



Eagle Point
GOLF CLUB

CLUBHOUSE MANAGER OPPORTUNITY AT EAGLE POINT GOLF CLUB

Eagle Point Golf Club is a first-class championship golf club located in Wilmington, North Carolina. The Club features a Tom Fazio designed championship 18-hole golf course, 9-hole short course and 10-acre golf practice facility. The full-service golf club, with a well-appointed 35,000 sq ft., Clubhouse built in 2000 is open year-round and features a dining venue and bar/lounge, three four-room cottages, two with two Queens and one with a King, and six single rooms each with two Queens located at the 1,600 sq. ft. fitness center.

Reporting to the General Manager, the Clubhouse Manager is an integral part of the executive management team and directly oversees Director of Cottage/Inn and Special Events, Dining Room Manager, Executive Chef, Locker Room Manager, Housekeeping and Facilities. The Food & Beverage department includes a staff of 25. Key responsibilities will include recruiting and developing a strong team, managing budgets, interacting with members and their guests, committees, and maintaining a high level of visibility.

SUMMARY

Responsible for daily operations of all aspects in the Food and Beverage, Locker Room, overnight accommodations at the Cottages and Inn, housekeeping of all buildings of clubhouse grounds.

Develops annual operating and capital budgets in conjunction with input from various departments and the General Manager.

Responsible for the promotion of the Club food and beverage programming and the gracious dissemination of hospitality, friendliness, and goodwill among all staff to members and their guests.

Ensure all members/guests staying within the cottages and guest rooms receive five-star quality level experience.

RESPONSIBILITIES

MEMBER SERVICES

1. In conjunction with input from the General Manager, leads the creation of restaurant opening procedures, monitoring appropriate production and service levels, hiring and developing all food and beverage department heads and overseeing their respective staff training within reporting structure.
2. Firmly instill member-oriented service culture, establishing the smooth, efficient daily operation of the Club to provide the members and guests with the southern hospitality with gracious and warm environment for which Eagle Point Golf Club is renowned.
3. Provide decisive and inspiring leadership and a positive upbeat image for the Club and its amenities.
4. Provide members with first-class service and cultural cuisine in ala carte dining, private special events and at the Club's social and holiday events.
5. Focus efforts on catering services with members to book and host excellent private events, providing exceptional service and attentiveness to detail.
6. Plan his/her work schedule to have high personal visibility, be readily accessible to members and their guests and keep a finger on the pulse of the operation.
7. Works directly with the Committee Chair to organize meetings, document meeting affairs and works to achieve the goals of the Committee as directed by the General Manager.
8. Address and resolve member complaints and suggestions in a timely manner in such areas as dining, general service, employee relations and cosmetic appearance of the facility. When appropriate, confer on these issues with the General Manager and Club's executive team.

FOOD AND BEVERAGE

1. Orchestrate outstanding culinary teams capable of providing quality driven menus and superior productivity.
2. Ensure collaboration and communication between the catering, culinary, food service and beverage service teams to ensure the highest level of member experiences.
3. Partner with golf professionals to ensure the food and beverage offering and services meet the expectation of tournament participants.

4. Monitor cost controls in labor food and beverage costs and supplies to ensure budget compliance. Report on positive and negative variances and their causes promptly.
5. Develop an outstanding beverage program with an appropriate inventory that will provide member satisfaction and enhance the dining experience. Pair beverage programming with artfully selected menus at a wide variety of events to market the Club.
6. Ensure the beverage program reflects the tastes of the membership and markets to a variety of tastes both contemporary and traditional.
7. Grow the food and beverage business consistent with the General Manager's and Executive Committee's programming goals as it relates to roughly 17,000 rounds of golf and cottage/accommodation users.
8. Operate all dining services exceeding local health and safety ordinances for restaurants and workplace safety regulations.
9. Conduct regular and ongoing member satisfaction evaluations and interpret results to reward staff for excellence and to make corrective actions in a timely fashion.
10. Ensure the employee meal program is of the highest quality and is viewed as a true benefit by all staff.

