



Candidate Profile Clubhouse Manager

Hyannisport Club
Hyannis Port, MA
www.hyannisportclub.org

Organization

The Hyannisport Club is located on beautiful Cape Cod, Massachusetts and is approximately 70 miles from Boston. The community of Hyannis Port offers residents a quality of life focused on the natural setting and coastal environment. The Hyannisport Club was established in 1897 is one of the earliest golf courses on the Cape. The course itself was designed by Alex Findlay in 1901, then re-designed by Donald Ross in 1936 and plays from a yardage of 6,257 yards. While the course is short in terms of yardage, it is often called "the toughest 6,200 yards in golf" because of the famous Hyannis Port wind which usually blows directly off of Nantucket Sound. The club is located within walking distance of the Kennedy compound and JFK played here when he was on the Cape. The course has world-class views of the water and the surrounding tidal marshes looking out to Nantucket Sound.

A beautiful 15,000 sq. ft. Cape Cod style clubhouse features several areas for member and family dining which includes breathtaking views of Nantucket Sound. The Clubhouse went through a complete renovation in 2001, with a subsequent renovation in 2014 that converted a portion of the deck into a four-season member lounge overlooking the 18th green, and added an additional deck overlooking the first tee. There are three dining locations in the Clubhouse; the most popular being the deck area which opens onto the member's lounge and overlooks the Hall's Creek marsh and Nantucket Sound beyond. The decks seat approximately 90 members for daily lunch and dinner. The Quail Room is our ground floor dining room, which is open simultaneously to the deck five nights a week in the peak season, and as overflow when the main deck and dining room are being used for private events any time of year. The third space is the Dining Room itself, adjacent to the decks, this space accommodates up to 200 guests for private events, and is more often used for golf, and Club events as additional seating to the decks.

The third floor of the Clubhouse is storage and offices for Catering, Business and F&B Management who oversee our peak season staff of approximately 75 front, and back of the house, reception, youth activities, locker room and snack bar employees. The Club currently enjoys a roster of just under 500 families. Food and Beverage volume is approximately \$1.5 million annually.

Position Summary

The Hyannisport Club has a team of talented and committed senior managers that have a clear vision of achieving excellence in all aspects of the club operations. The Clubhouse Manager (CHM) will become an integral part of this cohesive senior management team and will lead day-to-day operations of the Club's food and beverage program. He or she will be a highly visible and accessible leader with a charismatic and engaging presence for the staff and members alike. The candidate must be an exceptional communicator who can instill "The Hyannisport Club Service Culture" while executing and leading a service team to provide world-class member experience that is the Club's hallmark. A strong working knowledge of club food and beverage operations with an emphasis on member service is

mandatory. In addition, a thorough understanding of wines, staff training/development and all requisite food and beverage best practice processes are a minimum requirement of this opportunity. Due to the high level of member exposure and visibility in this position, the Club demands the candidate to have a mastery of club social etiquette while exuding strong leadership presence. Presentation and public speaking skills will be required to conduct and lead staff meetings and training.

Collaborative leadership is an important attribute for the Clubhouse Manager. The Clubhouse Manager must develop a mutual and respectful working relationship with the food and beverage team always keeping in mind the daily goal of providing excellence with each member experience. The management culture that exists at the Club today is a result of the Board's service vision. This vision exemplifies a true member first service culture based upon industry best practices and an effort to treat members and colleagues respectfully. We are searching for a talented manager who enjoys and shares the tenants of Hyannisport Club's core values.

The Clubhouse Manager reports to the General Manager, who is responsible for day-to-day Clubhouse operations. The direct reports for which the Clubhouse Manager is responsible include, locker room management, housekeeping and facilities management and the food and beverage management team. Coordination through dotted line reporting will require a collaborative effort when interacting with the Controller, Grounds Superintendent, Tennis Professional and Golf Professional. The position is year round. The Club open from April 1 – December 1, with management presence expected during the off months for management of capital projects, operational planning and staff recruitment.

In Summary, the critical criteria and attributes for the Clubhouse Manager include:

- A passion to deliver platinum level services and events to the membership.
- A full understanding of Clubhouse operations, with a proven reputation for Food and Beverage excellence.
- The ability to recruit and develop a stable seasonal team.
- The ability to execute the established vision adopted by the GM and Board.
- The ability to make the member experience better than it was yesterday.

Position Expectations

- A proven collaborative team leader possessing excellent interpersonal skills. Must be motivated, energetic and friendly; dedicated to the profession of club management and showing a commitment of loyal service to management, staff and members in previous positions held.
- Able to embrace the service culture, which exists at Hyannisport Club allowing the Clubhouse Manager to share and teach this vision with the food and beverage team to always improve the member experience.
- A proactive team builder with confidence and a proven record of measurable staff development through attracting, developing and retaining high performing staff. Understanding that allowing the team to grow while holding them accountable will assist in developing strong and upwardly successful team members and direct reports.
- Self-motivated in developing, executing and monitoring relevant food and beverage programming and best practices to improve engagement resulting in increased member satisfaction.
- Proven and verifiable credentials of progressive accomplishments in all of the food & beverage disciplines; preferably in operations with food and beverage revenues of similar scope to Hyannisport Club.
- Must display a successful record of accomplishment while leading and growing a dynamic food and beverage program to include: executing and measuring staff development/training, improving member engagement and member utilization, building revenues through program development, controlling costs, and meeting or exceeding planned and budgeted bottom line goals and objectives.

- Leads all aspects of the food and beverage program while regularly monitoring and assessing his or her department's performance against member service expectations. The Clubhouse Manager must be able to adjust operations as needed keeping in mind the changing seasonal demands of the discerning club membership.
- Able to understand the financial metrics for successful attainment of goals and objectives in F&B and other areas of responsibility.
- Experience and an understanding of ongoing clubhouse renovation projects while keeping the clubhouse operations running smoothly for members during the project.
- A minimum of three years as an Assistant Food and Beverage Director, or Assistant Clubhouse Manager at the platinum level, full-service private club environment, five-star resort or preferred hotel is required.
- A career path marked with a logical progression of title and responsibility along with *stability* and *tenure* in that progression. Impeccable and verifiable references are a must.
- Excellent verbal and written communication skills with a focus on new trends in club management such as social media and staff as well as member communication platforms.
- Strong technology skills, including knowledge of Microsoft Office (especially Microsoft Excel) and POS systems (knowledge of Jonas software helpful).
- A hospitality or related degree is preferred as well as participation in CMAA education programs with a commitment to attaining the CCM status.

Competitive Compensation and Benefits

- A base salary and performance bonus potential
- Professional dues and education expenses with the emphasis on continuing education
- Standard club executive benefits to include health, dental, vision, and life insurance
- Relocation assistance

Formal background investigation, salary verification, credit check, educational achievement verification and personality testing will be completed during the process.

Professionals who meet or exceed the established criteria are encouraged to contact:

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