

Summary:

The Venice Golf and Country Club is looking for a Clubhouse Manager. The Clubhouse Manager is responsible for all Food and Beverage services and all clubhouse operations. Supervises and works closely with the Executive Chef, FB Operations Manager, Dining Room Manager, Director of Member Experience and Banquets, and Facilities Manager. Ensure proper communications channels remain open. Assure departments remain focused on goals and tasks. Works closely with the General Manager daily. Assure departments and supervisors are prepared for daily operations. Plan and implement budgets, hire, train, and supervise subordinates and apply relevant marketing principles to ensure that the wants and needs of club members are consistently exceeded. Assures all members and their guests are satisfied with their food and beverage experience prior to leaving the club.

Essential Duties & Responsibilities:

1. Assures all members are satisfied with their dining experience.
2. Assures interdepartmental communications are in place and being used efficiently and effectively.
3. Attends all House Committee and Wine Committee meetings.
4. Present for and supervises all significant clubhouse events.
5. Remains very visible to the members and staff during lunch and dinner services.
6. Develops an operating budget for each of the department's revenue outlets; after approval, monitors and takes corrective action as necessary to help ensure that budget goals are attained.
7. Formulates (with team) clubhouse operational procedures and event schedule.
8. Implement systems and automation to streamline food service delivery.
9. Assure teamwork and morale remains high between the front of house and back of house F&B operations.
10. Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
11. Conducts consistent training with front of house team.
12. Assures that all standard operating procedures for revenue, cost control and employee policies are in place and consistently utilized.
13. Helps plan and approve the organizational chart, staffing and scheduling procedures and job descriptions for departmental staff.
14. Ensures that all legal requirements are consistently adhered to including wage and hour and federal, state and/or local laws pertaining to alcoholic beverages.
15. Research new products and develop an analysis of the cost/profit benefits.
16. Develops and implements policies and procedures for food and beverage departments.
17. Greet guests and oversee actual service on a routine basis. Maintains contact with members and helps to assure maximum member satisfaction.
18. Helps develop wine lists and bottle / glass wine sales promotion programs.
19. Ensures correct handling procedures to minimize breakage and food waste.
20. Addresses members, guest and employee complaints and advises the General Manager about appropriate corrective action taken.
21. Develop interesting ways of promoting club functions throughout the club. Oversee and lead the Marketing / Communications team.
22. Serves as an ad-hoc member of appropriate club committees.
23. Assists in planning and implementing procedures for special club events and

banquet functions.

24. Manages physical beverage and food inventories monthly and provides updated information to the accounting department. Completes periodic china, glass, and silverware inventories.
25. Audits and approves weekly payroll.
26. Oversees club operations daily and manages all aspects of the clubhouse and/or club in the absence of the General Manager.
27. Participates in on-going facility inspections throughout the club to ensure cleanliness, safety, and other standards are consistently attained.
28. Attends management and staff meetings as scheduled.
29. Serves as a club representative in the community.
30. Undertakes special projects as requested by the General Manager.
31. Counsels with other managers and employees about employee grievances and complaints; directs problem correction where possible.

Knowledge, Skills, and Abilities:

1. Must have strong leadership and people management skills.
2. Must have excellent member relations and customer service skills.
3. The ability to establish respect and a good rapport with the food and beverage staff.
4. Must have strong public speaking skills.
5. Ability to analyze, interpret data and prepare reports.
6. Previous club experience preferred.
7. Knowledge of creating training programs and manuals.
8. Ability to verbally communicate well in English.
9. Ability to understand and carry out verbal and written instructions in English.
10. Must be able to multi-task and work in a fast-paced environment.
11. Must have a flexible schedule, including working weekends and holidays.
12. Excellent computer and technology skills are necessary to handle the workload.
13. Strong knowledge of Microsoft Office Suite, including Outlook, Word, Excel, and PowerPoint.
14. Experience with Jonas Club Management software a plus.
15. Experience with front desk and reservations.
16. Four-year college degree required, preferably in Hospitality Management. Five-year hospitality leadership experience at private country club or high-end dining establishment required.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Four-year college degree required, preferably in Hospitality Management; plus, five years related experience and/or training; or equivalent combination of education and experience. Private country club or high-end dining leadership preferred.

Other: We offer competitive wages and a comprehensive benefits package. The salary range for this position is \$100,000 - \$130,000 annually. The package includes Health, Dental, Vision, Life, PTO/holidays, employee discounts on merchandise, 401(k) with Company Match, limited

golf/tennis/wellness privileges, Holiday Bonus Fund, and on-shift employee meal provided. Interview expenses paid. Relocation / sign on bonus.

By the Numbers:

- 1) Approximately 596 Members at The Venice Golf and Country club, with 47% choosing to stay year-round.
- 2) Initiation Fee: \$50,000 for golf membership class.
- 3) Annual Dues: \$10,143; Capital Fees \$2,232.
- 4) Approximately 32,000 rounds of golf are played annually on the 18 hole course.
- 5) Approximately \$1.8 million in food and beverage volume.

How To Apply:

Please send a cover letter and resume to Nancy J. Weaver, PHR, SHRM-CP, Human Resource Generalist, and clearly articulate your alignment with this role and why you want to be considered for this position. Email to n.weaver@venicegcc.com. No phone calls please.

We are a Drug Free Workplace and Equal Employment Opportunity Employer. Must be willing to submit to a post-offer pre-employment drug screen.