

## Candidate Profile

### Assistant Manager

Barton Hills Country Club | [www.bartonhillsccl.com](http://www.bartonhillsccl.com)  
Ann Arbor, Michigan



## Organization

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Barton Hills Country Club is situated on nearly 200 acres, nestled in Barton Village which was designed by famed landscape architect Frederick Law Olmstead, designer of Central Park in New York. The club is located just minutes from downtown Ann Arbor and the University of Michigan campus. Ann Arbor is about 35 miles west of Detroit and is situated on the Huron River and consistently rated as one of the top places to live in the U.S; having ranked #1 in multiple surveys in previous years.

The signature Donald Ross golf course has notable celebrities who have enjoyed its fairways (and roughs) include “Babe” Didrikson, Arnold Palmer, Gary Player, Gene Littler, Justin Leonard and others.

A resort styled pool complex includes the main pool with lanes for lap swimming and a diving board, a toddler pool, play area, and locker room facilities. The Barracuda Grill and the ever-popular Tiki Bar are favorite locations where many members gather to enjoy a cold beverage while watching the kids swim in the pool. In the nearly 40,000 square foot Clubhouse, complete with marble floors and grand chandeliers, the Ballroom is a spectacular venue for special events or meetings and able to accommodate groups of 5 to 325 guests.

The membership enjoys outstanding casual and fine dining in a variety of dining venues. The Catalpa Room offers formal, intimate dining with fireside tables and beautiful golf course views. The Grill Room offers casual dining framed by large picture windows with views of the golf course. The Terrace wraps around the exterior of the Grill Dining room overlooking the 18th green with the best sunset views in town. Other dining options include The Champions Grill, the Lounge, and two seasonal options include the Barracuda Grill and Pool Bar.

Membership: 500

Annual Revenue: \$5 million

Annual F & B Revenue: \$1.8 million.

## Position Summary

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The Assistant Manager will work with the Clubhouse Manager to provide operational and strategic leadership for all food and beverage activities at the property. He or she will be a dynamic, visible, and accessible leader for the staff and members alike. The Assistant Manager sets the pace as an example of gracious hospitality to all employees. Potential candidates will possess all of the requisite skills, leadership qualities, and personal traits suited for a high volume, multi-unit hospitality environment. A friendly, outgoing personality is a necessity as is a strong working knowledge of providing an outstanding dining experience to the club membership. The candidate must have passion and dedication to excellent performance in customer service, problem resolution skills with the ability to enhance member and guest engagement. The ability to drive a high-end service culture through ongoing training is necessary. The goal of the staff is to provide members with excellent service and to promote maximum satisfaction of the membership within all facets of the club dining operation. This position reports directly to the Clubhouse Manager with direct reports including the Dining/Banquet staff, Pool Operation service staff and Housekeeping staff.

## Responsibilities

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- Works with the Clubhouse Manager to oversee all food and beverage dining operations (which includes banquets and all outlets)
- Maintains appearance, upkeep and cleanliness of all food and beverage equipment and facilities
- Assists in planning and implementing procedures for special club events and banquet functions
- Develops interesting ways of promoting club functions in the dining rooms and other areas
- Establishes strong rapport with members

- Ability to maintain and build employee relations to build retention
- Assists in developing budgets, staffing and general operating procedures and other plans for all food and beverage, and clubhouse operations.
- Assists in monitoring the budget and directing corrective action procedures as necessary to help assure that budget goals are attained for food and beverage, and clubhouse operations.
- Assists in monitoring internal cost control procedures for food and beverage, and clubhouse operations.
- Assists in planning and scheduling training, education, or certification of food and beverage and clubhouse employees.
- Assists in monitoring safety conditions and employees' conformance with safety procedures and assuring that effective training for these programs is conducted in all departments.

## Requirements

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- Four-year degree in Hospitality required.
- Training knowledge for all F&B departments.
- Strong knowledge of fine dining restaurant service, catering and banquet operations, timing, service styles and creativity with unique service steps.
- Food and beverage cost control knowledge.
- Strong budgetary, forecasting and cost control skills and the ability to consistently produce budgeted expectations.
- Time management skills.
- Excellent verbal and written communication skills.
- A strong presence on the floor.
- Computer and POS knowledge.
- Attributes to include:
  - An outgoing and friendly personality-hands-on and visible, member/staff-friendly.
  - Leadership skills with the ability to motivate a veteran staff and earn their respect and trust.
  - Highly energetic.
  - Excellent communication skills at all levels.
  - A strong sense of service with proven training and development skills.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review.

## Compensation and Benefits

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The Club will offer an attractive and competitive compensation and benefits package to include:

- Competitive Salary
- Vacation per Club's Employee Handbook
- 401K enrollment per Club's Employee Handbook
- Group Health Insurance
- Continuing Education/Certifications as Approved by the General Manager

Professionals who meet or exceed the established criteria are encouraged to contact:  
GSI Executive Search, Inc.

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