

DIRECTOR OF CLUBHOUSE OPERATIONS PROFILE: QUAIL RIDGE COUNTRY CLUB BOYNTON BEACH, FL

DIRECTOR OF CLUBHOUSE OPERATIONS OPPORTUNITY AT QUAIL RIDGE COUNTRY CLUB

An opportunity exists for candidates with a successful track-record of leadership and high quality F&B operations management in private club or high end establishments in the hospitality industry. We are conducting the Director of Clubhouse Operations search for an upscale, golf centric and active country club in Boynton Beach, Florida. The candidate will be an integral part of a high-performing team. The timing of this opportunity couldn't be better. By this fall, the club will have completed construction of a new \$23 Million Dollar Clubhouse providing the new DCO with an opportunity to take the club to a new level of prominence. The position will prepare the candidate for the next career phase, General Manager/COO. This position will be the Key Department Head leading this opening.

KEY ATTRIBUTES AND AREAS OF FOCUS

The successful Director of Clubhouse Operations will demonstrate:

- Proven training and management development experience.
- Effective team building and leadership skills.
- Pre-opening experience including training, establishment of SOP's, Small ware selection
- Aptitude for attentiveness to member services and satisfaction
- Extensive wine knowledge and wine program development experience.
- Strong planning and administrative skills including budget & P&L management.
- Superior communication skills, exuding energy and creativity.
- 100% buy-in into the Quail Ridge Country Club culture.
- Confidence to remain calm and poised in dynamic situations.
- Ability to act as a "courageous thought partner" with the GM/COO, Board and House Committee.

QUAIL RIDGE COUNTRY CLUB AND COMMUNITY

Quail Ridge Country Club is a 600 acre lusciously landscaped, private gated community of 946 residences, carefully reimagining itself for the next generation of members. The Club is located in Boynton Beach, Florida, offering 2 championship golf courses with outstanding practice facilities and short game area, 16 Har-Tru tennis courts, a state of the art Health and Wellness Center, world-class cuisine in our beautiful Clubhouse, miles of walking trails, and cultural and social activities for our residents and their guests.

Just ten minutes south of Palm Beach, Quail Ridge is close to the fine restaurants, shops and cultural activities of one of America's most famous vacation areas. Atlantic beaches, marinas and the Intracoastal Waterway are nearby and all routine shopping can be done just outside of the club's gates. Most importantly, Palm Beach International Airport is only 15 minutes away and Fort Lauderdale Airport is only 30 minutes away, making it easy to pick up friends and family and to commute between Quail Ridge and northern homes.

Quail Ridge is also home to the country's most prestigious senior competitive golf organization, The Society of Seniors. Two dozen of the Society's 500 members nationwide reside here and Quail Ridge is a regular site of some of its major annual tournaments. Quail Ridge members have appeared in 21 US Opens, 12 Masters, 70 US Senior Opens and 19 US Senior Amateur championships. With a significant number of single digit handicappers, the members are competitive in interclub events and individually have won championships in Maryland, Kentucky, North Carolina, Indiana, Bermuda and New England. Quail Ridge members have also played in the Masters, Ryder and Walker Cup tournaments.

The club has been privately owned and governed since 1981 and offers personalized concierge services to its members. Quail Ridge POA also has its own maintenance, landscaping and housekeeping operations to better serve the member community.

The Club is currently undergoing a \$23 million capital campaign building an entirely new Clubhouse that will include six indoor dining spaces, two large dining and entertaining patios, generously appointed men's and ladies locker rooms and Pro Shop. The new Clubhouse will open this fall 2017.

QUAIL RIDGE COUNTRY CLUB MISSION STATEMENT

Everything Matters!

Because we believe that quality employees create quality experiences, we make the commitment to provide professional, consistent and first class service with positive energy and a sense of urgency.

