

## **CLUB MANAGER PROFILE: ATLANTA ATHLETIC CLUB JOHNS CREEK, GA**

(Click the link at the end of this document to apply)

### **THE CLUB MANAGER OPPORTUNITY AT ATLANTA ATHLETIC CLUB**

Atlanta Athletic Club is searching for a highly skilled Club Manager (CM) to lead a high-performing team to achieve the ultimate in member satisfaction. Successful candidates are well-organized and can handle multiple projects simultaneously while managing his or her time effectively to achieve a healthy work-life balance. This position should be viewed as the final training ground for someone seeking to be the GM/COO at a high level, nationally ranked club.

The Clubhouse Manager (CM) position at Atlanta Athletic Club (AAC) is an amazing opportunity to serve 1,900 member families at a top Platinum Club of America in beautiful Johns Creek, Georgia—a suburb of Atlanta. Since its opening in 1898 members of the family-focused AAC have enjoyed a warm, relaxing “home-away-from-home,” with an extensive array of Club amenities and services. An essential part of the “AAC Lifestyle” is the outstanding food and beverage program, providing a unique diversity of dining experiences across 10 campus venues and extensive banquet functions. We are looking for a talented leader who embodies our team core values of Respect, Integrity, Sincerity and Enthusiasm and applies them to achieve excellence every day.

### **THE CLUB**

Founded in 1898, Atlanta Athletic Club (AAC) outgrew its original home downtown and at its former East Lake Country Club property. As the AAC’s membership gradually moved northward, the Club moved with them during the late 1960’s and early 70’s, to its current location in Johns Creek. Today, AAC is home to a majestic 120,000 square foot clubhouse, two championship golf courses; a nine-hole par 3 course; a 42,000 sq. ft. athletic center and spa; four indoor and twelve outdoor tennis courts along with a premier stadium court; a large aquatics complex and a magnificent traditional clubhouse with multiple dining and meeting spaces.

Certainly, the history of AAC is synonymous with championships. Most recently, the Club hosted the 2017 Arnold Palmer Cup, the U.S. Amateur Golf Championship in 2014 and the PGA Championships in 2001 and 2011. It has also hosted the U.S. Women’s Open, the U.S. Open, the Mid-Amateur, and the 1963 Ryder Cup among others. AAC has also been the host site for several championship tennis events over the years.

Spanning more than 500 acres, the property that makes up AAC is renowned for great golf over its manicured landscaping and dramatic vistas. Atlanta Athletic Club is deserved of its consistent ranking as one of the top clubs in the United States. The greatest amateur golfer of all time, Robert Tyre (Bobby) Jones, Jr., called AAC his home club and served as its President in the mid-1940’s. John Heisman, for whom the Heisman Trophy is named, was an early Athletic Director at the Club.

Learn more about the Club’s heritage and reputation for championship golf by watching the video: [A Legacy of Golf Championships at AAC.](#)

## AAC MISSION

The Atlanta Athletic Club delivers an exceptional and family-focused experience that consistently exceeds the expectations of all those we serve, while preserving our heritage, traditions and reputation for championship golf.

## TEAM CORE VALUES

- Respect: for people, places and things
- Integrity: doing the right thing when no one is watching
- Sincerity: speaking and acting from the heart
- Enthusiasm: maintaining a positive, can do attitude at all times, and exhibiting passion in all we do.

Learn more about AAC's core values and service culture by watching the [RISE video](#).

ATLANTA ATHLETIC CLUB WEBSITE: [www.atlantaathleticclub.org](http://www.atlantaathleticclub.org)

## AAC BY THE NUMBERS

- 1,872 members
- \$70,000 initiation fee
- \$8,200 annual dues per full member
- \$25M total revenue
- 120,000 square foot clubhouse
- 42,000 square foot Athletic Center
- 36 holes of championship golf courses and 9-hole par three course
- 12 tennis courts (6 hard and 6 clay), a stadium court, 4 indoor courts and a pickleball court
- Aquatics facility with 50-meter pool and high dive and kids pool with two water slides
- 12 tennis courts
- \$6.7M F&B revenue
- 48% *a la carte*/52% banquets and events
- 500 total team members (270 in Clubhouse Division)
- 52 Culinary team members
- 10 dining venues
  - 4 *a la carte* restaurants (1 seasonal)
  - 2 bar and lounges
  - 4 fast casual venues
- 6 kitchens – one main kitchen, one for our casual concept and 4 satellite quick service operations
- 60,000 rounds of golf per year
- 58 average age of membership

## FOOD AND BEVERAGE OPERATIONS

Personalized service is a signature element of the AAC dining experience, and is present in all areas of the F&B Program. Atlanta Athletic Club has six kitchens in addition to the Pastry kitchen. The AAC kitchens include the Royal Troon Grill, Merion Room, Banquet, Tennis Cafe, Pool, and Halfway House kitchens which support 10 different dining venues.

