



## **Director of Food and Beverage**

Nestled in the heart of the Grenadines lies Sandy Lane Yacht Club & Residences, a world-class marina and luxurious accommodations, waterside dining, fine dining restaurant, beach club and rejuvenating leisure facilities.

We are seeking to hire for the crucial role of Director of Food and Beverage. The perfect candidate will be a hardworking, hands on leader with a strong background in Food and Beverage and all areas of hospitality operations. Luxury experience is a plus. Our Food and Beverage areas include, Shenanigans Beach Club and Restaurant, Foxys fine dining restaurant and our beautiful bakery and also responsible for beach private dining. This position offers development and career growth for the successful candidate.

**POSITION OVERVIEW:** Reporting to the General Manager, Direct and organize the activities of the Food and Beverage Department to maintain high standards of food and beverage quality, service and merchandising to maximize profitability.

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### **KEY RESPONSIBILITIES:**

- Responsible for the overall the operation of all Marina premises on behalf of the General Manager.
- Ensuring all guests are receiving the highest level of hospitality service with a hands on management approach.
- Oversee the Residences and Marina operations encompassing budget management, cost control, health, safety and security measures, administrative duties, reservations, and purchasing.
- Work as a team with other department heads
- Conduct regular operations team meetings and daily stand ups with full team.
- Recruitment, appraisals, disciplinary actions for F&B the support of Human Resources department.
- Schedule and plan team training.
- Ensure SOP implementation in all departments and developing SOP's as required.

- Unannounced inspections of the stores and warehouse to check the stock in hand (quality, par stock levels, expiry etc.).
- Ensure the premises are well maintained and in operative condition at all times.
- Monitor and maintain operation and overhead cost in order to achieve a maximum revenue flow.
- Generate and present reports on revenue, costs, staffing and operations.
- Communicate with and source suppliers/vendors for quality products involving purchasing manager and providing performance assessment of suppliers.
- Foster communication and co-ordination between all departments for smooth and efficient operations.
- Assess and review customer satisfaction and service recovery process, identify and resolve any issues or trends.
- Provide timely and constructive feedback to all direct reports as and when required either formally or informally, in line with company policy.
- Train, coach and empower associates to deliver excellent service to the guests.
- Maintain a low staff turnover rate through effective team building, respecting cultural diversity and supporting departmental recognition programs.
- Actively support Marina policies and procedures.
- Establish strong methods of communication with the full team.
- Resolving guest complaints to the guest's satisfaction within your level of authority.
- Maintaining excellent grooming and hygiene and ensure all standards are met in relation to personal and uniform presentation.
- Represent the Company and Ownership to the highest standard at all times.
- Complying with Marina safety & environment policies
- Abiding by all work place health, country legislation, safety and hygiene regulations at all times.
- Willing and flexible with schedule and duties due to the nature of the hospitality industry.
- Carrying out any other duties as directed by the General Manager.