



Director of Restaurant Operations

Join Our Team at Belmont Country Club:

Belmont Country Club stands as a distinguished private country club, nestled just 20 minutes to the west of Boston. Our pristine championship golf course, cutting-edge clubhouse, top-tier Food and Beverage offerings, and premium amenities create an unparalleled experience for our esteemed members, valued guests, and dedicated team. At the heart of our operations lies an unwavering commitment to hospitality, setting us apart as a club and a team that pursues perfection in every aspect. Our culture is one of continuous learning and growth, as our teams comprised of both exceptional talent and experienced individuals. Join us in shaping the future of Belmont Country Club, where excellence meets opportunity.

Employee Mission:

At Belmont Country Club, our employee mission is to curate the 'Belmont Experience' through the delivery of unparalleled hospitality, and the finest amenities, within a warm, inviting, and professional environment.

We are dedicated to crafting memorable moments, forging lasting connections, and embodying a genuine sense of community and respect among our members, guests, and teammates.

We are unwavering in our pursuit of perfection and professionalism, ensuring that every interaction embodies our commitment to excellence.

Position Overview:

The Director of Restaurant Operations is a dynamic and hands-on leadership role responsible for overseeing the day-to-day operations of multiple member outlets, including the Grille Room Restaurant, member events, Splash Bar, and 10th Tee Grille. This position plays a pivotal role in defining, curating, and delivering exceptional hospitality experiences for our valued members. The ideal candidate will have a passion for service, a strong commitment to member satisfaction, and the ability to lead a diverse team to success.

Key Responsibilities:

Operational Excellence:

- Manage and oversee all aspects of daily restaurant operations, ensuring a seamless and exceptional dining experience for members and guests.
- Define and implement operational procedures and standards to maintain consistency and efficiency.
- Participate in food and beverage menu creation, continuously seeking ways to enhance offerings and maintain high quality.
- Monitor and manage inventory, cost controls, and procurement to achieve budgetary goals.



Member Relationships:

- Build and nurture strong relationships with members, actively seeking feedback and addressing concerns to enhance member satisfaction.
- Act as a dedicated ambassador between the operations team, management, and membership, fostering a sense of community and engagement.

Hospitality and Member Experience:

- Curate and elevate the overall member experience through exceptional service, ambiance, and attention to detail.
- Continuously seek opportunities to enhance the hospitality offerings and exceed member expectations.

Team Leadership:

- Lead, motivate, and mentor a diverse team of restaurant and hospitality professionals.
- Provide ongoing training and development opportunities to ensure staff excellence.
- Set performance standards, conduct regular evaluations, and address performance issues as needed.
- Continue to build on an existing platform of partnership, respect, and teamwork within the culinary and events leadership teams.

Budget Management:

- Develop and manage budgets for all member outlets, ensuring financial targets are met or exceeded.
- Implement cost-saving measures and revenue-generating strategies to maximize profitability.

Qualifications:

- Enthusiastic hospitality and operations professional with a strong passion for creating exceptional member experiences.
- Extensive experience in restaurant, hotel, or club management, with a minimum of 2+ years in a F&B leadership role.
- Possesses a strong work ethic, maintains a positive attitude, and exhibits unwavering dedication to hospitality excellence in high pressure situations.
- Self-motivated and capable of working independently while fostering collaboration within diverse teams.
- Exceptional written and oral communication skills, with the ability to effectively convey ideas and information.
- Proficient in multitasking, adapting to changing circumstances, thriving in high-pressure environments, and excelling in a fast-paced, ever-evolving, and occasionally ambiguous setting.



- Demonstrates active listening, time management, and exceptional customer service skills, consistently achieving positive resolutions to guest issues.
- Strong leadership and expert people management abilities, with a proven track record.
- Proficiency in essential software programs, including Excel, Word, MembersFirst, and Jonas.
- Flexible availability, including the ability to work nights and weekends, as the job may frequently require it.
- Physically capable of standing for extended periods, as well as performing tasks such as stooping, kneeling, reaching, lifting, and carrying objects weighing up to 30 lbs. during work shifts,
- Ability to work indoors or outdoors and in various weather conditions.

Compensation and Benefits:

We offer a competitive salary (based on experience), health/dental insurance, educational scholarship, paid time off, complementary shift meals, free parking, employee golf privileges, CMAA & NECMA membership, and continuous development and growth opportunities.

Position to start mid-January 2024.

How to Apply:

Interested candidates should submit their resume, a cover letter outlining their relevant experience, and references to Kate Mason-Diburgo, at kdiburgo@belmontcc.org.