

**CLUBHOUSE MANAGER PROFILE:
THE RESERVE AT LAKE KEOWEE
SUNSET, SC**

THE CLUBHOUSE MANAGER (CHM) OPPORTUNITY AT THE RESERVE AT LAKE KEOWEE

Founded in 1999, The Reserve at Lake Keowee in Sunset, South Carolina presents an exceptional opportunity for a unique individual to become their next Clubhouse Manager. The Reserve at Lake Keowee is a private club that combines mountain top vistas and a Jack Nicklaus designed golf course. This is a fantastic opportunity to be part of a premier club in a premier club community.

The Clubhouse Manager at The Reserve should be a professional in every aspect and will be a highly visible and engaged leader. Continually ensuring a consistently positive experience for members and guests that exceeds expectations is job one for the CHM.

The Clubhouse Manager will ensure the goals of both the food and beverage department and the club are met through proactive leadership and full-scope management. Then, paying attention to all the details that contribute to overall success is a crucial attribute and a necessary intuitive style of the successful Clubhouse Manager.

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

ABOUT THE RESERVE AT LAKE KEOWEE

The Reserve at Lake Keowee is an upscale master-planned community situated on 3,900 acres on picturesque Lake Keowee, located in Sunset, South Carolina. Located 50 minutes west of Greenville and 20 minutes from spirited Clemson University, The Reserve at Lake Keowee was founded in 1999 by a group of investors in conjunction with Greenwood Communities and Resorts. The Reserve features over \$100 million in amenities which includes an 18-hole Jack Nicklaus Signature golf course and 101 slip marina. The comprehensive amenity suite also consists of a state-of-the-art fitness center, racquet complex, comprehensive and diverse food and beverage locations, hiking trails and village center.

Proud of its history and reverent of its legacy, the club was founded for the enjoyment of its members, families and invited guests. The community prides itself on having a strong sense of family and community fostered through the club's encompassing programming and dedication to service quality. Community, Camaraderie, Stewardship, Hospitality, and Respect paint the backdrop of what awaits the membership experience at The Reserve.

Lake Keowee is an ideal lake in the Southeast spanning 18,000 acres; it is a wide-bodied lake known as one of the purest in the United States. Reserve community homes feature wooded, golf view, lake view, or lakefront access. It has become both an excellent primary and secondary residence based upon its location, comprehensive amenity suite, and focus on the outdoor pursuit.

Since 2011 the club has seen new amenity additions including a state-of-the-art fitness facility, neighborhood-specific pool amenity (Settlement Village), renovation to its golf practice facility, and strengthening of its external partners. The club has been on solid financial footing since its creation and is exceptionally proud of its ability through the best of times and the worst of times to be self-sufficient and adaptable to the environment.

There are currently fifty+ homes are under construction which will bring the number of completed homes built to over 430. The club is in a position to continue growing its amenity suite to be both convenient and relevant to the changing membership demand. The engagement of our members is a key focus as The Reserve celebrates its' 20th anniversary.

THE RESERVE AT LAKE KEOWEE BY THE NUMBERS:

- At present, there are 680 members in all categories, with 601 premier and full equity and 42 social and 37 sport
- Initiation Fee - \$60,000 – Full member
- Annual Dues - \$8,381.76 – premier and full member
- Food and Beverage Revenue - \$1.4M
- # of FTE employees in season – 66, 55 off-season
- The Club is organized as an LLC for-profit company
- The average age of the members, at present, is 57

THE RESERVE AT LAKE KEOWEE MISSION STATEMENT

“The Reserve at Lake Keowee is a family-oriented club and community; proud of its history, reverent of its legacy and committed to excellence for the enjoyment of its members, families and invited guests. Dedicated to the fostering of its traditions and values, our organization’s purpose is to encourage a strong sense of community through providing the highest quality services, amenities and facilities.”

THE RESERVE AT LAKE KEOWEE CORE VALUES:

Community - A strong sense of community is fostered through our programming, interaction, and services.

