

# KOPPLIN KUEBLER & WALLACE

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## CLUB MANAGER PROFILE: EDGAR'S HOSPITALITY GROUP AUGUSTA, GA

(To apply, click the link at the end of this file.)

### THE CLUB MANAGER OPPORTUNITY AT EDGAR'S HOSPITALITY GROUP

Edgar's Hospitality Group is looking for candidates with a successful track record of food and beverage management, experience working in a private club environment, and a commitment to hospitality and service, to join their team in Augusta, Georgia. This is a unique opportunity to lead the F&B operations for The Pinnacle Club, a premier private dining club and Edgar's Above Broad, an indoor/outdoor restaurant and entertainment venue – both located in the heart of downtown Augusta, Georgia. He or she will also work with the Augusta School of Hospitality at Helms College in providing experiential learning experiences to their students enrolled in the associate degree program offered in Culinary Operations in Resorts and Clubs.

### EDGAR'S HOSPITALITY GROUP

Edgar's Hospitality Group (EHG) is operated by Goodwill Industries of Middle Georgia and the Central Savannah River Area (GIMG). Dr. Edgar J. Helms, Jr., founded the Goodwill movement in Boston in 1902 based on one simple philosophy: *What people really want is not charity, but a chance to work.*

Goodwill Industries of Middle Georgia was founded in Macon in 1975. James K. Stiff joined the organization in 1994 and expanded its territory to include Augusta, Georgia and Aiken, South Carolina – the Central Savannah River Area (CSRA) – in 1996. Since then, Goodwill Industries of Middle Georgia and the CSRA has grown to over 800 employees and 14 value retail stores serving 35 counties. Additionally, the Macon and Augusta-based non-profit has placed over 31,000 people in jobs in the last five years.

It is also important to note that, at Edgar's Hospitality Group, a portion of every customer dollar spent goes towards education programs, including support for Helms College, job training, and placement services for those in need.

### GOODWILL MISSION

We build lives, families, and communities, one career at a time, by helping people develop their God-given gifts through education, work and career services.

### GOODWILL 2020 STRATEGIC PLAN

Goodwill's 2020 strategic plan centers around four key goals:

- *Financial & Quality:* We will foster stewardship and strengthen Goodwill's existing business and mission initiatives by building and sustaining financial capacity and quality systems.
- *Employee Engagement & Development:* We will engage and develop our employees by creating a culture that offers opportunities for personal growth, education, and career advancement.
- *Mission Advancement:* We will advance the Goodwill mission by establishing a continuum of education and career services that positively changes the lives of individuals and the community.
- *Enterprise Advancement:* We will grow existing and new enterprises as applied learning venues for Helms College and other mission initiatives.

### THE PINNACLE CLUB

The club manager is responsible for the operations of The Pinnacle Club and Edgar's Above Broad; both located in Augusta's most prominent downtown building on the corner of 7th and Broad Streets.

The Pinnacle Club, a private dining club, offers members and their guests farm-to-table, upscale New American cuisine with a foundation in classic French cookery. From its vantage point on the 17<sup>th</sup> floor, the club also provides incredible views of the Savannah River and Augusta city scape.

The Pinnacle Club currently has over 680 members with a targeted goal of 1,500 members. The club's total operating revenue is \$1.3M with \$600K in F&B revenue.

*A la carte* dining is offered in the Overlook Lounge serving lunch Tuesday through Friday and dinner Thursday through Saturday evenings.

The Club has a number of private dining rooms for meetings and events including the Crystal Ballroom (seats 110), Broadview Room (seats 30), Maxwell Room (seats 14), Morris Room (seats 10), Sanken Room (seats 10), and Castleberry Room (seats 6).

#### EDGAR'S ABOVE BROAD

Located in the same building on the third floor, Edgar's Above Broad (EAB) is an exciting new 17,000-square-foot indoor/outdoor restaurant and entertainment venue that just opened in September. EAB offers creative tapas-style plates along with fresh and flavorful "grab and go" meals. This venue provides a resort-like atmosphere and also features a putting green and bocce ball court as well as live music on Thursday through Saturday evenings.

EAB is open to the public for breakfast and lunch Monday through Friday and dinner on Wednesday through Saturday evenings. EAB also has a private dining room available for meetings and events.

Members of The Pinnacle Club enjoy additional benefits at EAB including priority seating, reserved parking, private members-only events, and first access to event tickets.

#### ORGANIZATIONAL STRUCTURE

The Club Manager reports directly to the senior vice president of Edgar's Hospitality Group and work closely the Advisory Board. Direct reports include the club operations manager, restaurant manager, chef de cuisine, member engagement manager, and member concierge.

