

**CLUBHOUSE MANAGER POSITION PROFILE:  
THE FOREST COUNTRY CLUB  
FORT MYERS, FL**

**CLUBHOUSE MANGER OPPORTUNITY AT THE FOREST COUNTRY CLUB**

The Forest Country Club (TFCC) in Fort Myers, Florida presents a unique opportunity for a highly qualified individual to become part their next Clubhouse Manager. The Forest is a high end, member-owned club that combines the highly desirable Florida lifestyle with a Gordon Lewis designed golf courses, world class amenities, an elegant clubhouse and offers the area's best dining and social activities.

The Clubhouse Manager at TFCC should be a quintessential professional in every aspect and will be a highly visible and engaged leader. Continually ensuring a consistently positive experience for members and guests that exceeds expectation is job one for the Clubhouse Manager. Historically, The Forest has experienced a high level of member satisfaction and will look for this to continue with the new Clubhouse Manager.

The Clubhouse Manager will ensure that the goals of both the food and beverage 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.

**THE FOREST COUNTRY CLUB**

Established in 1979, The Forest is a member-owned, private country club in a gated residential community that features two 18-hole championship golf courses and was named best of Gulf shore Life for three consecutive years. With two distinctly different courses, golfers of all skill levels will be challenged. The Bear and Bobcat courses will test and enthuse you from the moment you tee off. In addition to the golf courses, there is an active tennis operation featuring six Har-Tru courts, four pickleball courts, a 400 person winter bocce league and a state-of-the-art fitness facility. The clubhouse, situated in the heart of the community, features well-appointed locker rooms, a dining area, a grill room and bar and several function and meeting rooms to accommodate groups from 10 – 250 guests. The Club has a very active social calendar including group play opportunities and many social activities ranging from quilting and card playing to yoga. The Club is also conveniently located close to the Southwest Florida International Airport.

**CLUB FACTS**

The Club has 737 members in all categories: Golf, Tennis, and Social, with 536 in the Golf category. The Initiation Fee for a Full Golf membership is \$42,500. In addition, there are annual memberships for Tennis and Social. The Club is a 501(c) (7) organization with approximately 100 FTE employees in season, and 80 in the off-season. Approximately 45,000 rounds of golf are played annually (on 36 holes). Approximately 60% of the residents in The Forest Golf Club community are members. Non-resident membership is also available. The average age of existing members is approximately 71.

## **THE FOREST COUNTRY CLUB MISSION STATEMENT**

“Devoted to excellence in Country Club amenities and experiences”

## **THE FOREST COUNTRY CLUB VISION STATEMENT**

“To distinguish The Forest as the best-in class private Country Club”

## **THE FOREST COUNTRY CLUB BY THE NUMBERS:**

- 1979 Founded
- \$42,500k Golf Initiation fee
- \$5.5M Annual dues
- \$10M Total Revenue
- \$2.2M F&B Revenue
- 536 Full Golf members, 201 sports/Social/Tennis, 737 Total Members
- 101 FTE Employees
- 9 Board members, 7 Committees
- 71 Average Age of Membership

THE FOREST COUNTRY CLUB WEBSITE: [www.theforestcc.com](http://www.theforestcc.com)

## **CLUBHOUSE MANAGER JOB DESCRIPTION**

The Clubhouse Manager at The Forest Country Club is responsible for managing daily services throughout all food and beverage outlets, clubhouse operations, bocce, and locker rooms. The Clubhouse Manager works closely with the GM/COO to ensure member satisfaction, is responsible for the operation of all aspects of the club in the absence of the GM/COO, and performs specific tasks as requested by the GM/COO.

The Forest Country Club is a dynamic organization, and the Clubhouse Manager role is critical to the Club's overall success. The Clubhouse Manager is the primary coordinator of food and beverage budgeting, hiring, training, orientations, teammate “culturization,” and supervision of associates. He/she will therefore be applying relevant and necessary marketing techniques to drive member usage of food and beverage and clubhouse operations along with assuring member and guest needs and desires are consistently met and often exceeded. Club member and guest satisfaction and enjoyment of the high-quality service experience at The Forest are primary drivers to its overall success.

The Clubhouse Manager, as a strong and highly visible presence with the membership, must be an exceptional communicator, have excellent personal interactive skills, and have the maturity to know how to make members and guests feel that they are consistently being taken cared for. Further, he/she must be able to communicate these expectations to a diverse staff and positively motivate them to understand and execute to those expectations. The Clubhouse Manager must also have the skills and diplomacy to enforce club policies such as dress code and the like.

