

**CLUBHOUSE MANAGER PROFILE:  
MIRAMONT COUNTRY CLUB  
BRYAN, TX**

**THE CLUBHOUSE MANAGER (CHM) OPPORTUNITY AT MIRAMONT COUNTRY CLUB**

A unique opportunity exists for an exceptional candidate with a successful track record of accomplishment, leadership and high-quality operations management experience in private clubs, hotels, high-end restaurants or resorts. We are conducting a search for the Clubhouse Manager (CHM) for Miramont Country Club (MCC) in Bryan, Texas. Miramont is a club that has built a reputation among the finest in the country. The successful candidate will be an integral and critical part of a high-performing team at a nationally recognized Club, one acknowledged for its first-class clubhouse, championship golf course, quality work environment and focus on an exceptional experience for its members and guests.

The primary focus of the role is delivering an unparalleled member experience for children and families alike, which is of primary importance to the social fabric and family focused culture of the Club. The ability to consistently be forward-looking in planning, innovation, organization and departmental leadership is the critical skill set required for success in this position. Also important is the ability to intuitively embrace the need to be visible and highly interactive with members and staff; leadership in this area begins and ends with approachability and accessibility.

The Clubhouse Manager will ensure the goals of both the F&B department and the Club are being met through proactive leadership and full-scope management. Clearly then, paying attention to all the details that contribute to overall success is a crucial attribute and a necessary intuitive style of the successful Clubhouse Manager.

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

Anchored by a private Robert Trent Jones II Golf course and magnificent 93,000 square-foot Clubhouse, Miramont's exclusive neighborhoods offer a country club lifestyle and homes that are unmatched in Bryan, Texas — and well beyond. Within the area bounded by Houston, Austin and San Antonio, Miramont is unique in the remarkable quality of its classic architecture, championship golf course and the relaxed, refined lifestyle it offers to homeowners and Club Members.

**ABOUT MIRAMONT COUNTRY CLUB**

Miramont Country Club and golf course fulfill founder Donald A. Adam's vision for the Bryan-College Station area: to create a country club community of international stature for a growing population of educated, well-traveled citizens looking for a friendly, upscale place to live. Today, the community of beautifully designed, family-friendly neighborhoods continues to grow on more than 1,000 acres of green, gently rolling landscape.

Miramont Country Club celebrated its 14th anniversary in 2019, and the Club is continuing to build on its stellar reputation locally, regionally and nationally. From the beautiful Clubhouse with thirteen luxurious hotel rooms, multiple dining options, magnificent golf course and beautiful pool, Miramont is incomparable to any other facility in the region.

**MIRAMONT COUNTRY CLUB BY THE NUMBERS:**

- Board of Directors -None
- Number of Committees - None
- F&B Revenue - \$1.6M 65% a la carte 35% Catering
- # of Full Time Equivalent Employees – 100
- The Club is organized as a 501(c)(7) and is a for profit corporation
- The average age of the members is 57

## **MIRAMONT MISSION, VISION AND CORE VALUES**

Mission Statement: We are committed to being an extraordinary, family focused Club that consistently provides genuine hospitality, memorable events and superior facilities.

Vision Statement: We create a home-away-from-home by maintaining a culture of integrity, excellence, gratitude and respect.

### Core Values:

Family-focused: We treat each other, Members and guests as family.

Affirmative environment: We strive to make the answer “YES.”

Welcoming: We communicate first, displaying authentic hospitality.

Commitment to growth: We continually evolve ourselves and our Club.

Professionalism: We are professional in everything we do.

Ownership: We take ownership of our actions.

Safety: We are committed to safety.

**MIRAMONT CLUB WEBSITE:** [www.miramont.cc](http://www.miramont.cc)

## **CLUBHOUSE MANAGER (CHM) POSITION OVERVIEW**

The CHM is responsible for all F&B production and service for the Club. He/she directly supervises the Catering Manager, Beverage Manager/Sommelier, Assistant Manager(s) and supervisors of all other outlets such as the 19th Hole, pool snack bars etc. Plans and implements budgets, hires, trains and supervises teammates and applies relevant marketing principles to assure that the wants and needs of club members and guests are consistently exceeded.

### **PRIMARY RESPONSIBILITIES**

#### **Member Services:**

- Consistent sincere and significant engagement of members, highly visible to members and staff in the dining areas of the club is of premium importance. The Clubhouse Manager is ultimately responsible to ensure that all member dining and club events are well-conceived and executed.
- Provide quality leadership in a positive and upbeat manner for the members, guests and staff.
- Create and maintain a first-class service culture throughout the club property.
- Address and resolve all member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the clubhouse operations.

#### **Employee Relations:**

- Oversee the recruiting, hiring and development of clubhouse personnel. Oversee ongoing training programs complete with up to date training manuals to ensure exceptional service in all parts of the club's operation.
- Provides for training and future development of all subordinate managers and supervisors subject to budget approval by the General Manager. Instill the concept of being “team players” in all employees. Continue to coach, counsel and evaluate departmental staff.
- Ensures that a positive spirit and healthy work environment exists throughout the clubhouse, one that is free of safety risks and all forms of employee harassment.
- Maintain an effective communication program where employees are treated in a fair, structured and consistent manner.
- Function as an administrative and communication link between departments in the club.
- Guarantee that all clubhouse employees are regularly trained and certified in areas that help guard the safety and wellbeing of our members, guests and other employees including, but not limited to responsible alcohol service, safe food handling, etc.
- Help to facilitate a team environment with morale, high ethical standards and efficient use of resources to position Sanctuary to be a preferred employer of choice in the community.

#### **Financial Management:**

- Works jointly with the Business Manager and General Manager to prepare the annual operating and capital budgets for all clubhouse operations, assists in managing and controlling the operations to attain the desired results.

