

CLUBHOUSE MANAGER PROFILE: THE HONORS COURSE OOLTEWAH, TN

THE CLUBHOUSE MANAGER OPPORTUNITY AT THE HONORS COURSE

A special opportunity exists for candidates with a successful track-record of leadership and high-quality food and beverage operations management in private clubs or high-end establishments in the hospitality industry. We are conducting the Clubhouse Manager search for The Honors Course, located in the town of Ooltewah, near Chattanooga, Tennessee. Ooltewah is a Cherokee name that means "resting place." The candidate will be an integral part of a high-performing team at one of the most highly regarded golf clubs in the country. The areas of responsibility for this position will grow as the candidate demonstrates leadership proficiencies and success.

[Click here to view a brief video about this opportunity.](#)

THE HONORS COURSE HISTORY

The Honors Course Club is a world class golf club founded by John T. "Jack" Lupton with a Pete Dye designed course that opened in 1983. The club's mission is to be a premier golf club that honors amateur golf by hosting local, state, regional, national, and international championships. During its 35 years of existence, it has hosted the U.S. Amateur, the U.S. Mid-Amateur, the U.S. Junior Amateur, The Curtis Cup, the U.S. Senior Women's Amateur, the NCAA Men's Championship in 1996 and 2010, the Southern Amateur on four occasions, the Tennessee Men's Amateur on five occasions, the Tennessee Women's Amateur on four occasions, and numerous other regional and local amateur championships. The Club began operations in 1983 and has approximately 390 members of whom approximately 140 are local members and 250 are national members. In addition to its golf course, it has a lovely farm clubhouse and patio from which a full range of food and beverage services are provided to the members and their guests. The Honors Course is one of a small genre of destination courses that attracts members from well beyond its local geographical area. To accommodate this national interest, the club has six well-appointed guest houses that can accommodate up to 49 persons.

The Honors Circle, located by the Clubhouse entrance, was established to honor amateur players from the state of Tennessee. Each honoree has a hole named after them, describing their playing accomplishments in local, national, and international championships.

THE HONORS COURSE BY THE NUMBERS

- 1983 Established
- 392 Members
- Membership is by invitation only
- \$5.2M Gross volume
- \$2M Annual dues volume
- \$740,000 F&B revenue
- 52 Employees (FTE) in season; 30 Employees (FTE) off season
- Approximately 13,000 Rounds of golf annually

THE HONORS COURSE WEB SITE: www.honorscourse.net

CLUBHOUSE MANAGER (CHM) POSITION DESCRIPTION

The CHM at The Honors Course:

- Oversees all operational and functional areas of the Clubhouse and guest houses as needed and with a primary focus on food and beverage operations.
- Ensures that Honors Course Club members and guests enjoy outstanding accommodations, food and beverage operations by providing consistent, exemplary service.
- Oversees F&B staff management including a la carte, events, and all culinary operations during tournaments.
- Works closely with the controller, golf professional and course superintendent.
- Provides quality leadership and contributes to the positive atmosphere of the Club and associated operations.
- Interacts positively, professionally, with poise, and politely with all team members, vendors, and the community to promote a team effort.
- Maintains positive vendor relationships and seeks new outlets for improved products and services.
- Maintains and continually improves member service quality in the management of direct reports, all relevant Club environments, operations of the clubhouse, and all events and programs presented for the members and guests.
- Seeks out new and innovative ways to meet and respond to the needs and demands of the ever changing and diverse group of membership. Displays strategic thinking, excellence, passion, and forethought.
- Comes to work regularly and on time, follows and gives directions, welcomes feedback, and takes criticism appropriately. He or she gets along well with co-workers and supervisors and treats co-workers, supervisors, and members and their guests with respect and courtesy.
- Is a complete team player. Meets deadlines and follows through on requests and questions from members and team members. Proactively seeks solutions, and involves team members in the decision-making process.
- Maintains a “lead by example” approach within the clubhouse while maintaining a very upbeat, “can do” and “get it done” attitude toward members, team members, services, programs, and initiatives.
- Is responsive to members’ requests and strives to find creative ways to accommodate reasonable requests. He or she believes in the service philosophy: “the answer is ‘yes,’ what is the question?”
- Assures the smooth, efficient daily function of the clubhouse operations to provide its members and their guests with the experience and services for which Honors Course Club is well known. The focus is to provide an enjoyable, high quality, first class environment.
- Ensures proper opening, closing and security procedures of Clubhouse and all related areas (houses and on course).
- Ensures the highest standard in special and Club event planning with members. Executes these events with staff to produce qualitative and pleasing results.
- Establishes and maintains open and approachable relationships with the membership while being proactive to their needs. The expectation for the CHM and his or her staff is to address members by name and maintain visibility and a management presence at critical times.
- Coordinates with controller on clubhouse staff compensation, benefits, performance appraisals, disciplinary actions, and other significant personnel actions.
- Is responsible for hiring, training, developing, and evaluating staff in all clubhouse capacities.
- Coordinates closely with human resources for new hires, terminations, performance evaluations, and employee relation issues.
- Clearly understands and values the importance of staff recruitment, retention, and overall commitment to quality as core drivers to Honors Course Club’s success.
- Directs the work of all F&B employees, and interacts with them pursuant to orientation, appraisal, discipline and/or discharge issues.
- Places great importance on staff communications and interaction. Conducts weekly staff meetings and pre- and post-event meetings to ensure understanding of the expectations and quality of outcomes for every member experience.
- Implements agreed to standard operating procedures with staff that supports a culture of service excellence.

