



## HAPPY HOLLOW CLUB

### Omaha, Nebraska

*Posting for Assistant General Manager Position*

*Post as of 9/17/19*

#### GENERAL CLUB INFORMATION

Happy Hollow Club was first established in 1907 and originally located in downtown Omaha. The club moved to its current 175-acre location in 1924 and has maintained its prestigious reputation as the club of choice ever since. Happy Hollow is as genuine and gracious by nature, as it is distinctive in quality and service. We are one of Omaha's top premier private country clubs, celebrating friends and families coming together to enjoy the best of times in a truly distinctive setting. Centrally located, the club is minutes away from downtown Omaha, high-end shopping, world-class entertainment, and luxury real estate.



#### FACILITY INFORMATION

The Club boasts a broad array of activities and sporting opportunities for couples, families, and professionals including golf, tennis, fitness, swimming, and exquisite dining venues. This exceptionally rich year-round calendar of events and activities offers abundant time to visit with loved ones and nurture new friendships in this exclusive yet inviting home away from home.



The wide range of athletic activities which includes world class teaching programs for personal and junior instruction. The PGA golf professionals and USPTA tennis professionals on staff lead an exceptional family friendly program. Full club privileges include a fitness center, a large recreational/lap swimming pool, six tennis courts with the ONLY year-round, private domed, tennis facility in the Omaha area, and an immaculate 18-hole championship golf course with four practice holes, two driving ranges, and one of country's finest retail pro shops, named The Den. Happy Hollow provides a



complete experience to anyone who enjoys golf, tennis, swimming, or social activities in a superlative setting.

The Clubhouse is expansive with 77,000 square feet and is the heart of the social experience at Happy Hollow. Elegant and traditional in design, it serves as a gathering place for our Members and their guests. With a variety of dining options for its Members, both casual and formal, as well as rooms for professional use, Happy Hollow Club is the natural choice for Members' to host their events.



Happy Hollow has started construction of a new Activity Center with a grand opening scheduled for Spring of 2020. The new center will boast a one-stop-shop for all our activities at the club including year-round tennis with a 5-court tennis dome, a pickleball and basketball court, a deluxe fitness and cardio space, full-service tennis pro shop, golf training and simulators, and family-friendly casual dining with indoor and outdoor spaces.

## MEMBERSHIP INFORMATION

Happy Hollow has 1,000 families that are divided between Full (Golf), Social and Clubhouse memberships. Currently, the club has 400 golf members with an active golf season from April to November, averaging 18,000 rounds annually.

## HAPPY HOLLOW FINANCIAL BACKGROUND

- Overall revenues at the club, including assessments, initiations, dues, sales, golf, tennis, pool and other activities were \$13,000,000 in 2018. The club enjoys an exceptionally busy and well regarded banquet and event business which is an important part of the overall business plan.
- Average Food and beverage sales for 2018 were \$4,000,000 with 45% of that being in banquets and events.
- The club is organized as a 501©7, tax exempt, not for profit entity.





### **OVERVIEW OF THE ASSISTANT GENERAL MANAGER ROLE**

The Happy Hollow Club community represents a varied demographic and age range, and the AGM (Assistant General Manager) will be a key influence to ensure that these groups are engaged from a food and beverage programming, events, activities, servicing, and experience perspective. The AGM is ultimately responsible for ensuring all programs related to events and food and beverage are well-conceived and executed.

The AGM will be a strong and highly visible presence with the membership. The expectation for this role is to manage by walking around, spending less time in his/her office and more time with the membership. He/she should constantly be looking for things that need improvement, seeking out new and innovative ways to meet and respond to the needs and demands of the ever changing and diverse group of the membership. The AGM must interact positively, professionally, politely, and with poise always towards all team members, vendors, and the membership community to promote the prestigious environment that is Happy Hollow Club. Membership satisfaction in the areas of responsibilities for the AGM must consistently exceed expectations.

The AGM must be naturally intuitive with all age groups and backgrounds, with 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 General Manager/COO to implement appropriate and incremental improvements.

The AGM must love people (HUGE people person) with a strong desire to be engrained in members lives, learning member's names and remembering big and small details about them.

The AGM 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 a top priority and are being taken care of.

