



Shenorock Shore Club, located in Rye, NY, is seeking an experienced Food and Beverage professional to serve as its Member Dining and Events Manager. The successful candidate will oversee the club's various dining outlets and private events business, enhancing the club's operations and member experience.

### **About the Club**

Shenorock Shore Club is a family-centric private shore club on the Long Island Sound, boasting one of the area's largest and most pristine private beaches. In addition to the natural beauty and draw of the Club's location on the water, Shenorock offers its membership access to a state-of-the-art swimming pool, organized tennis programs, pickleball & paddle ball courts, a marina with dock slips and harbor moorings, youth activities, and day camp programming, member picnic grounds, and a sporting clay range in the fall and winter months.

At the center of all activity at Shenorock is an unparalleled food and beverage experience provided to the membership. During summer months, Shenorock offers a la carte member dining overlooking the Long Island Sound, poolside dining at its Bouwerie Grill and Bar, and various member events throughout the year with extravagant buffets, live music, and themed entertainment. In the winter months, food and beverage operations are moved to the Club's harborside dining facilities overlooking Milton Harbor with astonishing views of the NYC skyline. Shenorock's tranquil and unrivaled location makes it a highly sought-after venue for weddings and other private functions in the Clubhouse's expansive ballroom and deck, as well as other various private event spaces.

### **Key Position Notes**

Under the leadership of a new General Manager in 2024, the Club is looking to further highlight and enhance the membership experience at Shenorock. This presents an exciting opportunity for the Member Dining and Events Manager to be part of potential changes and growth at the Club.

The Member Dining and Events Manager will work closely with the Club's General Manager, Assistant General Manager, and Executive Chef to set objectives and benchmarks. They

will be responsible for overseeing and managing the duties and performance of the Events Director, Assistant Food and Beverage Managers, and service staff, with a focus on enhancing the membership experience at Shenorock.

The emphasis will be on building operational camaraderie, injecting creative perspectives and new ideas, contemporizing service style and systems within the Club and keeping them in line with industry best practices, and energizing and empowering service staff with expanded and proven training and professional development programming.

Being highly visible, hands-on, and the face of the Club's food and beverage and events operations is expected. Proficient, proven skills in team leadership, organization, attention to detail, point of sale use, staff development, and accountability are crucial.

The Member Dining and Events Manager will be responsible for a range of duties, including:

- Develop and maintain a working culture amongst the Club's service staff that clearly defines expectations of professionalism and service and aligns with the visions of management and the members.
- Establish a positive working relationship with the Executive Chef and culinary team to ensure cooperation, effective communication, and seamless service execution between the front and back of the house.
- Work closely with the Events Director to promote, sell, organize, and deliver privately hosted functions at the club, such as weddings, professional retreats, family occasions, etc.
- In the Events Director's absence, take the lead on planning, managing, and directing all aspects of private events and functions hosted at the Club. This includes meeting with clients to discuss all aspects of their event planning, completing event contracts and event order sheets, etc.
- Work succinctly with service team members at all experience levels, being a hands-on contributor during service when required or needed to lead and teach by example.
- Recruit, hire, and train staff that effectively contribute to the service vision being sought for and maintained by management and the membership; develop onboarding programs that support expectations of service levels and professionalism.
- Develop and lead daily, weekly, and monthly service meetings, focused training, and skill development sessions that constantly reinforce the service standards required at Shenorock Shore Club.

- Clearly understand and exhibit knowledge in the logistics of service, both in a la carte and private functions, to establish and reinforce best practices and standard operating procedures.
- Oversee all dining venues and hold the department's team accountable for maintaining neat, organized, and clean workspaces.
- Report to the General Manager and Assistant General Manager reviews of service staff development, effectiveness, and "buy-in" to the Club's vision for service excellence, making recommendations for improvements to ensure forward progress in developing service standards at the Club is not thwarted.
- Work with the Assistant General Manager on maintaining the Club's Point of Sale software, enhancing its organization and usability, and ensuring the range of functions is optimized to improve service.

### **Candidate Qualifications and Requirements**

- A bachelor's degree in hospitality or business management is preferred but possibly not required based on experience or professional certification equivalents.
- Minimum of 5 years working in hospitality management at high-volume reputable hotels, restaurants, or private clubs.
- Available to work nights, weekends, and holidays. (excluding Dec. 24, 25, 26)
- Must be able to walk and stand for extended periods.
- Ability to communicate effectively and lead a staff of varying skill levels and experience backgrounds.
- Knowledge of Point-of-Sale systems, preferably Jonas Club Software.

Range of Pay: \$90,000 - \$120,000 base.

Additional bonus and fringe benefits eligible position.

Interested candidates are encouraged to submit compelling cover letters, resumes, and general questions about the position via email to:

Brett Palmer, CCM

General Manager

[Bpalmer@shenorockshoreclub.org](mailto:Bpalmer@shenorockshoreclub.org)