The main 120,000 square foot clubhouse hosts most of the year-round, full service venues to include the Royal Troon, Men's Grill, Interlachen Bar and Lounge, The Lawn, Merion Room, and Halfway House.

**The Royal Troon Grill** has the most extensive hours serving lunch and dinner on Tuesday through Sunday, with breakfast on Saturday and Brunch on Sunday. This restaurant generates over \$1M annually in food sales, and boasts a 150-seat indoor, split-level dining room and a 40-seat patio. The cuisine is traditional southern with a modern twist and offers a variety of classic comfort foods along with daily and weekly specials. On Tuesday nights the Troon Grill features a popular, seasonal buffet and action station ranging from Pasta Night to Cantina Night. **The Men's Grill**, an extension of the Men's Locker Room, is serviced by the same kitchen as the Troon Grill and is open for lunch daily and dinner on Thursday, Friday, and Saturday nights.

**The Interlachen Bar and Lounge** is the favorite gathering spot on campus for members to kick back with their favorite cocktail, wine or craft beer and socialize with other members. The menu is designed to provide our members with a "gastro-pub" experience, providing an eclectic offering of prime, dry aged steaks, hand-made pastas, seafood and salads. **The Lawn**, which extends off the back of the Interlachen with breathtaking views of the golf course, provides a simple, fun alfresco bar and outdoor cooking station offering nightly "small plates" Wednesday-Saturday from April to October.

**Merion** (seats 110) is the Club's newly renovated, upscale adult casual dining venue with equal indoor and outdoor dining space. Merion is open Tuesday through Saturday nights and offers the finest steaks (all USDA prime), freshest seafood and seasonal classics. Two private dining rooms (Wicker East and Wicker West) adjoin Merion and seat 24 people.

**The Halfway House** features the expected and the unexpected in terms of food and drink. Families and non-golfers enjoy the casual fare served here throughout the day, especially the simple, yet delicious breakfasts served daily.

Beyond the Clubhouse, the F&B team operates four additional venues. **The Aquatics Café and Pool Pavilion**, renovated in 2013, provides a resort-style pool and poolside dining experience for members and their families. The Café houses the kitchen and service counter where members place orders and can seat themselves on the pool deck. The Pavilion operates as an open-air restaurant with a full bar and a 60-seat restaurant with a full service staff. These two venues are open seven days per week May-August, and on the weekend through September; and generate \$185,000.00 in food revenue over that period.

**The Center Court Café**, located in the Tennis Center, is a fast-casual café offering salads, "create your own" sandwiches on fresh baked bread, and artisan pizzas. This restaurant also offers a variety of freshly brewed coffee drinks. Currently this venue operates from September-May, and is offset by the pool operations in the summer.

**The Health Bar** offers a variety of made-to-order smoothie recipes as well as grab and go items such as wraps, salads, and packaged snacks. Everything for this restaurant is prepared from the Club's main banquet kitchen.

Apart from the many dining venues at AAC, the Club hosts over 1,500 private, member-sponsored banquet functions yearly and an additional 200 Club events for the enjoyment of Club members and their families. One of the signatures of the "AAC Lifestyle" is the many diverse social events offered by the Club. Events like our "Grilling and Green Egg" classes, winemaker dinners, private chef's table dinners, "July 4<sup>th</sup> Fireworks Spectacular" (a patriotic party for 2,000 people complete with an air-show and fireworks display), and the "Christmas Spectacular," a two-day, themed event, serving 2,400 members and guests; represent the diversity in social programs and enhance the value of membership.

The clubhouse is open six days a week, 52 weeks per year. The Club hosts 10 Monday golf outings per year, requiring the facility to open on those Mondays.