CORE VALUES

1. We are empowered to ensure complete member satisfaction.
2. Our Service Commitment is embraced and executed by each employee.
3. We will demonstrate genuine respect for one another - ladies and gentlemen serving ladies and gentlemen.
4. Communication at all levels is how we succeed.
5. Protection of our natural environment and the organization's assets is the responsibility of each employee.
6. A clean, uncluttered, well-organized and efficient workplace is the responsibility of every employee.
7. Each employee is an ambassador of Quail Ridge and we will use each interaction as an opportunity to create a magic moment.
8. All employees use the proper greetings and phone etiquette at all times.
9. We anticipate member needs to create a seamless and personalized experience.
10. We maintain a professional appearance through proper and appropriate grooming standards.
11. We establish a positive teamwork environment and share resources with each other

COO PROFILE

Bill Langley is the Chief Operating Officer of Quail Ridge CC Inc, Quail Ridge Property Owners Association and Quail Ridge Realty. The DCO reports directly to the COO. Bill has more than 30 years of experience managing very high end private golf, country clubs and residential communities in the Southeastern United States. His work experience includes member and developer owned clubs.

Bill's primary work has been in the creation of new or re-imagined gated private clubs and communities in major cities such as Atlanta and Houston as well as in second home vacation locations such as Sea Island Ga, Hilton Head SC and Palm Beach County FL. Responsibilities have included everything from the Architect selections for the golf courses to the clubhouses, creation of the concept, execution of the construction, start up and operations to stabilization and turnover.

Bill has also served on the National Board of Directors of the Club Managers Association of America (CMAA) for the past six years.

QUAIL RIDGE COUNTRY CLUB BY THE NUMBERS:

- 1977 Founded
- \$40,000 Golf Initiation fee/Social \$25,000
- \$8,210 Golf /\$4,810 Social Annual dues
- \$23 Million (\$11.5 million Gross volume Club, \$11.3 Million POA)
- \$2.145 million Food & beverage volume
- \$10 Million (\$5 Million Club, \$5 Million POA)
- 784 Golf members; 1,039 all memberships
- 280 Employees (FTE) in-season; 205 off-season (Club & POA)
- 15 Board members Club, 35 Board members POA

QUAIL RIDGE COUNTRY CLUB WEBSITE: www.quailridgecc.com

DIRECTOR OF CLUBHOUSE OPERATIONS JOB DESCRIPTION

The Director of Clubhouse Operations at Quail Ridge Country Club is responsible for managing daily services throughout all Food and Beverage outlets, Clubhouse Operations, Concierge, Valet, Maintenance, Housekeeping and In Home Dining

areas. The Director of Clubhouse Operations works closely with the GM/COO to ensure member satisfaction, is responsible for the operation of all aspects of the club in the absence of the GM/COO, and performs specific tasks as requested by the GM/COO. As a “team player” of the club, the Director of Clubhouse Operations must be flexible to perform any job in whatever capacity as requested by the GM/COO that may be necessary for the smooth operation of Quail Ridge Country Club. Previous experience in a seasonal club will be a valuable asset.

Quail Ridge Country Club is a dynamic, progressive organization and the Director of Clubhouse Operations role is critical to the Club’s overall success. The Director of Clubhouse Operations is the primary coordinator of food and beverage budgeting, hiring, training, orientations, and teammate “culturization” and supervision of associates. He/she will therefore be applying relevant and necessary marketing techniques to drive member usage of food and beverage and clubhouse operations along with assuring member and guest needs and desires are consistently met and often exceeded. Club member and guest satisfaction and enjoyment of the high quality service experience at Quail Ridge are primary drivers to its overall success.

The Director of Clubhouse Operations, as a strong and highly visible presence with the membership, must be an exceptional communicator, have excellent personal interactive skills, and have the maturity to know how to make members and guests feel that they are consistently being taken care of. Further, he/she must be able to communicate these expectations to a diverse staff and positively motivate them to understand and execute to those expectations. The Director of Clubhouse Operations must also have the skills and diplomacy to enforce club policies such as dress code and the like.

The Quail Ridge community represents a varied demographic and age range, and the Director of Clubhouse Operations is the key influence to ensure that these groups are engaged from a food and beverage programming, activities, servicing, and experience perspective. Members are exceptionally social and active. The Director of Clubhouse Operations must be intuitively engaged and in tune with this service-centric, fiscally responsible environment. Membership satisfaction in the areas of responsibilities for the Director of Clubhouse Operations must consistently exceed expectations.

