

## **The Country Club of Virginia – Richmond, Virginia Director, F&B Service Operations**

### **About the Club**



The Country Club of Virginia (“CCV”) is a world-renowned country club and one of America’s oldest and finest private, member-owned clubs located in Richmond, Virginia. The Club has consistently ranked among the nation’s top clubs by the Club Leaders Forum and is currently ranked the 9<sup>th</sup> Platinum Club of America. The Country Club of Virginia has always been one of the largest full-service clubs in the country and prides itself on being a traditional, family-oriented social club, dedicated to providing its members excellent programs, activities, facilities, and services.

The historic Club features two campuses: the traditional full-service country club offered at Westhampton, with a historic clubhouse built in 1908, and the golf-centric clubhouse offered at James River. CCV offers 54 holes of golf with 18 holes at Westhampton and 36 holes located at James River. The Westhampton Campus amenities include a clubhouse (70,000 sq. ft.), a Fitness and Racquet Sports Complex (100,000 sq. ft.), a four-acre resort-style aquatic complex featuring five adult, family, and competition pools and a diving well, paddle tennis, platform tennis, pickleball, event lawns, youth activity areas, squash, indoor and outdoor tennis courts, fitness, group exercise and Pilates studios, and a spa. The James River Clubhouse (36,000 sq. ft.) hosts the Dominion Energy Charity Classic as part of the PGA TOUR Champions Charles Schwab Playoffs. James River is located seven miles from Westhampton and offers dining and event space, a Men’s Grill, a Golf Performance Center, and locker rooms to complement its two championship golf courses. Additionally, the Club features a boat landing on the James River with storage for boats, paddle boards, and kayaks. Two exciting outdoor event venues are located on the James River property – the Red Brick Barn and the Farmhouse. The state-of-the-art Golf Performance Center opened in April of 2021.

The Country Club of Virginia is open daily year-round and provides five notable restaurant facilities along with several snack bars serviced by a total of seven kitchens. The Poolside Café operates from Memorial Day to Labor Day. The Club opened the Cool Springs Café as a fast-casual dining concept as part of its \$19.6 million expansion of its 100,000 sq ft Fitness and Racquet Sports facility in the summer of 2018. The Westhampton Clubhouse is one of Richmond’s most highly regarded event venues, with its two large ballrooms hosting many events that serve as the centerpiece to the social fabric of the Club’s 7,800 members. CCV’s banquet revenues exceed \$3 million, averaging over 40 weddings a year. Holiday covers in excess of 1,200 are not uncommon. Total gross revenue exceeds \$45 million with F&B accounting for \$8.5 million.

### **About the Position**

This newly created position of Director, F&B Service Operations will be responsible for the Club’s dining services and all front-of-house food and beverage operations throughout the Westhampton Campus. The Director will provide leadership, support, and guidance to their team, along with a continuous focus on enhancing the service levels in the operation, which already enjoy a strong reputation.

The Director will be responsible for service execution across campus, including developing, enhancing, and further refining existing standard operating procedures (SOPs), adjusting and adding standards as the business evolves, and communicating and training on the SOPs.



The new Director will be responsible for the Westhampton Clubhouse beverage program including updating and maintaining the beverage menus, maintaining, and updating the beverage costing sheets, and meeting with the vendors to determine future product options and replacement. The Director will work with the Communications Department and outlet managers to draft and approve updated beverage menus.

Lastly, the Director, F&B Service Operations will also assist the Director, F&B and the outlet managers that report to him/her with the preparation of operational and capital budgets, and after Board approval, the management and control of operations to attain the desired results. The Director will also work with the F&B Director and the House Committee in the development of proposed policies, programs, and events. His/her goal is to always help members and their guests enjoy the facilities and programs of the Club, with an especially discerning eye for detail in the service, food and beverage, facilities and upkeep of the Club.

## **About the Ideal Candidate**



This is an outstanding opportunity for an upcoming hospitality professional to work at one of America's finest private clubs, recognized as a top workplace in Richmond by the Richmond Times Dispatch. The Director, F&B Service Operations will have a minimum of six years of related hospitality industry experience with at least three of those years in a managerial role in which subordinates were also managerial. Private club experience is preferred; however, candidates from luxury hotels/resorts or from similar high-end hospitality operations are encouraged to apply.

In addition, he/she will have a professional career record of achievement and relative employment stability with excellent managerial, leadership and interpersonal skills. It is imperative that the next Director have a record of success in building, training, and leading an excellent, service oriented and cohesive team.

The ideal candidate will have excellent customer service and communication skills, and the demonstrated the ability to develop and utilize systems and processes as a means to achieve consistency at scale. He/she must have an engaging, friendly, and energetic personal style and level of congeniality that allows him/her to be well received and accessible. Must possess a high level of political acumen with a passion for hospitality, food and wine, service and the member/guest experience.

## **Apply for This Position**

Interested candidates should complete the online candidate profile form and submit a compelling cover letter and resume for consideration to DENEHY Club Thinking Partners at <http://denehyctp.com/apply-for-a-position/>. If you have any questions or to recommend a candidate, please contact CTP Karen Alexander at 203.319.8228 or by email [karen@denehyctp.com](mailto:karen@denehyctp.com).

**Connecticut**

**Wyoming**

**Florida**

**California**

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