



## **ASSISTANT DIRECTOR OF FOOD & BEVERAGE**

### **ABOUT THE WIANNO CLUB**

Perched on a bluff overlooking Nantucket Sound, the Wianno Club has been providing generations of families the perfect setting to gather for celebrations, reunions and annual vacations since 1916. The Club, located in the Wianno Historic District, encompasses 156 acres in Osterville, Massachusetts. The amenities available at this private, seasonal club include 5 dining outlets, 48 guest rooms, an 18-hole Donald Ross golf course, 9 outdoor Har-Tru tennis courts, 2 Pickleball/Paddle tennis courts, private ocean beach, private lake beach, and a summer program for the kids. The dining facilities include the Sea View Room, Main Dining Room, the Ballroom, Terrace Room, Seaside Cafe, and Golf House Restaurant.

- 630 Members – 450 Regular; 180 Non-Resident
- Initiation Fee – \$115,000
- Annual Dues - \$10,440, Capital Dues- \$1,566
- \$10.65M Gross Volume
- \$4.5M Annual Dues
- \$3.5M F&B Volume
- \$5.0M Gross Payroll • Employees – 250 (55 F&B) in season.
- 17 Board Members • Average age of members – 64

**Status:** Year-Round, Full-Time, Exempt

**Responsibility:** Low level of supervision needed. High level of operational decision making.

Reports to: Director of Food and Beverage

Supervises: Servers, Waitstaff, Dining Room Attendants

### **Skills:**

- **Excellent Administrative Skills** - Use of technology, verbal and written communication, business correspondence, organization, time management.
- **Excellent Management Skills** – Decision making, planning, problem-solving, communication, delegation, time management, organization, interpersonal skills.
- **Excellent Supervisory Skills** – Communication, leadership, conflict resolution, motivation, interpersonal skills, understand diversity and generational differences.
- **Advanced Teamwork and Communication Skills** – Interact, work and relate with people, listen, speak, read, write, observe, use English fluently.

- **Advanced Customer Service Skills** – Product knowledge, problem-solving skills, time management, attentiveness, patience, positive attitude, a willingness to go the extra mile, responsibility, professionalism.
- **Excellent Food Service Skills** – food presentation, service etiquette, knowledge of food and beverage service standards, positive attitude, knowledge of menu components, food, beverage, and wine.
- **Advanced Safety Skills** – Observe safety rules, safely operate equipment, food safety consciousness, CPR and First Aid.

**Effort:** Medium – Walk and stand for extended periods of time. Bend, reach, push, pull, lift and carry up to 50 pounds.

**Work Conditions:** Level 3 – Half of the work is performed indoors, half outdoors, half of the work is performed in an air-conditioned environment, variable schedule based on business demands, some duties require working with hazards.

**Duties:**

The Assistant Director of F&B is responsible for overseeing all food and beverage operations at the Wianno Club. This includes Club Events and all functions in various locations. Primary focus is for beverage side of department, inventory, ordering, wine program as well as all bars. Responsible for all dining outlets and needs to maintain consistent involvement in dining rooms. Always keeping with the standards prescribed by management. The position is primarily concerned with front of house activities.

- Daily control of F&B payroll system
- Work with event chairs and Director of F&B on Club events new ideas for beverage program.
- Achievement of budgeted food sales, beverage sales and labor costs.
- Achieve maximum profitability and overall success by controlling costs and quality of service.
- Control of Banquet china, cutlery, glassware, linen and equipment.
- Work with Director of Events on beverage side of BEO's.
- Completion of weekly schedules. Schedule staff as necessary to ensure adequate and consistent levels of service.
- Supervise and co-ordinate daily operation of F&B.
- Attend daily premeal and make sure beverage program is represented.
- Following proper purchasing and requisitioning procedures.
- Maintain records for inventory, labor cost, food cost etc.
- Follow-up each function by completing an Event Sheet.
- Attendance and participation of weekly F&B meeting and Department Head meeting when requested.
- Assist with staff onboarding and training.
- Supervision of weekly payroll input.
- Consistent check of Banquet Food and Beverage quality
- Ensuring that services meet members' specifications.
- Liaise on an on-going basis with the Director of F&B and the Events Manager to ensure all client needs and requirements will be met.

- Work with the Chef and Director of Events to ensure all arrangements and details are executed.
- Work closely with Director of Events for room setup and function requirements.
- Greet the member/guest upon arrival.
- Provide quick service for last-minute changes.
- Deal with customer complaints in a timely and professional manner.
- Hold staff accountable to Clubs standards of appearance.
- Inspection of Event space prior to member/ guest arrival ensuring that client specifications have been met.
- Staff training and development.
- Training bartenders and cocktail servers in the preparation and service of tasty, well-presented beverage items according to standardized recipes.
- Track bottled wine sales for future reference by management.
- Take responsibility to be sure members and guests are fairly charged for all merchandise, whether via chit or cash. When the need arises, arranges with the Accounting Department for cash banks and their proper control.
- Inspect all bars daily to be sure they are adequately stocked, clean and sanitary.
- Verbally informs and explains to staff any offering changes, “specials” or other factors that relate to service of beverages.
- Personal development and growth.
- Discipline of Personnel when required.

### **COMPENSATION AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefit package.

### **INQUIRIES**

Please submit resume, cover letter and inquiries to Heidi Hilbert, Director of Food and Beverage at [heidi@wiannoclub.com](mailto:heidi@wiannoclub.com).