Further, he/she must be able to communicate these expectations to a diverse staff and positively motivate them to understand and execute to those same expectations. The AGM must also have the skills and diplomacy to enforce club policies such as dress code while gaining and maintaining respect from all direct reports and general staff.

The AGM must be flexible to perform any job in whatever capacity as requested by the General Manager that may be necessary for the smooth operation of Happy Hollow Club.



## POSITION TASKS/DUTIES

- Assists General Manager/COO with running all operational and functional areas of the Clubhouse as needed, **with a primary focus on food and beverage, and event operations.**
- Assists the General Manager in developing/implementing long-range and annual plans, operating reports, forecasts and budgets as needed. Monitors the budget in areas of responsibility to assure that budget goals are attained.
- Provides advice and recommendations to the General Manager about maintenance, materials, supplies, equipment and services. Maintains positive vendor relationships and seeks new outlets for improved products and services.
- Works closely with General Manager to ensure member satisfaction and undertakes special projects from the General Manager as assigned.
- Responsible for operation of all aspects of the club in the absence of the General Manager.
- Participates in on-going facility inspections throughout the club to assure that cleanliness, safety and other club procedures and standards are being consistently met.
- Responsible for overall employee hiring, training, and development in areas of responsibility; plans and coordinates training and development programs, looking to ensure that the end-to-end experience is at a consistently high level; and manages long-range staffing needs.
- Coordinates closely with human resources for new hires, terminations, performance evaluations, and employee relation issues.
- Provides yearly performance evaluations, directs corrective/disciplinary action procedures as necessary, and coordinates the daily work schedule.
- Conducts weekly staff meetings and pre-and post-event meetings to ensure understanding of the expectations and quality of outcomes for every member experience.
- Delegates appropriate responsibility to department leaders while remaining responsible for F&B operations—giving credit to the team and taking responsibility for any shortcomings.
- Works closely with all department heads to ensure optimum results in member and guest satisfaction.
- Maintains and continually improves member service quality in the management of direct reports, all relevant Club environments, operations of F&B and all events and programs presented for the members and guests. Ensures that members and guests enjoy and outstanding experience every single time they enter the club by providing consistent, exemplary service.
- Be HIGHLY visible in front of membership in all managed areas (ie: Starlight, Pub, Cry room, activity center dining, events, etc.).
- Welcomes new club members; “meets and greets” all club members as practical during their visits to the club.
- Maintains constant contact with membership, seeking out feedback to help assure maximum satisfaction.
- Establishes and maintains open and approachable relationships with the membership while being proactive to their needs.
- Receives, investigates, and acts upon complaints from club members, guests and employees appropriately.
- Leads the charge in continuing a culture where all staff is committed to consistently “Wowing the members.”

## KEY ATTRIBUTES AND AREAS OF FOCUS

- Displays strategic thinking, excellence, passion, and forethought.
- Proven training and management development experience. Loves to teach, motivate and inspire.
- Effective team building and leadership skills.
- Aptitude for attentiveness to member services and satisfaction. Is responsive to members' requests and strives to find creative ways to accommodate reasonable requests.
- Strong planning and administrative skills including budget & P&L management.
- Superior communication skills, exuding energy and creativity. Extremely outgoing with a high energy "pied piper" entertainer mentality. Enjoys being in the spotlight to help get people excited and engaged. Someone who does not shrink away or avoid being noticed.
- 100% buy-in into the Happy Hollow Club internal culture: teamwork, collaboration, all ideas count, respectfulness, 360° Leadership (bottom up, top down, and horizontal).
- Confidence to remain calm and poised in dynamic situations.
- Maintains a "lead by example" approach within the clubhouse (personality, attire, professionalism, etc.) while maintaining a very upbeat, "can do" and "get it done" attitude toward members, team members, services, programs, and initiatives.
- Is a complete team player. Meets deadlines and follows through on requests and questions from members and team members. Proactively seeks solutions and involves team members in the decision-making process.
- Clearly understands and values the importance of staff recruitment, retention, and overall commitment to quality as core drivers of Happy Hollow Club's success.

