

The Villages Golf and Country Club – Job Description

Job Title: Food and Beverage Manager

Department: Food & Beverage

Reports To: Director of Food and Beverage

Work Schedule: Full-Time; variable schedule including days, evenings, weekends, and holidays

Classification (FLSA): Exempt

Pay Range: \$90,000.00 to \$95,000.00 annual salary

Position Overview

The Food and Beverage Manager is responsible for overseeing daily front-of-house restaurant and bistro operations to ensure exceptional food quality, beverage service, and guest satisfaction. This role provides leadership to service staff, manages operational standards, and supports a positive, team-oriented environment aligned with The Villages Golf and Country Club's service expectations. At The Villages, we expect all team members to work by the Guiding Principles and actively contribute to fostering a community grounded in respect, trust and open communication, while delivering exceptional service, upholding integrity, promoting teamwork and creating a positive, engaging experience for our residents, partners and colleagues.

Essential Functions

Operational Leadership

- Direct and oversee front-of-house restaurant and bistro operations to ensure consistent delivery of high-quality food, beverage, and service standards.
- Exercise judgment to manage service flow, staffing adjustments, and guest experience in real time.
- Establish and enforce operational standards that promote efficiency, service excellence, and compliance with club expectations.
- Oversee execution of daily menu and beverage offerings, including communication of changes to service teams.
- Serve as the primary escalation point for guest concerns, using discretion and authority to resolve issues and protect member satisfaction.
- Ensure departmental compliance with food safety, alcohol service laws, and regulatory requirements.
- Maintain responsibility for departmental safety practices, including training, incident investigation, and corrective action.

Management & Personnel Responsibilities

- Direct manager responsibilities of the Floor Managers including oversight of daily work activities, performance management, timekeeping, workload balance, and training.
- Supervise front-of-house service staff, including assisting with scheduling, performance oversight, coaching, and accountability.
- Make recommendations and decisions regarding hiring, training, discipline, and termination in collaboration with senior leadership and Human Resources.
- Plan staffing levels and floor coverage to align with business volume, service standards, and labor efficiency goals.
- Lead regular training and development initiatives to improve service quality, teamwork, and employee performance.
- Conduct pre-shift leadership briefings and ensure accurate completion of required management reports and documentation.
- Maintain responsibility for employee compliance records, certifications, and required licenses.
- Foster a respectful, collaborative, and performance-driven work environment aligned with The Villages' Guiding Principles.

Budgetary, Financial & Administrative Responsibilities

- Assist Director of F&B with departmental labor utilization through effective communications on scheduling changes and operational planning.
- Oversee beverage ordering, inventory controls, and loss prevention practices within established budget parameters.
- Participate in monthly beverage inventory counts and analyze variances to support cost control efforts.
- Maintain and oversee POS menu accuracy, pricing, and configuration.
- Develop and implement beverage specials and promotions consistent with financial objectives and member expectations.

Physical Demands and Work Environment

- Work is primarily indoors in restaurant and Clubhouse environments with flexibility to move between multiple venues.
- Requires standing and walking for extended periods, as well as sitting for administrative tasks.
- Frequent hand manipulation, talking, and hearing required.
- Occasional bending, twisting, reaching, carrying, and lifting up to 25 lbs.

Conditions of Employment

- Successful completion of a pre-employment drug screening and criminal background check is required.
- Must maintain professional conduct and demonstrate the ability to work collaboratively in a team-oriented and stable work environment.
- Possession of a valid California driver's license is required and must be maintained throughout employment if driving on The Villages property.

Education

- High school diploma or equivalent required
- College coursework or degree in Hospitality Management or a related field preferred