**EHG WEB SITES:** <https://www.pinnacleclubaugusta.com>, [edgarsabovebroad.com](https://edgarsabovebroad.com), and [www.edgarshospitality.com](https://www.edgarshospitality.com).

#### CLUB MANAGER (CM) JOB DESCRIPTION

The CM is responsible for the operations of The Pinnacle Club, Edgar's Above Broad and any new venues assigned in the future. These venues also provide an integrated applied learning experience venue for students pursuing the Culinary Operations in Resorts and Clubs (CORC) associate degree through Helms College. The CM is responsible for leading and managing the staff and operations of The Pinnacle Club and Edgar's Above Broad with a focus on warm hospitality and responsive and proactive service.

The CM develops and monitors systems and processes for managing cost of goods and labor in the café and production for all locations. He or she makes food purchase specifications and writes recipes as well as maintains the highest professional food quality and sanitation standards.

The Club Manager at Edgar's Hospitality Group:

- Embodies and demonstrates the core values of Goodwill Industries by modeling service, ownership, accountability, and respect.
- Ensures optimal and profitable performance including fiscal sustainability through revenue growth and resource management (labor, cost of goods, and other controllable) with year-over-year improvement in all these areas.
- Develops, recommends, and monitors budgets, business plans, analyze sales, cost of goods and labor cost data to determine trends, anticipate needs, and make necessary adjustments to achieve goals.

- Fosters internal and external partnerships with the business community, community organizations and the public that promote services and generate revenue.
- Drives Edgars Hospitality Group venues to become environments where the Goodwill-Helms College story is told daily and where diners and event guests are transformed into philanthropic donors who support Goodwill's life changing mission.
- Works with Sales and Marketing to build a comprehensive and mission integrated Sales and Marketing plan for The Pinnacle Club and Edgar's Above Broad.
- Establishes and leads QMS in your operation(s).
- Establishes and maintains a set of best practice customer satisfaction metrics to drive business success, including a secret shopper program, maintaining monthly score of 90 or better
- Engages with members and guests to drive the hospitality experience and make our venues the place to dine in their respective neighborhoods and beyond.
- Collaborates with Helms College to make Edgars Hospitality Group venues a vibrant learning environment for Helms College students.

#### INITIAL PRIORITIES

- Create standards, training, and programming to ensure consistency and continuously improve membership experiences and engagement.
- Learn member names and preferences as well as build trust and relationships between members and the team.
- Proactively manage revenue and costs by controlling the controllable expenses, increasing engagement and check averages, etc.
- Drive a culture of fundraising with the guest facing team by leading a team of tableside mission storytellers to spread the word of Goodwill, Helms College and Edgar's Hospitality Group.
- Develop, train and mentor The Pinnacle Club and EAB teams while promoting fairness and consistency within.

#### CANDIDATE QUALIFICATIONS

EHG's CM should possess:

- A minimum of 7 to 10 years of relevant multi-site experience in the hospitality industry preferably including private club experience.
- A bachelor's degree in hospitality management or business. Minimally the candidate has earned an associate degree which is required for Helms College accreditation standards.
- Strong prioritization skills, task completion and follow through required with multiple projects occurring concurrently.
- Proficiency and skill in creating department operating/capital budgets and in P&L evaluation including sales forecasting, budgeting costs, utilization, and analysis.
- A successful track record and passion for developing training processes, mentoring staff and students, and positively supporting and leading teams.
- Strong communication and collaboration skills.
- Experience working at a private club and/or luxury resort.
- A guest service attitude with the ability to instill that culture in all employees, leading by example. He or she must have a true desire to proactively exceed guest expectations in a fast-paced customer service environment.
- A verifiable history of consistently driving financial results to meet or exceed budget targets. He or she must have strong inventory, cost control, and P&L skills and experience.
- Strong administrative and organizational skills, with the ability to meet tight deadlines and manage multiple operations simultaneously.
- Solid computer skills including but not limited to Microsoft Outlook, Word, and Excel as well as POS systems. This position also requires technical skills to effectively manage multiple restaurants in multiple locations.
- Experience teaching hospitality courses (preferred) and an interest in working in a post-secondary experiential learning environment (essential).

## **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. This position offers an excellent bonus and benefit package along with professional development opportunities.

## **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.

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

“Last Name, First Name Resume” &

“Last Name, First Name EHG 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.

**To apply for this position** and upload your resume and cover letter, [click this link](#)

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

## **LEAD SEARCH EXECUTIVE**

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