



RCS Hospitality Group
a new generation of hospitality management
6412 Brandon Ave. #339 Springfield, VA 22150
www.consultingRCS.com

Position Available:
ASSISTANT CLUBHOUSE MANAGER
Biltmore Forest Country Club
Ashville, NC

CLUB OVERVIEW

From its inception in 1922, Biltmore Forest Country Club has played a significant role in the distinguished social history of Asheville and the Carolinas. Its reputation extends to the premier country clubs of the South. Biltmore Forest Country Club boasts a Donald Ross golf course maintained at the highest standard, an elegant clubhouse facility, fitness center, tennis facilities, and pool.

The Club is celebrating its Centennial Anniversary as well as is in the process of completing a \$10 million facility renovation focused on the aquatic, tennis, and fitness areas. The new facility will include a new food & beverage outlet with an outdoor bar and year-round casual dining to be completed in late 2022.

POSITION SUMMARY & RESPONSIBILITIES

The Assistant Clubhouse Manager is ultimately responsible for all clubhouse and food & beverage, including the general housekeeping over these areas. In the absence of the General Manager or Director of Food & Beverage, the Assistant Clubhouse Manager is responsible for all clubhouse operations and performs specific tasks as requested.

Additional responsibilities include supporting respective club committees, building relationships with members, guests, and employees, and ensuring the “club culture” is one of hospitality, friendliness, and goodwill. Along with being the “public face” of the operations, a hands-on approach to enhancing engagement with members and employees is critical to success in this position.

Also critical is assuring that all member food and beverage experiences are outstanding. The Assistant Clubhouse Manager reports to, and works closely with, the Director of Food & Beverage and collaborates with the management team. Leadership and the display of a positive attitude are required to ensure collaborative, innovative, and harmonious relationships between front and back of house operations.

- Greets members and guests by their name and oversees member and guest service. Anticipate member's needs, respond promptly, touch tables, acknowledge all complaints, and gauge the pulse of the member experience in real-time to ensure maximum member and guest satisfaction
- Manages dining rooms, F&B outlets, and banquet operations to ensure established programming is in place, including proper room preparation, including set-up of tables, chairs, linens, table settings, glassware, etc.
- Manage all FOH staff, including dining room servers, bar team, runners, banquet staff, and seasonal pool team, ensuring the smooth running of the operation and those duties are carried out in a professional and timely manner
- Evaluates and supervises employee performance and carries out disciplinary action as needed, in accordance with the Club's policies and applicable laws
- Opens and closes F&B operations as needed



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- Acts as the Manager on Duty (MOD) when all other management staff has departed for the evening and supervises any remaining staff in the Clubhouse. Works with remaining staff to complete tasks in an effective and efficient manner
- Maximizes food and beverage sales by identifying and targeting sales opportunities through marketing including promotions and special Club events and by educating and training staff on suggestive selling techniques and product knowledge
- Protects Club, members, and guests by training staff in and adhering to all safety, sanitation, food preparation, food storage, and alcohol beverage control policies including confirming legal drinking age and discontinuing service to intoxicated guests
- Maintains member and guest satisfaction by handling inquiries, concerns, or comments and providing solutions; acquiring feedback from members/guests and co-workers to ensure satisfaction and/or implement service improvement ideas; developing new concepts to ensure a pleasant Club experience
- Desire to grow as a leader and manager with a demonstrated ability to motivate and inspire subordinates and peers

ADDITIONAL DUTIES & RESPONSIBILITIES

- Attends and participates in weekly Department meetings
- Maintain consistency of service by being aware of and prepared for all course events, large parties, and reservations that may affect food and beverage service operations
- Communicates and teams well with other departments (i.e., Banquets, Golf, Tennis, Kitchen, etc.) ensuring appropriate staff levels for all events and ensuring assigned responsibilities are carried out
- Implements and supports all Club initiatives and programs as requested by management
- Confirms that all service staff are in proper uniform and adhere to the Club's appearance standards
- Make necessary adjustments to daily/weekly staff assignments if necessary
- Completes and administers employee performance appraisals
- Conducts pre-shift, pre-meal, and/or pre-event meetings with all necessary staff
- Assistants with monthly beverage inventory as needed
- Controls costs by maintaining effective profit and loss controls, monitoring labor costs following demand patterns
- Maintains knowledge of other Clubs and industry trends
- Manages and trains staff in all technical and non-technical aspects of their role including Club standards of quality and service

QUALIFICATIONS

- Bachelor's degree in Hospitality Management, Business Management, or a related field is strongly preferred
- A minimum of 4 years of progressive responsibility in the food and beverage industry
- A minimum of 2 years of personnel management, preferably in a club/golf/hospitality/service industry required
- Ability to communicate effectively, perform multiple tasks and prioritize needs in a fast-paced environment.
- Superior organization, leadership, and communication skills required
- Positive attitude, professional manner, and appearance in all situations
- Solid time management, organization, and prioritization skills



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- Proven ability to effectively build and foster a team environment
- Must be of legal age to service alcoholic beverages
- Ability to manage multiple projects and recommend/implement effective solutions
- Proficiency in standard computer programs such as Word, Outlook, Adobe, and Excel, as well as the ability to learn and use Club-specific software programs (POS, inventory management, etc.) is required
- Ability to work independently and proactively in a fast-paced environment

PHYSICAL REQUIREMENTS

- Ability to lift 25–50 pounds
- While performing the duties of the job, the employee may be required to walk or stand for long periods of time
- Must be able to bend, climb, balance, reach, stoop, kneel, crouch, or crawl without hindrance
- Maintains a professional appearance appropriate to the position and as per Club policy
- Availability to work weekends and holidays

COMPENSATION & BENEFITS

- Compensation is determined upon experience
- Biltmore Forest Country Club offers Full Benefits, Paid Vacation & Personal Days, 401(K) Matching, CMAA education, and Holiday Bonus

REPORTS TO

Director of Food & Beverage

DIRECT REPORTS

FOH staff, including dining room servers, bar team, runners, banquet staff, and seasonal pool team

CLUB DETAILS

- 780 Active Members
- \$55,000 Initiation Fee
- \$5.2M Annual Dues Volume
- \$9.6M F&B Volume
- 12 Board members
- Amenities include: 18 Hole Greg Norman Golf Course, 68 Seat Dining Room, 43 Seat Dining Porch, Multiple Banquet Rooms that hold 18-140 guests per room, Current renovation of Pool, Tennis and New Fitness Facility, 19 Guestrooms
- Website: <https://www.biltmoreforestcc.com/>

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