**Old Warson Country Club**

**Seeking: Clubhouse Manager**

Old Warson Country Club is a premier, golf-centric, social, and family-oriented Club located 20 miles west of downtown St. Louis. The Club offers a premier golf course to its 600 members, outstanding year-round dining 6 days a week, banquet events, an outdoor pool offering full-service dining, outdoor tennis courts, and pickleball courts. The Club is rich with history and tradition, and through the years has hosted national and international championship events including the 1971 Ryder Cup, and 3 important U.S.G.A. National Championships… the 1999 U.S. Mid-Amateur, 2009 U.S. Women’s Amateur, and the 2016 U.S. Senior Amateur.

**Reports to:** General Manager

**Supervises:** Assistant Managers, Bar Manager,Housekeeping, Director of Facilities, Banquet Event Coordinator, Service and Bar Staff, Valet, Coat Checker

The Clubhouse Manageris a highly visible and engaging member of the senior management team, with a hands-on leadership style that ensures an excellent member experience. The Clubhouse Manager requires a strong presence, leadership, and communication skills while overseeing all daily operations of the clubhouse and staff related to all dining services, a la carte, member events, private functions, pool and snack bar, and tournaments.

Particular attention will be paid to the FOH dining operations regarding staff training and member services. The Clubhouse Manager creates a culture of engagement, enthusiasm, and participation among members and staff. The Clubhouse Manager manages the budget in his/her areas of responsibility to attain desired financial results as well as recruits, hires, trains, and disciplines wait/bar staff team members.

This position works cooperatively with the Executive Chef to deliver an exceptional and exciting dining and event experience and ensures seamless communication and coordination between the FOH and BOH teams. The Clubhouse Manager oversees and develops the wine program and wine list, providing wine training to staff, handling purchasing, regularly rotating the specialty wine list, and ensuring the storerooms are neat and orderly.

Administrative duties include but are not limited to inventories, overseeing proper payroll procedures are followed by staff, and updating the POS.

**Responsibilities:**

• Ensures that OWCC members and guests enjoy outstanding F&B experiences by providing consistent, friendly, and exemplary service

• Oversees F&B management including a la carte, member events, private functions, and tournaments

• Develops an operating budget for each of the department’s revenue outlets; after approval, monitors and takes corrective action as necessary to help assure that budget goals are attained

• Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented

• Assures that all standard operating procedures for revenue and cost control are consistently utilized

• Ability to work effectively with General Manager, Executive Chef as well as member-led committees

• Experience leading, recruiting, interviewing, hiring, training, planning, assigning, and directing work, evaluating performance, rewarding, and disciplining team members (year-round and seasonal); addressing member and staff complaints and resolving problems

• Develop wine lists and bottle/glass wine sales promotion programs

• Ability to be an independent, self-starter requiring minimal supervision

• A high level of attention to detail and ability to multitask

• Excellent oral and written communication skills

• Opening/closing clubhouse duties as scheduled

• A 40+ hour work week including weekends and holidays is required

• Assumes responsibilities of General Manager in that person’s absence

• Maintain POS System Operation and information updates, menus, etc.

• Performs other duties as required by the General Manager and the Board

**Candidate Qualifications:**

The successful candidate will be a hands-on, team-oriented, enthusiastic leader who is skilled in working with a team of dedicated staff members who are passionate about the Club and in delivering a high-touch member experience in an intimate setting. The Clubhouse Manager will be experienced in overseeing clubhouse and F&B operations in either well-regarded private clubs or a luxury hotel property and have the vision to understand where to chip in and leverage team members for efficient and seamless service. The successful candidate will be comfortable and effective in communicating with a sophisticated membership and across all levels of the Club.

This position requires visibility within the clubhouse and a whatever-it-takes attitude to deliver an exceptional, personalized member experience. Must be self-driven, organized, able to independently follow-up and follow through, and have a sharp eye for details.

• Advanced knowledge of wine and beverage programming is required

• Must possess a professional demeanor, a good work ethic, a team mentality, and love what they do

• Must possess meticulous attention to detail to consistently achieve only the highest levels of member satisfaction

• A 4-year degree in hospitality or related field is preferred

• Must be hands-on, detail-oriented, service-driven, and lead the team by example towards the attainment of the Club goals and exceeding member expectations

• Must possess excellent verbal and written communication skills and the ability to deal with members and guests in a tactful, personable, and diplomatic manner are essential

• Must be thoroughly knowledgeable of the proper procedures and techniques of food and beverage, a la carte, and banquet service, table settings, and other aspects of restaurant/club operations

• Must be able to provide clear direction to service staff and be experienced in the development and implementation of effective training programs

• A minimum of 3-5 years of experience as a Clubhouse Manager/Assistant GM/ Director of Food & Beverage in a private Club or in a similar equity club setting

**Compensation:**

**•** Competitive salary

• Annual bonus

• Family health insurance

• Participation in a 401(k) plan

• CMAA education and professional development

**Send Resume to:**

Aidan P. Murphy

General Manager

c/o Anna Feldt

Administrative Assistant

Old Warson Country Club

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