Camaraderie - We will demonstrate mutual trust and respect throughout the membership and employees of our community.

Stewardship - Our community will be reverent in the pursuit of maintaining and enhancing each amenity set. We shall also be steadfast in our protection of our unique environment and be stewards to the professional development of our team members.

Hospitality - We are committed to the friendly & generous reception to our members, families, and invited guests.

Respect - Our community will display an admiration and professional integrity toward all members, invited guests, and team members.

THE RESERVE AT LAKE KEOWEE WEBSITE: www.reserveatlakekeowee.com

CLUBHOUSE MANAGER (CHM) POSITION OVERVIEW

The CHM is responsible for the general operation of clubhouse functions, relating most importantly to front-of-house food and beverage, and ensures that all services exceed members’ and guests’ expectations. Food and Beverage venues include the Orchard House, Market, Food Truck, Halfway House, and pool Cabana. The CHM is responsible for all aspects of the Clubhouse operation in the absence of the General Manager and performs specific tasks as requested. He/she will also prepare an annual food and beverage budget. He/she will develop an awareness of the “club culture” and is responsible for the dissemination of hospitality, friendliness, and goodwill among members, guests, and staff. His/her goal is always to help members and guests enjoy the facilities and events of the club. The Clubhouse Manager reports directly to the GM.

PRIMARY RESPONSIBILITIES

Member Services:

- Consistent sincere and significant engagement of members, highly visible to members and staff in the dining areas of the club is of premium importance. The Clubhouse Manager is ultimately responsible for ensuring that all member dining and club events are well-conceived and executed.
- Provide quality leadership in a positive and upbeat manner for the members, guests, and staff.
- Create and maintain a first-class service culture throughout the club property.
- Address and resolve all member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the clubhouse operations.

Employee Relations:

- Oversee the recruiting, hiring, and development of clubhouse personnel. Oversee ongoing training programs complete with up to date training manuals to ensure exceptional service in all parts of the club’s operation.

- Provides for training and future development of all subordinate managers and supervisors subject to budget approval by the General Manager. Instill the concept of being “team players” in all employees. Continue to coach, counsel, and evaluate departmental staff.
- Ensures that a positive spirit and healthy work environment exists throughout the clubhouse, one that is free of safety risks and all forms of employee harassment.
- Maintain an effective communication program where employees are treated in a fair, structured, and consistent manner.
- Function as an administrative and communication link between departments in the club.
- Guarantee that all clubhouse employees are regularly trained and certified in areas that help guard the safety and wellbeing of members, guests, and other employees including, but not limited to, responsible alcohol service, safe food handling, etc.
- Help to facilitate a team environment with positive morale, high ethical standards, and efficient use of resources to position The Reserve to be a preferred employer of choice in the area.

Financial Management:

- Works closely with the General Manager to prepare the annual operating and capital budgets for all clubhouse operations, assists in managing and controlling the operations to attain the desired results.
- Monitors the budget each week/month and directs the taking of corrective action as necessary to assure that the budgeted goals are attained.
- Provides input to all clubhouse personnel regarding annual budgets, capital spending plans, fiscal controls, and operational guidelines.
- Monitors payroll records to control overtime and maintain labor costs within budgetary guidelines.
- Supervises the purchasing, receiving, safekeeping, and disbursement of operating supplies and equipment to maximize quality and profitability.
- Assists the General Manager in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets.

