

CLUBHOUSE MANAGER PROFILE

KEY ATTRIBUTES AND AREAS OF FOCUS

The successful Clubhouse Manager Candidate will demonstrate:

- Proven track-record of developing a world-class service culture, driven by effective human resource management practices (hiring, training, developing, motivating, disciplining, etc.)
- Add value to the Leadership team through their own personal knowledge and experiences
- Effective team-building and leadership skills
- Communicate regularly and effectively with all departments and membership as necessary
- An exceptional aptitude for attentiveness to member services and the drive to produce and create successful club events on all levels
- Strong planning and administrative skills, including operational budgeting and P & L management
- Superior communication skills with exceptional and unwavering attention to detail
- Ability to remain calm and poised in dynamic situations
- Ability to make members and guests feel special and welcome at all times

ABOUT PINE LAKE COUNTRY CLUB

The Automobile Club of Detroit was founded in 1902 by Michigan automotive icons John Dodge, Ransom Olds and Henry Ford. The friends and business competitors first came across the property when they fled the city on weekends destined for an overnight camping spot on Pine Lake. Back then, the drive from Detroit was a half day journey so they camped on the property of George and Agnes Hodges. Later the founders purchased this property for the future clubhouse of Pine Lake.

In 1917 the first seven holes were established. The 9 hole course was completed in 1919. In 1921 the club name was officially changed to Pine Lake Country Club. Since that change, the club has added on another 9 holes creating a championship course designed by professional golf legend, Willie Park Jr.

As time has passed other additions were made, the Olympic size swimming pool, indoor and outdoor tennis courts, and a ballroom that we now call the Lake Room and Formal Dining areas. What began as the Automobile Club of Detroit, has transformed through the years into the premier family club you can now be proud to call home.

Pine Lake has 589 members in all combined categories with \$7.6 million of revenue including annual dues revenue of \$3.3 million; \$2.9 million in food and beverage sales. The club enjoys a vibrant and active outdoor dining terrace from Memorial Day to Labor Day. The club is the member's dining destination of choice for its spectacular views and close proximity to the lake, beach and tennis courts.

PRIMARY RESPONSIBILITIES

The Clubhouse Manager will lead the club's \$2.9 million Food & Beverage operation and is ultimately responsible for managing daily service through all outlets including: Front of the House and Culinary Staff. The Clubhouse Manager will work closely with the GM/COO to ensure member satisfaction and is responsible for the operation of all aspects of the club in the absence of the GM/COO. The Clubhouse Manager will maintain a high visibility/high touch presence, interacting with members and leading staff throughout the clubhouse and pool areas during key service periods.

- 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.
- Focused attention to providing consistent, high-quality service on the club's outdoor dining areas during all meal periods.
- Employee hiring, training and development; plans and coordinates training and developmental programs, looking to ensure that every experience is at a consistently high level.
- Consistently seek new and improved methods of efficiency to improve the member and staff experience and a daily basis.
- Assist in continuing a culture where the staff is committed to consistently understanding that every detail matters
- The Clubhouse Manager is responsible to ensure that all member and club events are well-conceived and executed flawlessly.
- Provides input and cooperates with the GM/COO and CFO in preparation of the annual operational and capital budgets
- Interfaces with appropriate committees as needed
- Consistently monitors budget goals in order to achieve them
- Respond to member and guest complaints and addresses their concerns.
- Supervises food service periods in the club's various outlets.
- Keep GM/COO advised of issues and member response related to food and beverage operations.
- Assist in personnel management for each employee's annual performance evaluations
- Monitor safety issues and employee compliance with safety procedures.

SUPERVISORY RESPONSIBILITIES

- Front of House staff including Food & Beverage Managers and Bar Manager
- Executive Chef/Sous Chef/Banquet Chef/Pastry Chef
- Receptionists
- Director of Catering
- Servers/Hostess/Bussers/Food Runners/Bar Manager/Bartenders/Snack Bar Attendants

CANDIDATE QUALIFICATIONS

- Is a passionate leader with strong food & beverage credentials and a proven track record of providing exceptional hospitality service.
- Is a highly motivated individual who is confident in his/her ability and yet humble in personality.
- Has a positive attitude and is professional in nature with a high degree of integrity, strong work ethic and able to handle an energetic and fast-paced environment
- Is a proactive team-builder who has a history of attracting, developing and retaining high performance staff.
- Has a sincere and visibly engaged presence with members, guests and staff.
- Is a proven food & beverage leader who is able to effectively manage his/her time.
- Has a verifiable track record of successfully leading and growing a dynamic food & beverage program including controlling costs, building revenue, and program activity development.
- Possesses in-depth knowledge of wine, beer, spirits and multidimensional ala carte dining services, training and service standards and processes.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's Degree
- Minimum of seven to ten years of progressive and increased management responsibilities
- Experience with budgets, inventory, cost controls, event planning, Point of sale
- Excellent computer skills and use of Microsoft office programs and relevant social media outlets
- Possessing financial acumen to understand the club financials and manage budgets
- Strong wine and beverage knowledge

Laura Boyd
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