- Is an important mentor for department leaders and associates as well.
- Assists the controller with budget preparation and adheres to budgetary guidelines in management and operation of F&B operations, including food costing, personnel costs, and revenue projections.
- Ensures that appropriate controls and cost-effective procedures related to employee payroll, purchases, inventories, supplies, and other necessary expenditures are in place.
- Provides proactive, accurate, timely and meaningful reports and analysis.
- Keeps the Club President/COO informed of all significant or potentially significant operating matters, problem areas, achievements, or other matters of importance.
- Delegates appropriate responsibility to department leaders while remaining responsible for F&B operations—giving credit to the team and taking responsibility for any shortcomings.
- Attends weekly or special management and staff meetings and any other meetings as required.
- Undertakes special projects from the President/COO as assigned.
- Maintains professional memberships and attends educational offerings that benefit both the Club and their personal career growth.

CLUBHOUSE MANAGER RESPONSIBILITIES

The Clubhouse Manager will be responsible for:

- The management of all food and beverage operations of the clubhouse and guest houses. This includes providing breakfast and lunches for the members and their guests, providing dinners for members and their guests staying in the guest houses, and arranging and providing special functions relating to golf tournaments and occasionally for a member and guests, such as wedding receptions.
- The maintenance of the clubhouse.
- Overseeing the lodging operations of the club including handling of reservations, housekeeping, and maintenance of the guest houses.
- All administrative matters relating to the club membership.
- Working closely with the Comptroller in carrying out the accounting functions of the club.
- Maintaining and updating the club's website.
- The promotion of The Honors Course and the dissemination of hospitality, friendliness and goodwill among all members and their guests.
- Coordinates new member orientations for HCC.
- Working closely and collaboratively with the Director of Golf, Golf Course Superintendent, and Controller under Board of Directors supervision to responsibly carry out the policies and directives of the Honors Course Club.

CANDIDATE QUALIFICATIONS

The ideal candidate:

- Has at least three to five years of F&B management experience in a high-end club, hotel, or restaurant environment.
- Possesses experience in supervising, developing and leading department staff – both front and back of house.
- Is a passionate and highly motivated professional who enjoys member engagement and making each moment special and memorable for members and their guests.
- Has a fundamental understanding of what constitutes a “premier Club experience,” and the proven ability to execute to that level.
- Has technology skills including the use of Word, Excel, Outlook, POS systems, and time management systems.
- Displays an understanding of facilities and membership management.
- Displays a working knowledge of financial acumen, HR policies and regulations, food and beverage and the club industry.

- Is skilled in hiring, supervising, managing, mentoring, and developing high achieving employees. Perpetual training and coaching are essential.
- Has an in-depth knowledge of wine, beer, and spirits. Sommelier certification would be a plus.
- Possesses a good sense of humor and an ability to have fun.
- Remains calm under pressure and maintains the expedient execution of events as well as the resolution of conflicts or complaints. Someone who acts with urgency yet maintains a calming presence.
- Is organized, predictable, consistent and detail oriented with the ability to multi-task and prioritize competing or conflicting projects.
- Possesses effective problem-solving skills as well as effective verbal and written communication skills, while demonstrating respect and achieving respect of the staff and the rest of the management team.
- Has a patient, friendly, outgoing personality, and a positive attitude. Is personable with members and guests, while maintaining a respectful professionalism.
- Has a verifiable record of accomplishment of successfully leading and growing dynamic clubhouse operations including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives in food and beverage operations.
- Has strong listening skills and can absorb a multitude of ideas and filter to the most important and viable options for action and completion.
- Has an extensive knowledge of all areas of clubhouse operations and a strong F&B background.
- Has strong management skills with verifiable strengths in “self-starting” leadership, financial performance, and people skills.
- Can consistently define and achieve goals and objectives. Proven and verifiable leadership qualities with the demonstrated ability to direct, coordinate and control all facets of an active clubhouse operation.
- Has strong organizational and time management skills; identifying the details necessary to consistently achieve high levels of quality, satisfaction, and outstanding member experiences.
- Interacts effectively with diverse constituencies of members, staff, vendors, and other people who are part of the Honors Course family.
- Embraces the service ethic and displays a passion for providing the consummate member experience daily.
- Is a professional with a verifiable, positive career track, someone who has been a “difference maker” wherever the candidate has been in the past.
- Is confident in his or her abilities yet humble in his or her interactions.
- Has a professional appearance and demeanor and expects the same from his or her staff.
- Has an appreciation for and understanding of the game of golf.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor’s Degree from a four-year university or college in Hospitality Management preferred.
- Certified Club Manager (CCM) designation preferred.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefit package including CMAA membership.

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.

Preparing a thoughtful letter of interest and alignment, clearly articulating your “fit” with the profile and the above noted expectations and requirements is necessary.

Your letter should be addressed to Mr. Gary Chazen, President/COO, The Honors Course Search Committee, and clearly articulate why you want to be considered for this position at this stage of your career and why The Honors Course and the greater Chattanooga area will likely be a “fit” to you, your family and the Club if selected.

Expressions of interest in this manner should be conveyed to our Firm no later than February 28th. Interviews occur in April with the successful candidate likely in place in Spring 2018.

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 Holly Weiss: holly@kkandw.com

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