The Forest community represents a varied demographic and age range, and the Clubhouse Manager is the key influencer to ensure that these groups are engaged from a food and beverage programming, activities, servicing, and experience perspective. Members are exceptionally social and active. The

Clubhouse Manager must be intuitively engaged and in tune with this service-centric, fiscally responsible environment. Membership satisfaction in the areas of responsibilities for the Clubhouse Manager must consistently exceed expectations. It is the Club's goal to hire and develop a professional that will, within 3-5 years, be prepared to take on the GM/COO role.

## **KEY ATTRIBUTES AND AREAS OF FOCUS**

The successful Clubhouse Manager will demonstrate:

- Proven success in developing and providing an elevated food and beverage experience.
- Effective team building and leadership skills.
- Experience in training, establishment of and adherence to standard operating procedures.
- Aptitude for attentiveness to member services and satisfaction.
- Wine knowledge and wine program development experience.
- Strong planning and administrative skills including budget & P&L management.
- Superior communication skills, exuding energy and creativity.
- 100% buy-in into The Forest Country Club culture.
- Confidence to remain calm and poised in dynamic situations.
- Ability to act as a "courageous thought partner" with the GM/COO, Board and House Committee.

## **PRIMARY RESPONSIBILITIES**

- Sincere and significant engagement of members, guests, and staff; listening to their concerns and suggestions; observing, assessing, and evaluating all areas of responsibility; and working closely with the GM/COO to implement appropriate and incremental improvements.
- Approves budgets, staffing and general operating procedures and other plans for Housekeeping, Maintenance/Repair, Food and Beverage, and Locker Rooms.
- Provides input and cooperates with the GM/COO and CFO in preparation of the annual operating and capital budgets.
- Hires, trains, and develops employees; plans and coordinates training and development programs to ensure that the end-to-end experience is at a consistently high level; manages the long-range staffing needs of the department.
- The Clubhouse Manager is ultimately responsible to ensure that all member and club events are well-conceived and executed. Important life events of members are frequently celebrated at the Club, and the Clubhouse Manager will have a critical role in making the parties a success, thereby increasing member satisfaction. Golf outings for charities and businesses are significant and require expert oversight.
- Manages all aspects of the Club in the absence of the GM/COO.

## **OTHER RESPONSIBILITIES**

- Monitors budget goals to achieve them.
- Develops policies and procedures and directs/supervises the work and tasks of assigned department managers and associates to include Food and Beverage, Clubhouse Operations, and other areas as required.

- Supervises the procurement of all food, liquor, and supplies for use in the clubhouse facilities. Supervises delivery of goods and services received; verifies all clubhouse invoices, taking advantage of discounts and allowances offered.
- Attends House Committee meetings and coordinates all social events with them.
- Responds to member/guest complaints and addresses their concerns.
- Monitors safety issues and employee's conformance with safety procedures.
- Prepares clear and concise reports and maintains effective employee/employer relations.
- Assists in personnel management for each employee's yearly performance evaluations, responsible for employee's safety, personnel discipline, and the daily work schedule.

## **DIRECT REPORTS**

Food and Beverage Director, Director of Special Events, Bar Manager and Facilities Director

## **CANDIDATE QUALIFICATIONS**

- Is a passionate 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 The Forest Country Club culture.
- Is a proven food and beverage leader who can manage their time and establish priorities to which they are accountable. Must possess the ability to traverse the property efficiently to be engaged in all areas of responsibility.
- Has a verifiable track record of successfully leading and growing a dynamic food and beverage program and house operation including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom line goals and objectives.
- 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 developing and growing catering sales and banquets.
- 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.
- Exhibits a continuous desire to improve and a track record of developing strong and upwardly successful associates and direct reports.
- Is a confident, proactive team builder who has a history of developing, and retaining high performance staff.
- 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 food and beverage achievement and stability with experience in a high volume, highly respected club, resort, or hotel.
- 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 important attributes of the incoming Clubhouse Manager.

## **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

A college degree is preferred with a major in Hospitality and/or Business Management or an equivalent combination of related education and experience.

## **SALARY AND 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) addressed to Mr. Matt Gaudet, GM/COO and send to the following email: [Mgaudet@theforestcc.com](mailto:Mgaudet@theforestcc.com)

You must apply for this role as soon as possible but no later than Monday, December 1, 2022. Candidate selections will occur late-December with first Interviews expected in mid-December and second interviews a short time later.