

# KOPPLIN KUEBLER & WALLACE

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## **CLUBHOUSE MANAGER PROFILE: ILLINI COUNTRY CLUB SPRINGFIELD, IL**

### **THE CLUBHOUSE MANAGER (CHM) OPPORTUNITY AT ILLINI COUNTRY CLUB**

A special opportunity exists for a high energy candidate with progressive food and beverage operations management experience in private clubs or high-end establishments in the hospitality industry, and a drive to be a friendly, passionate industry leader.

We are conducting the Clubhouse Manager search for Illini Country Club, a private, family-oriented, member-owned golf and country club located in the heart of the capital city of Illinois. Illini has the rich history of a club that has been in existence for over 100 years.

The successful candidate will be an integral part of a high-performing team at a club recognized for its fine dining, active social and recreational calendar/amenities, quality work environment, and positive culture. The primary focus of the role is FOH/F&B management with emphasis on maintaining the high standards of established culture and service. This Clubhouse Manager position provides the candidate an opportunity to prepare for the next steps in career advancement to General Manager/COO.

[Click here to view a brief video about this opportunity.](#)

### **ILLINI COUNTRY CLUB**

With more than five hundred total members, Illini has something to offer members of all ages. Amenities include clubhouse and banquet facilities, an outdoor dining patio, an 18-hole golf course, three tennis courts, a swimming facility with three pools, and a fitness center. Illini has a dynamic junior sports program that features golf, swimming, and tennis. With more than 11,000 rounds of golf played each season, Illini also has vibrant men's and women's golf programs. Currently, Illini is the longest running regional qualifier site for the U.S. Open.

"Our mission, as it has been for the last 100 years, is to enrich the lives of our members and their families by providing the finest dining, social and recreational amenities in a private club environment in the heart of historic Springfield, Illinois."

Club is open six days per week, 12 months per year, with a brief shutdown at the beginning of January.

### **ILLINI COUNTRY CLUB:**

- 1906 Established
- 307 Golf Members, 200 Social/Fitness
- 57 Average Age of Membership
- \$5M Gross volume
- \$2.3M Annual dues volume
- \$1.6M F&B revenue
- 150 Employees (FTE) in season; 78 Employees (FTE) off season
- Approximately 16,000 Rounds of golf annually

Please visit the website to view the many community amenities at Illini Country Club: [illinicc.net](http://illinicc.net)

## **CLUBHOUSE MANAGER POSITION OVERVIEW**

The Clubhouse Manager (CHM) is ultimately responsible for all clubhouse food & beverage service operations on a daily basis, including its private events, dining options, and relationships between Club members, guests, and employees. Being the “public face” of these operations with a hands-on approach and an understanding that full “on-the-floor” member and staff engagement is critical to success in this position. The CHM consistently provides 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/COO. The relationship with the Executive Chef and club management team is very important to this position, ensuring collaborative and harmonious relationships between front and back of house operations.

## **KEY RESPONSIBILITIES**

The Clubhouse Manager will:

- Be the primary coordinator of food and beverage, budgeting, hiring, orientation, coaching, training, menu development, inventory control, creating a culture of teamwork and the supervision of associates to ensure all is done in accordance with approved Club policies compliance with governmental regulations.
- Have a strong and highly visible and respectful presence with the membership, be an exceptional communicator, have expert interpersonal skills, and the maturity to instinctively know how to treat members and guests with a high-level of service. He or she must be able to communicate these expectations to a staff with diverse backgrounds and motivate them positively to understand and execute to those expectations.
- Be an active and dynamic recruiter of team members and someone who inherently enjoys developing and building his/her team and leading them to significant, positive membership satisfaction outcomes.
- Have a passion and aptitude for teaching and training. Develop and enhance training programs for all food service personnel, working, as necessary, with the managers directly responsible for those operations.
- Ensure that an effective orientation and onboarding program exists in all areas of responsibility, along with consistent professional development and training.
- Establish standard operating procedures, procurement and processes for the operational execution of all food and beverage on the club property.
- Oversee dining areas to ensure smooth and consistent experience commonality of service standards, high levels of member and guest satisfaction, quality food products and exemplary service in conjunction with dining room staff and the Executive Chef.
- 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.
- Conduct and/or oversee training programs for food service personnel on various issues including service techniques, knowledge of menu items and daily specials, sanitation, team building and conflict resolution; regularly test and evaluate knowledge and understanding of these expectations.
- Responsible for the proper accounting and reconciliation of the point of sale system and member revenues.
- Develop and implement marketing programs to increase dining room, lounge, banquet and general participation in F & B related activities.
- Hold daily and weekly staff meetings with direct reports to keep them informed of necessary and relevant activities and expectations at the Club. Assist in planning and be responsible for ensuring that special club events are well-conceived and executed.
- Oversee all banquets and social functions, including member and member sponsored events.
- Be responsive to members’ requests for menu selections, event planning, etc., and strive to find creative ways to accommodate reasonable requests; have a belief in a service philosophy of “the answer is ‘yes,’ what is the question?”
- Clearly understand the metrics for successful attainment of financial goals and objectives in F&B operations, 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 procedures to provide direction and controls for food and beverage operations; implement corrective procedures as necessary to help ensure that budget goals are attained.
- Have a strong sense of urgency and responsiveness, while also maintaining quality and integrity of the division's business plan.
- Recommend, monitor and manage policies, operating procedures and staffing for all F & B areas; recognize the needs and consistently perform to high levels of service in each of these operating areas.
- Ensure adherence to, and compliance with, all health, safety, liquor consumption, and all other food and beverage regulations. Keep current on all matters pertaining to the food and beverage industry.
- Be responsible for the management of all alcoholic beverage inventories and purchases.
- Consistently monitor payroll and labor resource allocations to ensure they are in line with financial forecasting and goals.
- Be a collaborative team player who is willing to be "hands on" when necessary, but understands when to step back and lead the team.
- Involve associates in the decision-making process of how 'work gets done' and creates a work environment people want to come to and participate every day.
- Establish and consistently enhance operating standards for personnel in areas of responsibility and consistently evaluate knowledge, understanding and execution to these high standards.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.
- Work closely with the Executive Chef to facilitate a strong relationship between kitchen and front of the house staff.
- Serve as an *ad hoc* member of appropriate club committees
- Ensure that associates clearly understand performance expectations and that assigned tasks are reasonable, well-conceived and appropriately conveyed. Provide resources necessary to allow employees to perform their jobs effectively and create an exceptional ambience for members and guests.
- Establish and uphold expectations for dress, decorum and other service standards and consistently monitor for adherence at all times.
- Take personal ownership of his or her area 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.

### **CANDIDATE QUALIFICATIONS**

To perform this job successfully, an individual must be able to achieve each essential duty and goals set. The requirements listed above are representative of the knowledge, skill, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

A Bachelor's degree (B.A.) in Hospitality Management is preferable, as is prior CMAA experience, Illinois Basset Certification, and an Illinois Food Handler's License.

### **SALARY & BENEFITS**

Salary is open and commensurate with qualifications and experience. The Club, along with the typical CMAA benefits, offers an excellent bonus and benefit package.

### **INSTRUCTIONS ON HOW TO APPLY**

**"Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary.** Your letter should be **addressed to Mr. Zach Lewis General Manager/COO**, and clearly articulate why you want to be considered for this position at this stage of your career and why ICC and the Springfield, IL area will be beneficial to you, your family, your career, and the Club if selected."

Please upload your resume and cover letter (in that order) using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

**IMPORTANT:** Save your resume and letter in the following manner:

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions please email Holly Weiss: holly@kkandw.com

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