## CANDIDATE QUALIFICATIONS AND EXPERIENCE

- Is a passionate leader with a verifiable track record of successfully leading and growing a dynamic food and beverage program and clubhouse operations including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom line goals and objectives.
- Experience in high volume, fine dining and ability to develop and implement food and beverage cost controls. Proven experience and knowledge of proper table service, event set-up and event execution.
- Is skilled in hiring, supervising, managing, mentoring, and developing high achieving employees. Perpetual training and coaching are essential.
- A confident, proactive TEAM BUILDER who has a history of attracting, developing and retaining a high-performance staff. Proven track record of elevating an already successful Food and Beverage and Clubhouse operation and taking it to the next level.
- 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 staff for achievements made as well as take responsibility when standards are not met.
- Desire to improve him-or 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 technology skills including the use of Word, Excel, Outlook, POS systems, and time management systems. Knowledge of Jonas is beneficial.

- Displays a working knowledge of financial acumen, HR policies and regulations, food and beverage and the country club industry.
- Has an in-depth knowledge of wine, beer, and spirits. Has a thorough knowledge of multi-dimensional a la carte dining services, training, and service standards and processes.
- Has a positive attitude and is professional in nature with a high degree of integrity and strong work ethic while also possessing a good sense of humor and an ability to have fun.
- Remains calm under pressure and maintains the expedient execution of events as well as the resolution of conflicts or complaints. Someone who acts with urgency yet maintains a calming presence.
- Is organized, predictable, approachable, consistent and detail oriented with the ability to multi-task and prioritize competing or conflicting projects. Must have the ability to handle a fast paced, high energy environment and clientele.
- Possesses effective problem-solving skills as well as effective verbal and written communication skills, while demonstrating respect and achieving respect of the staff and the rest of the management team.
- Has strong listening skills and can absorb a multitude of ideas and filter to the most important and viable options for action and completion.
- Has a professional appearance and demeanor and expects the same from his or her staff.
- Ability to effectively interact with members, guests, and team members at all levels of the organization.
- Excellent oral and written communication skills and superior organizational skills.



## EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor’s Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial high-end private club or hospitality management experience may be considered.
- Candidate having, or in the process of attaining, any of the below designations will be looked at with great interest;
  - Certified Club Manager (CCM) designation from CMAA, a Certified Food and Beverage Executive (CFBE) designation from the American Hotel and Lodging Educational Institute, or a Certified Food Executive (CFE) through the International Food Service Executives Association (IFSEA).
- Food safety and Alcoholic Beverage certification is preferred.
- Sommelier certification would be a plus.
- Candidates having Omaha and/or Midwest “ties” is imperative.

## ORGANIZATIONAL STRUCTURE

In the Happy Hollow Club organization, the Assistant General Manager reports directly to the General Manager/COO and oversees the club in the General Manager's absence. The General Manager reports directly to the Happy Hollow Board of Directors.

Proposed direct reports of the AGM (depending on experience and qualifications) could consist of the; Activity Center Manager, Casual Dining/Snack Bar Manager, Director of Catering and Events, Food/Culinary Executive Chef, Ala Carte/Food and Beverage Manager, and Banquet Manager.

## SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent benefit package. Additional income is derived from a year-end performance/holiday bonus approved by the Happy Hollow Club Board of Directors.

**Benefits include:** Health, Dental, and Vision Insurance (Club and employee share premium costs), Health Reimbursement Account (HRA), Life and Disability Insurance Offered, 401K, CMAA or other related association Dues Paid, Paid Vacation, Education Allowance, Meals, Cell Phone Reimbursement, Industry Conference Allowance, and Clothing Allowance.

Qualified applicants may submit resumes only to the following email address:

[hr@happyhollowclub.com](mailto:hr@happyhollowclub.com)

Cover letter and resume deadline submission is October 15<sup>th</sup>. However, interested individuals should not delay in submitting information.

## GM/COO OF HAPPY HOLLOW CLUB

David Schneider, PGA, CCM has been the General Manager/COO of Happy Hollow Club since January of 2018. He has been a PGA member since 1996 and has served as the General Manager, Director of Golf, Facility Manager or Director of Operations at facilities in Arizona, Hawaii, Iowa, and Nebraska since 1997. He has worked in one of those capacities at Troon North Golf Club and Legend Trail Golf Club in Scottsdale, Waikoloa Beach Resort in Waikoloa, HI, Ventana Golf and Racquet Club in Tucson, Arizona, and Wakonda Club in Des Moines, Iowa. He is very active in the PGA, currently serving on the National Board of Directors representing the states of Nebraska, Iowa, Minnesota, and the Dakota's.

