

CLUBHOUSE MANAGER PROFILE: WEST SHORE COUNTRY CLUB CAMP HILL, PA

THE CLUBHOUSE MANAGER (CHM) OPPORTUNITY AT WEST SHORE COUNTRY CLUB

An exceptional opportunity exists for a candidate with a successful track record of accomplishment, leadership and high-quality operations management experience in private clubs, hotels, high-end restaurants or resorts. We are conducting a search for the Clubhouse Manager at West Shore Country Club in Camp Hill, PA. The successful candidate will be an integral and critical part of a high-performing team at this thriving Club, one acknowledged for its innovations, quality work environment, and focus on continually 'raising the bar' for its members and staff.

The initial focus of the role is delivering an exceptional Food and Beverage experience, which is of primary importance to the social fabric and culture of the Club. The ability to be consistently organized, innovative and mentoring departmental leadership is the critical skill set required for success in this position. Also important is the ability to intuitively embrace the need to be visible and highly interactive with members and staff; leadership in this area begins and ends with approachability and accessibility.

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

ABOUT WEST SHORE COUNTRY CLUB

West Shore Country Club is located in the stunning Cumberland Valley about 3 miles Southwest of Harrisburg, Pa. and was founded on March 29, 1928 in the Camp Hill Fire House. The Club was granted its Charter on April 30, 1928 and in the same year acquired the 69-acre farm of Samuel Bowman and the accompanying farmhouse and barn that had been built in 1821. With the existing farmhouse serving as the Clubhouse, the new club officially opened on June 14, 1928 with approximately 125 Members. This popular family club now boasts a membership of 794 members and a robust events and programming calendar that have made this the number one club in the greater Harrisburg area.

West Shore Country Club is also one of Central Pennsylvania's premier country clubs boasting a championship 18-hole golf course, practice range and putting green, four Har Tru tennis courts and a family pool complex that includes a pool grille, bathhouse, wading pool and lap lane.

Exceptional dining is a tradition at West Shore Country Club and there are multiple options for any taste as each dining venue has its own character. The Tavern for the sports enthusiasts, The Grandview Gallery for a relaxed dinner or a small private dinner party, the club casual Shore Room and for those who enjoy alfresco dining can choose The Patio or Hoopy Terrace. The club also offers small, medium or large event rooms for club events or member sponsored weddings.

WEST SHORE COUNTRY CLUB BY THE NUMBERS:

- \$9.3M Total Revenue
- \$4.2 M Dues Revenue
- 794 members – all categories
- Initiation Fee - \$10,000
- Annual Dues - \$6,924
- Food and Beverage Revenue - \$4.1M, 50% a la carte, 50% events and banquets
- FTE Employees – 80, Seasonal additions - 70
- The Club is organized as a 501(c) and is a not-for-profit corporation
- The average age of the members, at present, is 62

WEST SHORE COUNTRY CLUB MISSION STATEMENT

The West Shore Country Club's mission is to provide an exceptional country club experience by encouraging enduring friendships of all ages, offering personalized service and providing outstanding facilities.

WEST SHORE COUNTRY CLUB WEBSITE: www.westshorecc.com

CLUBHOUSE MANAGER (CHM) POSITION OVERVIEW

The CHM is responsible for the general operation of clubhouse functions relating most importantly to food and beverage and will quickly include housekeeping, facility maintenance and ensure that all services exceed members' and guests' expectations. The CHM is responsible for all aspects of the Clubhouse operation in the absence of the General Manager/Chief Operating Officer 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/COO.

PRIMARY 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 adroit 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 (NorthStar) 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.
- Serves 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 always monitor for adherence.
- 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

- 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 WSCC culture.
- Is a proven food and beverage leader who can manage his/her time and establish priorities, to which he/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.
- Is a "relationship" person who is successful in finding solutions with all sides in mind.
- Has an in-depth knowledge of wine, beer, and spirits. Has a thorough knowledge 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/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 him/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 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 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 club operation.
- Must possess Point of Sale experience, NorthStar 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. This includes 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 communications skills. Comfortable speaking in front of a wide variety of groups including staff and board committees. Communication with members, guests, and visibility are highly important attributes of the incoming Clubhouse Manager.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A college degree is preferred with a major in Hospitality, Finance, and/or Business management or a minimum of four to six years of Food & Beverage management experience in a high-volume facility or an equivalent combination of related education and experience.

SALARY AND BENEFITS

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

Preparing a thoughtful cover letter, clearly articulating your “fit” with the profile and the above noted expectations and requirements is necessary. Your letter should be addressed to Mr. Richard Newman, GM/COO, West Shore Country Club, and clearly articulate why you want to be considered for this position at this stage of your career and why West Shore Country Club and its geographic location will be beneficial to you, your family, your career, and the Club, if selected.

You must apply for this role as soon as possible but no later than Monday, May 10, 2021. Candidate selections will occur mid-May with first Interviews expected in June 2021 and second interviews a short time later. The new candidate should assume his/her role in shortly thereafter.

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

“Last Name, First Name - Resume” &

“Last Name, First Name Cover Letter – West Shore Country Club”

(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 Katy Eliades: katy@kkandw.com

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