

The Dormie Network is a national network of clubs combining the experience of destination golf with the premier hospitality of private membership. It's pure golf as it should be.

www.dormienetwork.com

This posting is for ArborLinks Assistant General Manager. This position will be our operational leader as we take ArborLinks new heights in 2021 and beyond. If you want to be a part of something new in the golf business and have tremendous opportunity for future professional growth this is your opportunity.

ArborLinks Golf Club Details

- Located in Nebraska City, NE
- 3.5 million in operating revenues
- 800k in F&B revenue
- 500k in lodging revenue
- 18 hole course, par 71, designed by Arnold Palmer
- According to golf digest #8 ranked course in the state
- Dining Facilities
 - 1 Informal Dining Room that seats 60
 - 1 Wine Room that seats 20
- Complete clubhouse renovation in 2019, won award for 3rd best clubhouse renovation in 2019 from Golf Inc.
- 40 overnight rooms on property.
- ArborLinks is open from April-November
 - This a year round management position

Below are a few links to videos of ArborLinks and to get to know the Dormie Network:

<https://www.youtube.com/watch?v=Mc2bPUHH3fE>

<https://www.youtube.com/watch?v=eaOgKxnEInM>

[\(39\) Picture yourself in the cottages at ArborLinks - YouTube](#)

[\(39\) One Network. One Membership. Unmatched. - YouTube](#)

Job Title:

Assistant General Manager

- The Assistant General Manager is ultimately responsible for all clubhouse operations on a daily basis, including its various dining options, cottage experience and general housekeeping over these areas. In addition to building relationships with Club members, guests, and employees. The AGM leads a team including Food & Beverage employees, housekeeping teams, and direct oversight of all cottage operations. He or she provides support to the Concierge and Club Services teams
- Being the "public face" of these operations with a hands-on approach and an understanding that full member and staff engagement is critical to success in this position. The AGM consistently provides anticipatory hospitality along with superb dining and other food and beverage experiences for the Club's membership and their guests. This managerial position works closely with, and reports to, the General Manager, and provides quality leadership and contributes to the positive atmosphere of the Club and associated operations. The relationship with the Executive Chef is very important to this position,

ensuring collaborative, innovative, and harmonious relationships between front and back of house operations.

- Coordinate with other key department heads, primarily as it relates to cooperative efforts surrounding the overall member and guest experience while on site.
- Be the primary coordinator of food and beverage budgeting, hiring, coaching, training, collaborative menu development, orientations, and consistent experience commonality in all operations to ensure smooth, high levels of member and guest satisfaction.
- Seek out new and innovative ways to meet and respond to the needs and demands of the ever changing and diverse age group of the membership. He/she displays strategic thinking, excellence, passion and forethought. Has a belief in a service philosophy of *“the answer is ‘yes,’ what is the question?”*
- Be a focused and consistent evaluator of personnel, ensuring that standards of conduct and delivery are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of the clubhouse facilities.
- Work directly with the Food and Beverage Manager to ensure, beverage program is staying head of the times.
- Oversight of the housekeeping supervisor to ensure that housekeeping is maintaining the clubhouse to the Dormie Network standard
- Ensure that housekeeping is maintain the cottages to the Dormie Network standard. This would include both interiors and exteriors
- Ensures that our members and guest are receiving anticipatory service in the cottages
- Clearly understand the metrics for successful attainment of financial goals and objectives, and consistently review these expectations with his or her direct reports to ensure understanding and ‘buy-in’ from those contributing to their attainment.
- Develop and monitor plans, budgets and standard operating procedures to provide direction and controls; implement corrective procedures as necessary to help ensure that budget goals are attained.
- Maintain a sense of urgency with a “lead by example” approach while creating a very upbeat, “can do” and “get it done” attitude towards members, services, programs and initiatives.
- Ensure that appropriate controls and cost-effective procedures related to payroll, purchases, inventories, supplies, and other necessary expenditures are in place.
- Be an active and dynamic recruiter of team members and someone who inherently enjoys and has a passion and aptitude for training and developing teams.
- Ensure that a positive and healthy working environment exists that is free from safety risks and all forms of team member harassment.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.
- Maintain control of employee uniforms, ensuring that employees wear uniforms, ensure that name tags and uniforms are kept in proper condition, clean and are always ready
- Take personal ownership of his or her areas of responsibility, with special attention to the physical plant and overall appearance of the operation and understand the need to be consistently “member ready” in both appearance and service.
- Maintain purchase order system, par-stock levels on beverage inventories and implement and monitor ordering and receiving program to ensure proper quality and price on all purchases.

- Operate within all guidelines, policies, standards and constraints established and implement mandatory standards of operations as they relate to food and beverage operations.
- Other duties as assigned by the GM or Dormie Network executive team

Candidate Qualifications:

- 3 to 5 years experience with private club/resort is preferred
- Demonstrated team-building and leadership experience.
- Strong technical and organizational skills.
- Strong customer service orientation and skills.
- Exceptional attention to detail and follow-up.
- Able to multitask and meet deadlines.
- Quality verbal and writing skills with the ability to communicate professionally/effectively
- Team-oriented working cohesively with co-workers
- Professional appearance and ability to retain and motivate staff
- Desire to become a General Manager in the future is a plus

Educational Requirements:

B.A. or B.S. with emphasis in Hospitality or Culinary considered a plus

Thorough knowledge of food and beverage service preparation and operational procedures as would normally be acquired through a high school education or equivalent, plus a minimum of five additional years of hospitality management or equivalent experience.

Date Position Available

Immediately

Other Benefits

- Continued educational allowance
- Uniform Allowance
- Health AND Dental Insurance
- 401(k)
- Meals

Please visit www.dormienetwork.com to learn more about our network. We have other opportunities available as well within the network at the various clubs, so please submit your résumé to see if we have a potential fit for you if it is not for the Assistant General Manager at ArborLinks.