



BONITA BAY CLUB

Dining Service & Training Manager

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BONITA BAY CLUB

Bonita Bay Club is a private club renowned for the most extensive services, amenities, and facilities nestled in the center of Bonita Springs, Florida. Situated within 2,400 pristine acres of the Bonita Bay community, half of which is preserved as natural habitat, the Club is member-owned and celebrated for delivering an unmatched lifestyle. The Club boasts five championship golf courses, a golf club fitting lab, a teaching academy, and a short game training zone. Its Sports Center features 16 Har-Tru tennis courts, 15 pickleball courts, a championship croquet lawn, and a zero-entry resort-style pool. The 60,000-square-foot Lifestyle Center houses a cutting-edge fitness center, spa, and salon. Bonita Bay Club has earned prestigious accolades, including Distinguished Club and Platinum Club status, and is recognized as one of America's Healthiest Clubs for its dedication to member and employee wellness.

Dining is a central part of the member experience, with fresh, scratch-made cuisine served across the Club's current lineup of member venues. These include the 55th Hole and Clubroom overlooking the golf course, the open-air Breezeway Bar & Café at the Sports Center, and the Wave Café at the Lifestyle Center. Members enjoy everything from elevated à la carte cuisine to healthy grab-and-go fare.

The Club's mission is to provide excellent dining and beverage service to its members and their guests through the multiple dining outlets available at Bonita Bay Club.

www.bonitabayclub.net





DINING SERVICE & TRAINING MANAGER

The Dining Service & Training Manager develops and oversees onboarding and ongoing training across the Club's food and beverage operation. The role pairs training development with rotational floor management coverage, using scheduled shifts on the floor to observe service, coach in the moment, and confirm that training carries through to performance. The Club is also entering a period of expansion: a major clubhouse redevelopment on the horizon will grow its food and beverage operation to roughly nine to ten outlets. A candidate who strengthens service standards and helps develop and elevate the team will find clear opportunities for advancement as the Club expands.

Reports to: Assistant General Manager

Works in collaboration with Clubhouse Manager and Director of Culinary Operations



Key Objectives:

Structured Onboarding and Training Development

Owens the structure of onboarding and training; delivery is shared with the wider management team.

- Build a structured onboarding process suited to a year-round, continuous hiring cycle.
- Ensure new hires reach orientation on time and complete required competencies.
- Develop role-specific training tracks and train-the-trainer instruction for tenured staff.
- Maintain training records and competency tracking across all F&B managers and staff.

Service Consistency and Standards

Drive measurable improvement in service consistency across outlets and dayparts.

- Close the service gap between tenured and newer staff identified in the May 2026 member survey.
- Address recurring member feedback on speed of service and attentiveness.
- Revitalize service-standard initiatives, including pre-shift content and manager tools.
- Supply managers with weekly resources so pre-shift messaging stays consistent across outlets.

Floor Coverage and Hands-On Coaching

Rotational coverage gives the role a direct, first-hand view of service execution

- Provide rotational floor management coverage in season.
- Make in-shift decisions on floor plans, timing, and service flow during assigned shifts.
- Coach staff in the moment and respond to member concerns as they arise.
- Document floor observations to inform targeted follow-up training.

First-Year Priorities

To be successful in the first year, key priorities include:

- Establish a repeatable onboarding pathway that supports timely, consistent new-hire starts.
- Revitalize pre-shift meetings as an early, high-impact, and low-risk area of contribution.
- Implement measures to reduce the service gap between tenured and newer staff.
- Present a multi-year training plan for leadership review after observing a full peak season.
- Deliver measurable gains in the next member survey, in both service scores and verbatims.

Qualifications and Characteristics

- Progressive food and beverage experience in a club, hotel, or upscale restaurant setting, including front-line and supervisory work.
- Demonstrated training experience, whether formal or informal.
- Strong organizational skills and the ability to manage competing priorities across multiple outlets.
- Working knowledge of front-of-house service standards and table service.
- Facilitation and communication skills suited to coaching a large hourly workforce.
- Collaborative approach with the credibility to coach peers and junior staff alike.
- Availability to work nights, weekends, and holidays, particularly during peak season (November through April).
- Proficiency with Microsoft Office and familiarity with point-of-sale systems such as Northstar or Jonas.
- ServSafe and TIPS certification, or the ability to obtain both promptly.
- Discretion and professionalism appropriate to a private, membership-based environment.





Compensation and Benefits

Salary compensation is \$70–95,000 based on experience. Comprehensive benefits package, including medical, dental, vision, life, short- and long-term disability, 401k, and other great benefits. Employees can also play golf, tennis, or pickleball, with access to the employee fitness room.

Interested and qualified applicants should submit their resume in confidence to: Joyce M. Halama, CCM at Strategic Club Solutions, Joyce@StrategicClubSolutions.com.







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