



## Clubhouse Manager

**Reports to:** General Manager/COO

**Supervises:** Food and Beverage, Banquet Set-Up, Front Desk, Housekeeping, Laundry and Valet

**Classification:** Exempt

### **Job Summary** (Essential Functions)

The Clubhouse Manager is responsible for managing all aspects of the clubhouse operations. They enhance the club culture by building and maintaining a strong team of individuals who provide superb customer service and anticipate the needs of our members and guests.

### **Club Operations:**

- Highly visible to members and staff in the dining areas of the club. Maintain contact with members and help to assure maximum member satisfaction.
- Receive and resolve complaints from club members, guests and employees.
- Work with department heads to plan training and professional development programs for staff.
- Ensure that all clubhouse employees receive regular training and certifications required for their roles.
- Participate in ongoing facility inspections throughout the club to assure that cleanliness, maintenance, safety and other standards are consistently attained.
- Serve as an *ad hoc* member of appropriate club committees.
- May serve as a departmental manager in that manager's absence.
- Attend management and staff meetings as scheduled.
- Approve all entertainment in consultation with the Membership Director and others.
- Counsel with other managers and employees about employee grievances and complaints; direct problem correction where possible.
- Work with the human resources department to develop long-term staffing needs for the clubhouse departments.
- Work with the human resources department to develop and execute employee appreciation and recognition programs.
- Work with the human resources and the individual clubhouse departments to ensure timeliness of annual performance appraisals. Approve all salary increases.
- Ensure that all clubhouse legal requirements are followed.
- Work with General Manager and Controller to develop annual operating and capital budgets. Direct and assist department heads in controlling costs and achieving desired results.
- Monitor the budget and direct corrective action procedures as necessary to help assure that budget goals are attained.
- Monitor internal cost control procedures and is responsible for the monthly or quarterly inventories of food, beverage, china, silverware, glassware and linen.
- Complete other appropriate assignments made by the General Manager.

### **Food & Beverage Operations:**

- Work with restaurant, beverage and banquet managers to ensure consistent exemplary member service.
- Interact with the purchasing and receiving department personnel relative to the procurement and receiving of food and beverage products and supplies.
- Work with the food and beverage leadership team to develop wine/bar menus.
- Inspect to ensure that the club's sanitation, safety, energy management, preventive maintenance and other programs are implemented and complied with as they apply to the food and beverage operation.

- Develop the budget for the food and beverage department; monitor financial information and take corrective action as necessary to help assure that financial goals are met.
- Develop and monitor labor forecasts and budgets; take corrective action as necessary.
- Develop financial records and reports as required.
- Work with the accounting department to ensure that record-keeping procedures are consistently followed.
- Handle complaints from club members, guests and others relative to the food and beverage department.
- Assist with private parties and execution in the food and beverage outlets, when necessary.
- Plan and develop training programs and professional development opportunities for himself or herself and all other food and beverage personnel.
- Keep current with changing member preferences and industry trends relative to the food and beverage operation.
- Conduct scheduled meetings with service staff.
- Attend staff and management meetings.
- Schedule wine and beer samplings with distributors to continuously improve variety and quality of beverages available to club members and guests.
- Monitor bar closing procedures (checklist) and assure that area is secure.
- Plan special wine promotions for members.
- Assure the club's policies and procedures for selling alcoholic beverages are consistently followed in all beverage outlets and at all club functions.
- May serve as club's opening or closing manager or manager on duty.
- Maintain a service log regarding any notable member or guest behavior.
- Schedule maintenance of draft beer tapping.
- Complete other appropriate work assignments as requested by the General Manager.

#### **Physical Demands and Work Environment**

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to handle hot and cold interior and outdoor conditions.
- Independent mobility throughout the clubhouse.

#### **Education and/or Experience**

- Bachelor's degree, preferably in Hospitality Management or a related field, from a four-year college or university.
- Six or more years of related experience with three or more years as a manager.
- Substantial private club or hospitality industry experience with management and supervisory experience and progressive professional advancement.

#### **Job Knowledge, Core Competencies, and Expectations**

- Knowledge of management requirements for food and beverage, housekeeping, maintenance, and security functions at the club.
- Demonstrated analytical skills, attention to detail, organizational and project management skills.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Knowledge of and ability to perform required role in emergency situations.

#### **Physical Demands and Work Environment**

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.