Personnel Management:

- Displays very hands-on approach and leads the staff by example. Must be approachable to staff, members and guests. Works with Human Resources to develop long term staffing needs for the area of responsibility.
- Responsible for the hiring, discipline, termination and documentation of all FOH F&B staff.
- Reviews all accidents, works with HR in completing accident reports, and implements improved procedures.
- Attends meetings of senior management and carries out directives because of these meetings and any other requests of the General Manager in a timely manner.
- Serves as an ad-hoc member of appropriate club committees.
- A warm personality, a sense of humor, and the ability to work effectively with all levels of the internal staff and members.
- Works with Executive Chef to develop P&L statements prior to each event, makes appropriate notes following events, and files information for future use.
- Works with Executive Chef on menu development.
- Works with the F&B Manager to organize and market special club events with guidance from the GM.
- Furthers his/her own continued development as a club management professional as a member of CMAA. With the assistance and approval of the General Manager participates in appropriate seminars/training programs, thereby enhancing his/her value and quality of services to The Reserve at Lake Keowee.

Operational Responsibilities:

- Understands and abides by The Reserve at Lake Keowee policies and departmental procedures. Suggests changes and may direct the implementation of change.
- Provides content for and manages communications and marketing materials for the department.
- Communicates effectively with the Executive Chef and compliments his culinary expertise.
- Assures that the clubhouse is run in accordance with all applicable local, state, and federal laws.
- Researches new products/services/vendors and develops an analysis of their costs/benefits.
- Cross train front of house Food and Beverage staff to create maximum flexibility in scheduling.

- Ensures that the club's preventive maintenance and energy management programs are on schedule and in use.
- Disseminates information effectively and coordinates activities between departments on a timely basis.
- Keeps the General Manager informed of all potential problems and activities related to the smooth operation of the clubhouse.
- Oversees inventory management throughout the F&B department and completes a periodic china, glass, and silver inventory to maintain par levels.
- Coordinates and approves all entertainment in consultation with the general manager and others.
- Oversees all Banquet activity and execution
- A sharp eye for detail in the overall management of the operation.
- Oversees the Wine List and Wines by the glass program as produced by the Director of Beverage.
- Responsible for regularly reporting of performance and financial data (i.e. cover counts, event P&L, weekly report to General Manager).

CANDIDATE QUALIFICATIONS

- Is a passionate leader with strong food and beverage credentials and a proven track record of providing premier-level hospitality services, with a personality that is commensurately appropriate for The Reserve at Lake Keowee culture.
- Is a proven food and beverage leader who can manage his or her time and establish priorities, against which he or she is accountable to execute.
- 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.
- Is a "relationship" person who is successful in finding solutions with all sides in mind.
- Has in-depth knowledge of wine, beer, and spirits. Has a thorough understanding of multi-dimensional *à la carte* dining services, training, and service standards and processes as well as strong and verifiable skills in developing and growing catering sales and banquets.
- 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 can handle a fast-paced, high energy environment and clientele.
- Exhibits a continuous desire to improve himself/herself and a track record of developing strong and upwardly successful associates and direct reports.
- Understands golf and court sports and is knowledgeable of the traditions of the games.
- Is a confident, proactive team builder who has a history of attracting, developing, and retaining high-performance staff.
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff; a genuinely engaging "people person."
- Has a fundamental understanding of what constitutes a "premier club experience" and the proven ability to execute to that level.
- A professional career track record of food and beverage achievement and stability with experience in a high volume, highly respected club, resort, or hotel.
- Proven leadership qualities with demonstrated ability to direct, coordinate, and manage all facets of a club operation.
- Must possess Point of Sale experience, Jonas preferred.
- Must have excellent computer skills, including extensive use of Microsoft Office programs.
- Possessing financial acumen to understand club financials and manage budgets.
- An overriding sense of quality consciousness that pervades every part of the clubhouse operation; including a high-quality, courteous, and efficient staff.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment, OSHA, and the full range of employee benefits.

- Strong verbal and written communication skills. Comfortable speaking in front of a wide variety of groups, including staff and board committees. Communication with members and guests and visibility are highly important attributes of the incoming Clubhouse Manager.

EDUCATION

A college degree is preferred with a major in Hospitality, Finance, and/or Business management.

SALARY & BENEFITS

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

INSTRUCTIONS ON HOW TO APPLY

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 The Reserve at Lake Keowee”

(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 Nan Fisher: nan@kkandw.com

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