PRIMARY RESPONSIBILITIES

- Sincere and significant engagement of members, guests and staff; listening to their concerns and suggestions; observing, assessing, and evaluating all areas of responsibility; and working closely with the GM/COO to implement appropriate and incremental improvements.
- Provides input and cooperates with the GM/COO and CFO in preparation of the annual operating and capital budgets.
- Employee hiring, training, and development; plans and coordinates training and development programs, looking to ensure that the end to end experience is at a consistently high level; manages the long range staffing needs of the department.
- Assist in continuing a culture where all staff is committed to consistently understanding that “Everything Matters”.
- The Director of Clubhouse Operations is ultimately responsible to ensure that all member and club events are well-conceived and executed. Important life events of members are frequently celebrated at the Club, and the Director of Clubhouse Operations will have a critical role in making the parties a success, thereby increasing member satisfaction. Golf outings for charities and businesses are significant and require expert oversight.

OTHER RESPONSIBILITIES

- Monitors budget goals in order to achieve them.
- Entrusted with the operation, maintenance repair, administration and supervision of clubhouse facilities consisting of the Receptionist, Kitchen, Food and Beverage/Dining Room, Service Bar, Snack Bars, Card Rooms and Clubhouse Administration roles. Responsible for efficient management, quality control and quality service at reasonable cost.
- Develops policies and procedures and directs/supervises the work and tasks of assigned department managers and associates to include Food and Beverage, Clubhouse Operations, and other areas as required.
- Responsible for the supervision of the procurement of all food, liquor and supplies required for use in the clubhouse facilities. Supervise delivery of goods and services received; verify all clubhouse invoices, taking advantage of discounts and allowances offered.
- Attends House Committee meetings and coordinates all social events with them.

- Responds to member/guest complaints and addresses their concerns.
- Monitors safety issues and employee's conformance with safety procedures. Is a Key member of the safety team
- Responsible for menu selection and changes when necessary. Supervises the preparation of food service. Supervises the preparation of beverages and beverage service. Keep GM/COO advised of problems and member response related to food and beverage operations.
- Prepares clear and concise reports and maintains effective employee/employer relations.
- Assists in personnel management for each employee's yearly performance evaluations; responsible for employee's safety, personnel discipline, and the daily work schedule.

SUPERVISORY RESPONSIBILITIES

- Social Director/ Assistant Clubhouse Manager
- Banquet & Event Manager/ Assistant Clubhouse Manager
- Beverage Manager/ Assistant Clubhouse Manager
- Executive Chef
- Concierge Services
- Servers/ Hostesses/ Bussers/ Food Runners/ Bartenders/Snack bar attendants
- Kitchen staff/ Banquet staff
- Receptionists/ Administrative and other clubhouse staff as assigned
- Valet staff
- Transportation and In Home Dining Services

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 Quail Ridge Country Club culture.
- 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 is able to handle a fast paced, high energy environment and clientele.
- Aspires to progress to a GM/COO role with a continuous desire to improve him- or herself and a track record of developing strong and upwardly successful associates and direct reports.
- Has an understanding of golf and knowledge of the traditions of the game.
- 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.
- Is a proven food and beverage leader who is able to manage his or her time and establish priorities, to which he or 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.
- Has an in-depth knowledge of wine, beer, and spirits. Has a thorough knowledge of multi-dimensional *a 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.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's Degree required, preferred major in Hospitality, Finance, and/or Business management.
- Minimum of seven to ten years of progressive and increasing management responsibilities required in a Clubhouse Management/Operations role, Director of Clubhouse Operations or General Manager role and/or Food and Beverage Director role.

- Required experience with budgeting, inventory and cost control, vendor relations and negotiations.
- 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.
- A strong beverage knowledge with a focus on wine.

SALARY & 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.

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.

For directions on how to upload your resume and cover letter [visit this page](#).

[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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