## **AAC ORGANIZATIONAL STRUCTURE**

AAC operates under the GM/COO organizational structure. The Club Manager reports to GM/COO Kevin Carroll (past president of CMAA) and works in close cooperation with all departments daily.

The CM oversees approximately 89 full-time, 92 part-time and 60 seasonal team members with payroll costs approaching \$4M. Direct reports to the CM include:

- Executive Chef
- Director of Member Dining
- Director of Catering
- Director of Member Services
- Youth Activities Director
- Director of Housekeeping
- Locker Room Supervisors
- Barber Shop
- Director of Banquets

The Club Manager coordinates closely with other key department managers, primarily as it relates to cooperative efforts surrounding F&B services and special club events. The CM is part of the senior leadership team who interacts with other department leaders including Directors of Golf, Tennis, Agronomy, Fitness, Finance, Membership and Facilities Management.

## **CLUB MANAGER JOB DESCRIPTION**

The CM is responsible for leading, managing and maintaining financial controls in the following areas:

- All food and beverage outlets and culinary operations in the clubhouse, aquatics center, tennis center and fitness center (\$6.7M in revenue spread over multiple outlets)
- Youth Activities Program (12-month operation including child minding services and kids camp)
- Entertainment
- Men's and ladies golf locker rooms
- Housekeeping for the clubhouse
- Concierge and valet services

The CM is responsible for ensuring that appropriate hiring, training and supervision takes place for all team members who work in the areas within his or her departments; while creating and fostering a positive team environment.

The CM is the leader of all F&B and club events on property and serves as the face of the club; maintaining a high level of visibility to the team and the membership.

The CM builds relationships with members to discover individual tastes and expectations, in an effort to cater to them individually and exceed their expectations. The CM spends adequate amounts of time in the dining rooms, lounges and other areas of the Club to become acquainted with members and their guests to meet this goal.

The CM ensures high levels of sanitation, cleanliness, and safety in all areas of Club operations and ensures that staff maintain these high standards.

The CM is invited to attend all committee meetings and is directly responsible for the House committee meetings in conjunction with the House committee chair. The CM is responsible for the agenda and meeting minutes and works closely with the Chair to ensure all annual committee goals are met.

This CM is responsible for proper inventory, budgeting and controls of all liquor, wine, alcohol, food and related products.

The CM is responsible for creating and organizing extraordinary club special events and entertainment venues for all ages of the membership.

#### INITIAL PRIORITIES OF THE CLUB MANAGER

- Develop a 120-day plan for success within the first 30 days.
- Evaluate and continue to develop, train and mentor all team members.
- Become familiar with all aspects of planning and executing upcoming holiday events.
- Review and make recommendations on systems relating to member satisfaction and financial reporting.
- Engage with club members to learn names and preferences.

#### CANDIDATE QUALIFICATIONS

The successful candidate:

- Is a strong and passionate leader with a proven track record of providing high-level services and a personality that is commensurately appropriate to AAC. Previous private club experience at a high level is highly desirable.
- Has successfully led dynamic club operations.
- Has exceptionally strong food and beverage credentials, and most importantly, the ability to consistently define and achieve goals and objectives. This includes proven and verifiable leadership qualities with the demonstrated ability to direct, coordinate and control all facets of club operations.
- Has strong management skills with verifiable strengths in inspirational leadership, financial performance, and people skills.
- Is a confident, proactive team builder who has a history of attracting, developing and retaining high performing staff.
- Must possess verifiably strong written and oral communications skills.
- Embodies the core values of Respect, Integrity, Sincerity and Enthusiasm.
- Must have computer skills including but not limited to Microsoft Outlook, Word, and Excel. This position also requires technical skills to effectively manage multiple restaurants in multiple locations. Experience with Jonas software is a plus.

#### EDUCATION AND CERTIFICATION QUALIFICATIONS

- A degree from an accredited college or university, or equivalent experience.
- Has a minimum of five years' prior management experience as a club manager, director of operations, or similar position; with a strong emphasis on food and beverage operations.

## **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 click here.](#)

[To apply for this position and upload your resume and cover letter click here.](#)

If you have any questions please email Lisa Carroll: [lisa@kkandw.com](mailto:lisa@kkandw.com)

### **Lead Search Executive:**

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