



**General Manager
de Anza CC, Borrego Springs, CA**

“Good Friendship, Good Sport and Good Commerce”

A challenging desert golf course is the centerpiece of the member-owned de Anza Country Club nestled in the Anza Borrego State Park. Founded in 1957, de Anza Country Club provides Members and their families with an exceptional golf experience and pleasurable club lifestyle.

Due to its uniqueness, the Club attracts friendly Members from across the United States and Canada who are interested in nature, quality golf, physical fitness, and love to socialize.

The par-72 championship course was designed by noted architect Lawrence Hughes and measures 6,778 yards. It is challenging but friendly course for golfers at all skill levels. Walk or ride the beautifully maintained course while enjoying breathtaking views of the San Ysidro and Santa Rosa Mountains.

de Anza Country Club has a variety of amenities including a club house with both casual and formal dining areas, a golf shop with the latest apparel and equipment, and a fitness center. There is something for everyone to enjoy including a variety of events.

About de Anza CC

Founded in 1957 in Borrego Springs in the Coachella Valley

200 Members

Average Member age is mid 60s

Private with some public golf play

The season is from November through April

Total revenue \$1.8M

 \$1M membership

 \$300K F&B

 \$300K Golf

Course is 18 holes, par-72

Board is made up of 6 Members

Staff is seasonal with about 12 year-round staff

de Anza Facilities & Amenities

Pro Shop

Fitness Center

Classes

Numerous Social Events

Main Dining Room (the largest event space in town)

Big Horn Room (Beverage)

Coyote Grill (Lunch & Dinner)

Patio Dining

Weddings, Catering and Private Events

Job Description

Club Operations Manager

Reports to: General Manager

Supervises: Food & Beverage Service Staff, Front Desk Staff

Classification: Exempt

Education and/or Experience

- Four-year college or university degree in Hospitality Management or Culinary Arts.
- Five years or more in food and beverage management with both banqueting and a la carte experience.
- Experience with Front Desk operations is desired.
- Past private club experience is desired.

Job Knowledge, Core Competencies and Expectations

- Food and beverage cost controls and operating procedures.
- Accounting.
- Menu design.
- Marketing and promotions.
- Wine, spirits and bar operations.
- Point-of-sales systems.
- Develop and manage front office systems for revenue management and guest, reservations, registration, accounting and check-out.
- Supervise front office employees.
- Analyze property management system (PMS) data for front office decision-making.
- Strong interpersonal and organizational skills.
- Polished, professional appearance and presentation.
- Manage stress and time.
- Build a team, train, and maintain employee teams.
- Effective communication through all department levels and throughout club.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Responsible for club's operational services throughout the club. Directly supervises the Food & Beverage Service staff and Front Office/Reception staff. Plans, implements and monitors departmental budgets. Hires, trains and supervises subordinates and applies relevant marketing principles to assure that the wants and needs of club members and guests are consistently exceeded.

Job Tasks/Duties

- Develops an operating budget for each of the department's revenue outlets; monitors and takes corrective action as necessary to help assure that budgeted sales and cost goals are attained.
- Develops a capital budget for all necessary food and beverage and front office equipment and recommends facility renovation needs.
- Ensures that adequate cash procedures are followed, and that documentation is reported in an accurate and timely manner.
- Responsible for proper cash and charge procedures, guest check analysis, tip reports, ticket controls and daily sales reports and analysis.
- Manages the department's long-range staffing needs.
- Assists in recruitment, training, supervision and termination of service staff.
- Helps plan and approves the organizational chart and staffing and scheduling plans.
- Assures that effective orientation and training for new staff and professional development activities for

experienced staff are planned and implemented.

- Monitors employee records to minimize overtime and keep labor costs within budget.
- Assures that all standard operating procedures for revenue and cost control are in place and consistently followed.
- Sells, plans, coordinates and executes club events, private events and catering events.
- Assures that all applicable club policies and procedures are followed.
- Helps plan and approves external and internal marketing and sales promotion activities for the department's outlets and special club events.
- Suggests menu items, pricing, and menu designs for all outlets, special events and banquet events.
- Establishes quantity and quality output standards for personnel in all positions within the department.
- Ensures all legal requirements are consistently followed, including wage/ hour and federal, state or local laws for food safety and the sale/consumption of alcoholic beverages.
- Ensure all energy management, preventive maintenance and other standards are consistently met.
- Ensures that all new employees receive the appropriate safety instructions and training; establishes and enforces all safety policies and procedures including OSHA regulations and ensures that appropriate proof of training is documented to the employees' personnel files.
- Researches new products and evaluates their cost and profit benefits.
- Maintains service and front staff personnel records.
- Monitors purchasing and receiving procedures to ensure proper quantity, quality and price for all purchases.
- Consults daily with management staff and the to help assure the highest level of member satisfaction at minimum cost.
- Greets guests, participates and oversees actual service on a routine basis.
- Helps develop wine lists and wine sales promotion programs.
- Establishes, updates and maintains all written standards and procedures for the department as needed.
- Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken.
- Serves as an *ad hoc* member of appropriate club committees.
- Monitors appearance, upkeep and cleanliness of all food and beverage equipment and facilities.
- Monitors employee dress codes according to policies and procedures.
- Approves all product invoices before submitting to the Accounting Department.
- Monitors or manages physical inventory verification and provides updated information to the Accounting Department.
- Responsible for the proper accounting and reconciliation of the point-of-sale and member revenues.
- Maintains records of special events, house counts, food covers and daily business volumes.
- Ensures that an accurate reservation system is in place.
- Audits and approves weekly payroll.
- Approves all entertainment.
- Responsible for long-range planning for the department in concert with the club's planning process.
- Establishes and maintains professional business relations with vendors.
- Works with the club's General Manager to identify and develop operating reports and for ongoing control of the department.
- Serves as manager-on-duty on a scheduled basis.
- Ensure timely correspondence with all catering guests including inquiry, follow-up, contracts, billings and thank-you letters.
- Complete periodic china, glass, and silverware inventories.
- Implement and monitor sanitation and cleaning schedules.
- Completes other appropriate assignments from the General Manager.

Licenses and Special Requirements

- Food safety certification.
- Alcoholic beverage certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Salary & Benefits

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent benefit package.

This position is available immediately

Applications

Please send your COFIDENTIAL resume, cover letter that clearly explains why you think you would be a great candidate for this opportunity and why you would want to make this move to Borrego Springs at this point of your career to Brian Marcus, Global Hospitality. brian@globalhospitality.com.