EMPLOYEE RELATIONS

1. Provide hiring, ongoing training, management and continuous development of employees in food and beverage departments.
2. Create an environment of collaborative teamwork focused on positive achievement and continuous improvement.
3. Provide coaching and performance evaluations on an ongoing and regular basis holding team members accountable for their responsibilities.
4. Build a food and beverage management team that practices promotion from within by recruiting and grooming talent to move up in responsibilities.
5. Nurture a member-focused, high touch service culture that values highly member recognition, anticipatory service and the enhancement of the member dining experience at all levels.
6. Coordinate with the General Manager on matters of compensation, benefits, performance appraisal, disciplinary, and other significant personnel.
7. In coordination with the General Manager, initiate employment programs and recruitment efforts that result in employment and retention of highly qualified staff.

8. Ensure that a positive and healthy work environment exists throughout the Club; one that is free of safety risks and all forms of employee harassment. Warrant workplace safety training and compliance measures are being met.
9. Handle all employee issues and grievances in a discreet and timely manner with the Human Resource/Controller, providing proper documentation and keeping the General Manager informed as necessary.
10. Plan and organize all employee recognition and appreciation programming.

FINANCIAL MANAGEMENT

1. In conjunction with the General Manager, prepare the annual operating budget in the areas of staffing and operations for food and beverage. Strategize for growth in food and beverage covers and revenues and successfully deploy this approach to increase food and beverage covers, revenues and satisfaction.
2. Provide input to all reporting department heads and key personnel, developing budgets, fiscal controls, quality and performance standards and operational guidelines.
3. Monitor internal controls for the inventories of all overnight accommodations to the cottages, Inn rooms, all food, beverage, food and beverage related supplies and all china, silverware and glassware and implement effective control measures as needed.
4. Develop and implement processes and procedures to increase operating efficiencies and improve cost controls and reporting in the areas of staff scheduling and deployment, food and beverage purchasing, inventory and price-setting, menu/POS price updating, and the bidding process to ensure highest level of cost containment is attained on behalf the Club.
5. Oversee monthly food, beverage and wine inventories and monitor usage to maximize inventory turnover and lower inventory costs.
6. Oversee appropriate departmental payrolls to ensure that distribution of staff is effective in fulfilling the club's mission and is within the allotted budget.

COMMUNICATIONS

1. Develop ongoing dialogue and rapport with Club members through daily interaction, communications, newsletter, website, on-line reservations program and communications distribution for all departments.
2. Keep the General Manager and appropriate members of the executive management team informed of all significant or potentially significant operating matters and problem areas.

3. Participate in open communications with other executive team members ensuring cooperative and collaborative relationships in fulfilling the Club's mission and directives of leadership.
4. Maintain an "open door" policy with all staff including all department reports.
5. Properly record, maintain and distribute minutes for the Committees assigned as liaison.
6. Collaborate in an effective employee communication system to ensure changes in workplace rights, policies, rules, event details and other pertinent Club information are disseminated to departmental employees at all levels in a timely and clear manner.

CLUB MANAGEMENT

1. Consult with the General Manager on policy and changes in the operations of each department; suggest changes, plan and thoughtfully direct a successful implementation of said change with the staff.
2. Responsible for the administration and execution of all accommodations for members and their guests, all areas of food and beverage service, private, member and Club events and the maintenance of all event records.
3. Oversee staffing, execution, billing and renting/purchasing related to events resulting in accurate measurement of financial results in discrete events and operations.
4. Oversee the Club's all food and beverage program, ensuring a premier experience is delivered to the membership while continually looking for opportunities to make improvements or enhancements.
5. Instill entrepreneurial sensibilities in direct reports encouraging consistent improvements and participation in evolving the business plan and financial results.
6. Provide monthly review of the P/L in a detailed report to the General Manager on all KPIs and performance and variances explained.
7. Inspect and ensure the cleanliness and upkeep of the cottages, main clubhouse exterior and interior aspects and Inn facilities including all dining and special event areas on a regular basis.
8. Provide oversight and support for MIS, POS, IT and other technical matters within food and beverage departments.
9. Attending and possibly leading weekly meetings of the Executive Team along with the General Manager at various committees of the Club and, when requested, the Board of Directors. Arrange for proper minutes to be maintained for meetings, as appropriate.

