



**Candidate Profile**

**Clubhouse Manager**

**Palma Ceia Golf & Country Club**

Tampa, FL

www.pcgc.org

**History**

Founded in 1916, Palma Ceia Golf and Country Club is located in Tampa's most prestigious residential neighborhood and is the Tampa Bay area's most prestigious private club. The club features an 18-hole championship golf course, tennis courts, swimming, a fitness center, and clubhouse for member entertaining, dining, and banquets. Our main focus is providing our members and their guests with outstanding facilities and the highest standard of service.

**Position**

The Clubhouse Manager works closely with the General Manager is a hands-on, highly visible and accessible leader for the Club (Members and staff alike) and is responsible for providing leadership and holding full accountability and direction for the management of the daily operations of the clubhouse administration, food and beverage, maintenance and repair, housekeeping, childcare, and security functions. The Clubhouse Manager is responsible for maintaining a positive, energized culture and developing, training, and holding accountable a team of passionate, dedicated individuals who provide outstanding service to our membership. Operates in accordance with state and federal regulatory requirements and the Club's bylaws. Interprets and enforces club rules and regulations governing the use of the facilities, equipment, and other property. Must be able to work a flexible schedule including weekends, holidays, and special events.

* Collaborates with the General Manager, Board of Directors, and other Club management to develop and implement goal, policies and procedures for the management of the Club.
* Responsible for hiring, training, assigning and directing work, and evaluating performance, of all staff Members within specific areas of responsibility, including food and beverage (Executive Chef, Events Manager, Banquet Manager, F&B Managers), membership, clubhouse maintenance and housekeeping, receptionists, and childcare.
* Sets clearly defined goals and objectives, holds subordinates accountable for results in a performance management system.
* Approves budgets, staffing, internal cost control and general operating procedures and other plans for Food & Beverage, maintenance and repair, housekeeping; directs the work of department heads.
* Plans and directs training and professional development programs for clubhouse personnel.
* Assists the General Manager in developing and implementing operating reports, forecasts, and budgets.
* Monitors safety conditions and employees’ conformance to safety procedures; updates emergency plans and procedures as well as assuring that effective training for these programs is conducted in all departments.
* Maintains contact with Members and helps to assure maximum Member satisfaction.
* Ensures that the Club’s preventative maintenance and energy management programs are in use.
* Periodically conducts internal inspections and participates in external facility inspections throughout the club to ensure cleanliness, maintenance, health and safety regulations, and other standards are consistently maintained.
* Ensures that all standard operating procedures for cost control are in place and consistently utilized.
* Assists in the development, review, and approval of marketing and sales promotion activities for the food and beverage department.
* Approves the menu items proposed by the Executive Chef for all outlets, special events, and banquet events.
* Ensures that all legal requirements are consistently adhered to including wage and hour and federal, state and local laws pertaining to alcoholic beverages; assures that all applicable club policies and procedures are followed.
* Develops interesting ways of promoting club functions in the dining room, lounge, and other outlets.
* Serves as an ad hoc member of appropriate club committees.
* Assists in planning and implementing procedures for special club events and banquet functions.
* Collaborates with the General Manager and Executive Chef to establish menu prices for dining rooms and lounges, a la carte dining, and banquet menu pricing. Participates in the development of wine lists and bottle or glass wine sales promotion programs.
* Works with the Director of Finance on food and beverage budgets and forecasting to ensure revenues, cost of goods sold, and labor remain on track with Club projections.
* Undertakes special projects as requested by the General Manager.
* Counsels with other managers and employees about employee grievances and complaints; direct problem correction where possible.
* Monitors labor; evaluates schedules and actual labor hours and costs.
* Completes other appropriate assignments made by the General Manager.
* Reviews, recommends, provides direction, and collaborates with vendors, outside contractors, firms, and individuals providing goods or services, lease agreements, or contracts to the Club.
* Assist in developing and maintaining quality control and operational procedures for staff and department operations; develops and maintains clubhouse standard operating procedures manual.
* Maintains affiliations in appropriate professional associations to remain current in profession.
* Ensures compliances with all Federal, State, Local regulations, Club bylaws and standard operating procedures.
* Regular and reliable attendance; attends all management meetings and conducts all staff meetings.

**Qualifications**

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in hospitality or business management; and five years of progressive managerial experience with private clubs, upscale dining establishments, or hospitality settings; or equivalent combination of education and experience.
* Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Jonas Club Software, POS, and other industry specific software at least at an intermediate level.

**PREFERRED QUALIFICATIONS**

* Seven years of experience in private club management with an emphasis on food and beverage.

**Salary & Benefits**

Salary is commensurate with qualifications and experience. Palma Ceia Golf and Country Club offers an excellent benefits package, including medical, dental, vision, life, short- and long-term disability, and retirement (401k).

**How to Apply**

A full background check and drug testing will be conducted on selected candidate.

Professionals who meet or exceed the established criteria are encouraged to send current resume and cover letter addressed to Mr. Robert Ley, General Manager Palma Ceia Golf & Country Club. Send to:

Ned Welc, CCM, CCE Terry Anglin

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