- Monitors the budget each week/month and directs the taking of corrective action as necessary to assure that the budgeted goals are attained.
- Provides input to all clubhouse personnel regarding annual budgets, capital spending plans, fiscal controls and operational guidelines.
- Responsible for all labor cost payouts and maintains them within the constraints of the budget and through close coordination and with approval from the General Manager and Business Manager.
- Monitors payroll records to control overtime and maintain labor costs within budgetary guidelines.
- Supervises the purchasing, receiving, safekeeping and disbursement of operating supplies and equipment to maximize quality and profitability.

#### **Personnel Management:**

- Displays very hands on approach and leads the staff by example. Must be approachable to staff, members and guests.
- Assists the General Manager in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts and budgets.
- Responsible for recruitment and retention of all FOH staff primarily consisting of Texas A&M undergraduate students.
- Responsible for the hiring and management of pool staff and lifeguards.
- Works with Human Resources to develop long term staffing needs for area of responsibility.
- Responsible for the hiring, discipline, termination and documentation of all FOH F&B staff.
- Reviews all accidents, works with HR to completing accident reports and implementing improved procedures.
- Attends meetings of senior management and carries out directives because of these meetings and any other requests of the General Manager in a timely manner.
- A warm personality, a sense of humor and the ability to work effectively with all levels of the internal staff and members.
- Works with Executive Chef to develop P&L statements prior to each event, makes appropriate notes following events and files information for future use.
- Works with Executive Chef on menu development.
- Works with the Catering Manager to organize and market special club events.
- Furthers his/her own continued development as a club management professional as a member of CMAA. With the assistance and approval of the General Manager participates in appropriate seminars/training programs, thereby enhancing his/her value and quality of services to Miramont Country Club.

#### **Operational Responsibilities:**

- Understands and abides by Miramont Country Club policies and departmental procedures. Suggests changes and may direct the implementation of change.
- Provides content for and manages communications and marketing materials for department.
- Assures that the Clubhouse is run in accordance with all applicable local, state and federal laws.
- Oversees pool operations and staff including food service.
- Researches new products/services/vendors and develops an analysis of their costs/benefits.
- Ensures that the club's preventive maintenance and energy management programs are on schedule and in use.
- Disseminates information effectively and coordinates activities between departments on a timely basis.
- Keeps the General Manager informed of all potential problems and activities related to the smooth operation of the clubhouse.
- Oversees inventory management throughout the F&B department and completes a periodic china, glass and silver inventory to maintain par levels.
- Coordinates and approves all entertainment in consultation with the F&B Catering Manager .
- A sharp eye for detail in the overall management of the operation.
- Responsible for regularly reporting of performance and financial data (i.e. cover counts, event P&L, weekly report to General Manager).

#### **DIRECT REPORTS:**

- Assistant Clubhouse Manager/Beverage Director

- Dining Room Manager
- Catering Manager
- Receptionist/Clubhouse Monitors

## **CANDIDATE QUALIFICATIONS**

- Is a servant leader with strong F&B credentials and a proven track record of providing premier -level hospitality services, with a personality that is commensurately appropriate for Miramont Country Club culture.
- Is a highly motivated individual who is confident in his or her abilities and yet humble in personality; a person who can share the credit with their staff for achievements made as well as take responsibility when standards are not met.
- Has a positive attitude and is professional in nature with a high degree of integrity, strong work ethic, and can handle a fast paced, high energy environment and clientele.
- Is a confident, proactive team builder who has a history of attracting, developing, and retaining high performance staff.
- Is a proven F&B leader who can manage his or her time and establish priorities, to which he or she is accountable to execute against.
- Has a verifiable track record of successfully leading and growing a dynamic F&B program and clubhouse operations including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom line goals and objectives.
- Is a “relationship” person who is successful in finding solutions with all sides in mind.
- Has an in-depth knowledge of wine, beer, and spirits. Has a thorough knowledge of multi-dimensional *à la carte* dining services, training, and service standards and processes as well as strong and verifiable skills in executing catering and banquets.
- Exhibits a continuous desire to improve him/herself and a track record of developing strong and upwardly successful associates and direct reports.
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff; a truly engaging “people person.”
- Has a fundamental understanding of what constitutes a “premier club experience” and the proven ability to execute to that level.
- A professional career track record of F&B achievement and stability with experience in a high volume, highly respected club, resort or hotel.
- Proven leadership qualities with demonstrated ability to direct, coordinate and manage all facets of a club operation.
- Possessing financial acumen to understand club financials and manage budgets.
- An overriding sense of quality consciousness that pervades every part of the clubhouse operation. This includes a high quality, courteous and efficient staff.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment, OSHA and the full range of employee benefits.
- Strong verbal and written communications skills. Comfortable speaking in front of a wide variety of groups including staff and board committees. Communication with members, guests, and visibility are highly important attributes of the incoming Clubhouse Manager.
- Must possess Point of Sale experience, Jonas preferred.
- Must have excellent computer skills, including extensive use of Microsoft Office programs.

## **EDUCATION**

- A college degree is preferred with a major in Hospitality, Finance, and/or Business management.

## **SALARY & BENEFITS**

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

## 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 with the above noted expectations and requirements is necessary.*

Your letter should be addressed to: **Mr. Aaron Dawson, General Manager, Miramont Country Club, One Miramont Boulevard, Bryan, Texas 77802** and clearly articulate why you want to be considered for this position at this stage of your career and why MCC and the Bryan/College Station area will be beneficial to you, your family, your career, and the Club if selected.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter Miramont Country Club”

(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.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Nan Fisher: [nan@kkandw.com](mailto:nan@kkandw.com)

### Lead Search Executives:

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