

Clubhouse Manager

Horseshoe Bend Country Club

Location: US - GA – Roswell

Horseshoe Bend Country Club is currently seeking a dynamic hospitality professional to join our leadership team as Clubhouse Manager. The core job responsibilities are to oversee all day to day clubhouse/food and beverage operations. The Clubhouse Manager sets the tone by developing and maintaining standards of operation in all clubhouse, banquet, and food and beverage departments.

About the Club:

- **Horseshoe Bend Country Club Facilities**
 - Impressive, newly renovated main clubhouse includes multiple dining venues
 - Men's and ladies locker rooms
 - New \$10M Tennis and Swim Clubhouse with multiple dining venues
 - Men's and ladies locker rooms
 - One 18 hole Joe Lee golf course redesigned by Bob Cupp in 2011
 - 13 new outdoor tennis courts with four 8 and under courts
 - Pool complex with three pools

Job Description:

Clubhouse Manager

Horseshoe Bend Country Club is an individually owned, private country club. The Clubhouse Manager is the primary coordinator of food and beverage FOH budgeting, hiring, training, orientations and teammate “culturization,” and supervision of associates. He/she will therefore be applying relevant and necessary marketing techniques to drive member usage of food and beverage and clubhouse operations along with assuring member and guest needs and desires are consistently met and often exceeded. Club member and guest satisfaction and enjoyment of the high quality service experience at Horseshoe Bend Country Club along with fiscal responsibility are primary drivers to overall success.

The Clubhouse Manager has a strong and highly visible and respectful presence with the membership, must be an exceptional communicator, have excellent personal interactive skills and the maturity to anticipate member needs without bother. More importantly, he/she must be able to communicate these expectations to a diverse staff and positively motivate them to understand and execute to those expectations.

The Horseshoe Bend Country Club community represent a varied demographic and age range and the Clubhouse Manager is the key influence to ensure that these groups are engaged from a food and beverage programming, activities, servicing and experience perspective. Members are social and active, and are trending younger with more family involvement. The Clubhouse Manager is responsible for ensuring member satisfaction is consistently met or exceeded while remaining very mindful of the fiscally responsible environment the Club operates within.

Organizational Structure

Horseshoe Bend Country Club operates under the Owner and General Manager organizational structure. The Clubhouse Manager reports to the General Manager and will be part of the executive team which includes the Head Golf Professional, Superintendent, Executive Chef, Controller, and Athletic Director.

The following clubhouse staff will report to the Clubhouse Manager:

- Front of House F&B
- Facility Maintenance
- Housekeeping
- Locker Rooms

The Clubhouse Manager coordinates closely with other key department heads especially with regard to special events, Club functions, and athletic programs.

Candidate Qualifications

The successful candidate:

- Is a passionate leader with strong food and beverage credentials and a proven track record of providing excellent service in a premier hospitality environment.
- Is a highly motivated individual who is confident in his or her abilities and yet humble in personality; a person who can share the credit with their staff for achievements made as well as take responsibility when standards are not met.
- Has a positive attitude and is professional in nature with a high degree of integrity, strong work ethic, and is able to handle a fast paced, high energy environment and clientele.
- Proven ability to interact positively with all levels of management, coworkers, members, and guest to promote a team effort and maintain a positive and professional approach.
- Ability to seek out new and innovated ways to meet and respond to the needs and demands of the membership and company.
- A desire to continuously improve him- or herself and a track record of developing strong and upwardly successful associates and direct reports
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests and staff; a truly engaging “people person.”
- Has a fundamental understanding of what constitutes a “premier club experience” and the proven ability to execute to that level.
- A proven food and beverage leader who is able to manage his or her time and establish priorities, to which he or she is accountable to execute against.
- Has a verifiable track record of successfully leading and growing a dynamic food and beverage program and clubhouse operations including building revenues, controlling costs and meeting or exceeding planned and budgeted bottom line goals and objectives.
- Has an in-depth knowledge of wine, beer, and spirits.
- Has a thorough knowledge of multi-dimensional a la carte dining services, training and service standards.
- Strong financial and budgeting experience
- Proficient in Microsoft Office and comfortable with computer and technology.
- Knowledge of Northstar POS System is a plus
- Four-year college degree is required

Additional Details

Job Available:

Immediately

Compensation:

Salary comparable to experience

Bonus Plan:

Yes

Work Permit Needed:

Applicants who do not already have legal permission to work in the United States will not be considered.

Management Position:

Yes

Entry Level Position:

No

Industry Categories:

Country Club/Golf Club

Position Categories:

Food and Beverage, Building, Facilities, Security