



**JOB OPENING TITLE:**

Director of Restaurants and Hospitality

**CLUB CITY/STATE:**

Mattapoisett, Ma

**CLUB NAME:**

The Bay Club

[www.bayclubmatt.com](http://www.bayclubmatt.com)

**REPORTS TO:**

General Manager

Position Details:

The Bay Club, a private, member-owned country club in Mattapoisett, Massachusetts is seeking a Director of Restaurants & Hospitality to oversee and operate its F&B outlets. This is a senior, highly visible role for someone with Restaurant GM-level experience. The Director of Restaurants & Hospitality oversees the exceptional hospitality experiences The Bay Club membership expects, while aligning with the broader culture of the club.

Reporting to the club's general manager, The Director of Restaurants & Hospitality will work in partnership with the Executive Chef to ensure operational excellence and financial success of the Club's restaurants, while developing exciting food and beverage experiences for the membership. Responsible for service quality, all front-of-house staff, customer satisfaction, and operational efficiency, this director position is expected to build strong relationships as a team leader. With an eye on exceptional guests experiences, this role is expected to have meaningful interactions with the membership and integrate into the Bay Club community as a recognizable personality.

General Duties – As a key member of the leadership team, the Director of Restaurants and Hospitality oversees the standards, policies, and procedures for all aspects of the hospitality program at the Bay Club outlets. These outlets include Golf House (Main dining room), Halfway Café (grab and go), Salty's at Poolside Restaurant and Bar, special events (holidays, golf and other related events, etc.) and the golf course's mobile F&B cart.

This role is tasked with establishing systems for our various outlets that align with our values and make us a successful member-owned club. We are looking for someone with a strong background in leadership and great communication skills. An individual that possesses budget management,

financial reporting capabilities and payroll administration are critical skills in this role. This role requires a commitment to excellence and the ability to drive continuous improvement.

#### About the Bay Club:

Established in 2004, The Bay Club is a private residential golf community located on the South Coast of Massachusetts (Mattapoisett, MA) that prides itself on its distinctive familial atmosphere, and vibrant and active membership. It is an ideal community for young families, mid-career, and retirees alike; the excellent school system makes it a great place to raise a family. A true residential club, its membership is made up of both “on campus” homeowners and members from surrounding communities. It retains a small town feel yet is conveniently located near Cape Cod, Nantucket and Martha’s Vineyard and is an hour from Boston and 45 minutes from Providence. It is the only club within 30 miles that provides a full-service country club experience. The location speaks for itself once it is experienced. The Club encompasses 625 acres (with 300 acres of adjacent conservation land) of which the country club and golf course occupy 200 acres. The Club features an Audubon Sanctuary with championship golf, a full suite of racquet offerings, an outstanding sports and fitness complex, and year-round fine dining.

Golf House Restaurant – This is the main dining facility at the Club and is available to members year-round. Includes an intimate 60 seat dining room and bar. The patio space seats an additional 50-80 seats depending on the time of year. The patio space has both fall and spring sidewalls and summer bug screens for use throughout those season. In Season April to September, seven days a week lunch and dinner. Off Season four days a week, lunch and dinner

Salty’s Poolside Bar and Restaurant – This amenity was built in 2024 and replaced a pool cafe and was a terrific addition to the food and beverage outlets for the Club. Many members preferred stopping here after a round of golf based on its proximity to the pool. The menu was diversified offering a blend of both poolside favorites, smash burgers and sushi. This area has 18 bar stools and an addition of 30 table or high-top seats that sit under multiple large awnings. This is area is under consideration for expansion based on year one success. Hours of Operation - Memorial Day to Labor Day, lunch seven days a week and dinner service Thursday through Saturday.

Halfway Café – This is an unstaffed turn house for golfers to have access to grab and go food and drink on the honor system.

Beverage Cart – This operates during the high season of May through September and for golf events. Mainly only does drinks but looking to expand to food offerings as well.

Events – The Club runs about 30-40 small to large events that blend golf, racquets or social activities with food and beverage. Additionally, the Club hosts approximately 12-15 small to large golf outings and is available for small to mid-size social events for members only.

#### Responsibilities:

- Oversee daily restaurant operations in all outlets, including opening and closing procedures, inventory management, and compliance with all health and safety regulations.
- Maintain a consistent presence on the floor as leader during operating hours

- Recruit, train, and manage a high-performing team of front of house professionals, including the beverage teams.
- Foster a positive and professional work environment.
- Promote teamwork and continuous improvement.
- Ensure exceptional guest service by maintaining high standards of hospitality and attentiveness.
- Address and resolve member/guest concerns and feedback promptly and professionally.
- Develop and implement strategies to enhance the overall dining experience to build guest loyalty.
- Collaborate with the Executive Chef to maintain the quality and presentation of menu items.
- Monitor and manage labor costs, food costs, and other operational expenses to achieve financial targets.
- Prepare and manage budgets, forecasts, and financial reports.
- Analyze financial data to identify areas for opportunity or adjustments.
- Uphold The Bay Club's brand standards and ensure consistency in service, food quality, and ambiance.
- Stay informed about industry trends and best practices to maintain a competitive edge.

#### Requirements:

- Proven experience in a leadership role within the Food and Beverage Industry.
- Strong leadership, organizational, and communication skills.
- Ability to manage and motivate a team to achieve high performance.
- Exceptional guest service skills and a commitment to exceptional member experiences.
- Solid understanding of restaurant operations, including front-of-house and back-of-house management.
- Proficiency in financial management, including budgeting, forecasting, and financial analysis.
- Experience in managing internal and external events as the main contact person
- Knowledge of health and safety regulations and best practices in food handling and sanitation.
- Ability to work in a seasonal environment with fluctuations in level of activity that require you to handle multiple tasks efficiently.
- Effective problem-solving skills and the ability to make decisions under pressure.
- A high school diploma or equivalent is required; a degree in hospitality management or a related field is preferred.

#### Job Value/Compensation:

This position is a salaried full time, year-round position. Benefits include, health, dental, vision, 401(k) plan after first year (employe match), year-end bonus, paid vacation, paid time off (three

weeks in year 1) and professional development education and clothing allowance. Salary is commensurate on experience, starting at \$75,000 plus performance bonus.

Resume Deadline:

Deadline for Applications: November 17, 2024, or until position filled

Position start date negotiable but no later than January 6, 2025

Send Resumes to:

Greg Yeomans, General Manager

Bay Club at Mattapoisett

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