10. Participate in short and long-range planning activities of the Club.
11. Provide support for all capital projects from planning through opening.
12. Assist the General Manager in ensuring the Club operates in accordance with applicable local, state and federal laws including OSHA, and applicable health and life safety ordinances.
13. Further his/her own continued development as a club management professional by participation in appropriate Club Managers Association of America (CMAA) seminars and conferences, and others as approved.

EXPERIENCE

1. A formal education including a bachelor's degree, or a related hospitality degree is strongly preferred, although candidates with demonstrated equivalent training and education may be considered.
2. Five or more years of industry and managerial level experience in operations of similar scale and culture clubs or top hotels and resorts, with a track record of success in achieving objectives, meeting standards and management of personnel.
3. A professional career record of achievement and relative employment stability – not a record of frequent job movement unless for increasing levels of achievement and /or responsibilities.
4. Excellent managerial, leadership and interpersonal skills.
5. Excellent customer service and communication skills - candidates must have the ability to communicate with members, guests, business contacts and staff with English fluency and sophistication both verbally and in writing.
6. An engaging, friendly and energetic personal style and level of congeniality that allows him/her to be well received and accessible to a range of members. Someone who genuinely enjoys being with the members and guests.
7. Knowledgeable and passionate about hospitality, food and wine, service and the member/guest experience.
8. Strong organizational skills, including the preparation of budgets as well as being accountable and holding others accountable to SOP and budget compliance.
9. A record of success in the selection, development, training, management and motivation of an accomplished, service-oriented food and beverage team.

10. Proficiency with Microsoft Office and Internet applications including Word and Excel, and experience and ease working with Club POS software. A general strength in resolving technical issues that may arise is highly desired.
11. Experience with developing and implementing processes and procedures to effect structure, consistency of excellence and efficiency with operations.
12. An understanding of the need to balance a respect for tradition and a sense of creativity.
13. A strong personal work ethic: not reluctant to put in the necessary hours but able to manage schedule appropriately and productively. Not afraid to jump into the fray and lead from the floor when necessary.
14. The ability to drive the Club's food and beverage programming to increasing levels of excellence.
15. A sharp eye for detail in the overall management of the operation, especially in food service and all outlets and venues under their report.
16. Must be physically capable of using all standard tools and equipment of the industry and able to perform all duties safely and correctly. Physical requirements include: reaching by extending hand(s) or arm(s) in any direction; finger dexterity required to manipulate objects with fingers rather than with whole hand(s) or arm(s), for example, using a keyboard; communication skills using the spoken word; ability to see within normal parameters; ability to hear within normal range; ability to lift and carry up to 50 pounds and the ability to move about easily including standing, walking and the frequent use of stairs. Due to the unique requirements of leading a high-quality food and beverage operation, the sensory abilities of smell and taste must be within normal parameters.

CRITICAL SUCCESS FACTORS

1. Runs a successful, quality driven food and beverage operation surpassing the expectations of the membership and making Eagle Point Golf Club the dining destination of choice for its members.
2. Leads from the front and is widely recognized by the leadership of the Club, the membership at large and the staff to be an inspirational leader and quality driver within the organization.
3. Effectively manages the Executive Chef providing him/her support in fulfilling the mission of food production at Eagle Point Golf Club.
4. Has focused on hiring and retaining qualified staff and created a well of talent that meets and exceeds members' expectations levels.
5. Is accepted as a good team member both from the executive team and food and beverage team vantage points.

