense of urgency and strives to produce the best possible product.
- Handles a fast-paced environment with a sense of calm, poise, and confidence.

#### BACKGROUND/EXPERIENCE/CERTIFICATIONS

- A college degree in hospitality or business is preferable but may be substituted with substantial industry experience.
- SERV Safe, TiPS certifications.
- Sommelier training is also desirable, minimum Level 1, or in-pursuit thereof.

#### REPORTS TO

- Assistant General Manager

#### DIRECT REPORTS

- Food and Beverage Manager(s), Special Events Manager, FOH Servers, Bartenders and Support Staff. Will work very closely with the Executive Chef and the BOH leadership team.

#### THE CLUB OFFERS

Salary will be offered at \$100,000 annually and is commensurate with experience.

- Paid Time Off (Vacation, PTO and Holidays)
- Health and Life Insurance partially paid for by the Club. Club's contribution increases with tenure.
- 401(k) with match (after one-year of employment)
- Professional Association Fees as budgeted annually
- Bonus potential (Performance-based and Holiday Fund)
- Employee Meals

#### CLUB OVERVIEW

Founded in 1900, the Country Club of Charleston is steeped in golf tradition and history. More recently, the Club has solidified its place as the top full-amenity, family-oriented private Club in the Lowcountry and one of the premier Clubs of the South.

The Club's 900 member-families are very active in all areas of the Club. Total Club food and beverage revenues are \$3.5M, with the majority of that being from member dining and numerous club special events. Private banquet events make up the remainder.

The Charleston area is consistently ranked as one of the top travel destinations in the world and provides a wonderful quality of life for its year-round residents. The Country Club of Charleston had the privilege to host the 74th U.S. Women's Open Championship in 2019. The members of The Country Club of Charleston are very proud of their course,



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as well as the beautiful clubhouse, new aquatics and wellness facilities, a new golf shop as well as an active tennis facility. With a full array of amenities, combined with storied history and traditions, The Country Club of Charleston is one of the premier golf clubs in the Southeast.

#### CLUB DETAILS

- 900 Members
- Membership Categories: Strategically working toward one category of membership
- \$69k Initiation Fee
- \$9,660 Annual Dues (Full Member)
- \$7M Annual Dues volume
- \$13 Total Gross Revenue
- \$3.5M F&B Revenue
- 10 Board of Directors
- 8 Standing Committees: Strategic Planning, Governance, Finance, Membership, Golf, Green, Sports, House
- Website: [www.countryclubofcharleston.com](http://www.countryclubofcharleston.com)