

CLUBHOUSE MANAGER PROFILE: HILLCREST COUNTRY CLUB LOS ANGELES, CA

THE CLUBHOUSE MANAGER OPPORTUNITY AT HILLCREST COUNTRY CLUB

We are conducting the Clubhouse Manager search for Hillcrest Country Club in Los Angeles, California. An opportunity exists for candidates with a successful track-record of leadership and high-quality Food and Beverage operations and management experience in private club or high-end establishments. The candidate will be an integral part of a high-performing team. The position will prepare the new Clubhouse Manager for the next step-up in their career as a General Manager/COO or be the perfect fit for an experienced industry professional with a passion for service and details.

[Click here to view a brief video about this opportunity.](#)

KEY ATTRIBUTES AND AREAS OF FOCUS

The successful Clubhouse Manager will demonstrate:

- Proven track-record of developing a world class service culture, driven by effective human resources management practices (hiring, training, developing, motivating, disciplining, etc.)
- Add value to the Executive Leadership team via their own personal knowledge and experiences.
- Effective team building and leadership skills.
- Communicate regularly and effectively with all departments and membership as necessary.
- Aptitude for attentiveness to member services and the drive to produce and create successful club events on all levels.
- Strong planning and administrative skills including budgeting and P&L management.
- Superior communication skills with exceptional and unwavering attention to detail.
- 100% buy-in in to the Hillcrest Country Club culture which is *“continual improvement in the pursuit of excellence.”*
- Confidence to remain calm and poised in dynamic situations.
- Ability to act as a “courageous thought partner” with the GM/COO, Board, and House Committees.

HILLCREST COUNTRY CLUB & COMMUNITY

Founded in 1920, Hillcrest Country Club was the first Los Angeles country club for the city's Jewish community. In the 1940's, Hillcrest remained exclusively Jewish and attracted many of Hollywood's biggest stars. For years, many of the city's top comedians, including Jack Benny, George Burns, George Jessel, Groucho Marx, Danny Kaye, and later Milton Berle and Don Rickles, got together for a regular Friday lunch at Hillcrest, where they would socialize, try new material out on their friends, and talk shop. In 1972, the *Los Angeles Times* referred to Hillcrest as "the leading Jewish country club in Southern California."

Hillcrest Country Club has an 18-hole golf course designed by Willie Watson and was the site of the PGA Championship in 1929. It was the first major held in the western United States. Hillcrest later hosted the Los Angeles Open on the PGA Tour in 1932 and 1942.

When Hillcrest membership opened to non-Jews, their first choice for a new member was Danny Thomas. Other notable non-Jewish members over the years have included Los Angeles Dodgers owner Walter O'Malley, actor Jack Lemmon, Sidney Poitier, and Oscar-winning film producers Darryl F. Zanuck and Richard D. Zanuck.

HILLCREST COUNTRY CLUB BY THE NUMBERS:

1085 members
\$205,000 Initiation fee
\$18,000 Annual dues
\$25M Gross volume
\$12.5M Annual dues volume
\$6M F&B volume
\$12M Gross payroll
285 Employees in-season; 215 off-season
11 Board members
69 Average age of members

HILLCREST COUNTRY CLUB WEB SITE: www.hcc-la.com

CLUBHOUSE MANAGER JOB DESCRIPTION

The Clubhouse Manager at Hillcrest Country Club will lead the club's \$6M Food and Beverage operations through the Directors of Food and Beverage, Catering and Restaurants and is ultimately responsible for managing daily services throughout all outlets including: Front of House, Clubhouse Operations, Housekeeping, Valet, Security, and Engineering areas. 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. As a "team player" of the Club, the Clubhouse Manager must be flexible and knowledgeable enough to perform any job in whatever capacity as requested by the GM/COO that may be necessary for the smooth operation of Hillcrest Country Club. The Clubhouse Manager will maintain a high visibility/high touch presence Wednesday through Sunday, interacting with members and leading staff throughout the clubhouse and pool areas during key service periods.

Hillcrest Country Club is a dynamic, progressive 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, and 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 exceeded. Club member and guest satisfaction and enjoyment of the high-quality service experience at Hillcrest 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 special and well taken care of. Further, he/she must be able to communicate these expectations to a diverse staff with multi-lingual and cultural backgrounds and positively motivate them to understand and execute to those expectations flawlessly and consistently. The Clubhouse Manager must also have the skills and diplomacy to enforce club policies such as dress code and the like.

The Hillcrest community represents a varied demographic and age range, and the CM is the key influence 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.

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.
- Provides input and cooperates with the GM/COO and CFO in preparation of the annual operating and capital budgets.
- Interfaces with committees as directed by the GM/COO (initial responsibilities include being the primary management representative on the House, Food and Beverage, Social Activities and Pool Committees).
- Employee hiring, training, and development; plans and coordinates training and development programs, looking to ensure that the end to end experience is at a consistently high level; manages the long range staffing needs of the department.
- Assist in continuing a culture where all staff is committed to consistently understanding that “Everything Matters.”
- 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.
- Integrate all clubhouse departments (F&B, housekeeping, engineering, front desk, valet and security) under one reporting structure to further elevate member service and enhance club operations.** This responsibility will not be placed on the CHM until the priorities we have for them in the F&B department have been addressed.
- Manages the human resources of the F+B department to ensure the most effective allocation of staff to the daily operating activities of the club.

OTHER RESPONSIBILITIES

- Consistently monitor budget goals in order to achieve them.
- Entrusted with the operation, maintenance repair, administration and supervision of clubhouse facilities. Responsible for efficient management, quality control and quality service at reasonable cost.
- 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.
- Responsible for the supervision of the procurement of all liquor for use in the clubhouse facilities. Supervise delivery of goods and services received; verify all clubhouse invoices, taking advantage of discounts and allowances offered.
- Attends House Committee meetings and other committees as directed by the GM/COO and coordinates all social events with them.
- Responds to member/guest complaints and addresses their concerns.
- Monitors safety issues and employee compliance with safety procedures. Is a Key member of the safety team.
- Responsible for menu selection and changes when necessary. Supervises food service periods in the club’s various outlets.
- Keep GM/COO advised of issues and member response related to food and beverage operations.
- Prepares clear and concise reports and maintains effective employee/employer relations.
- Assists in personnel management for each employee’s annual performance evaluations; responsible for employee’s safety, personnel discipline, and the daily work schedule.

SUPERVISORY RESPONSIBILITIES

- Front of House Manager
- Receptionists/ Administrative and other clubhouse staff as assigned
- Director of Food & Beverage
- Director of Catering
- Servers/ Hostesses/ Bussers/ Food Runners/ Bartenders/Snack bar attendants
- Kitchen staff/ Banquet staff
- Security
- Engineering Manager
- Executive Housekeeper
- Valet staff

CANDIDATE QUALIFICATIONS

- Is a passionate leader with strong food and beverage credentials and a proven track record of providing premier -level hospitality services, with a personality that is commensurately appropriate for the Hillcrest Country Club culture.
- 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 their staff for achievements made as well as take responsibility when standards are not met.
- Has a positive attitude and is professional in nature with a high degree of integrity, strong work ethic, and is able to handle a fast paced, high energy environment and clientele.
- Is a confident, proactive team builder who has a history of attracting, developing, and retaining high performance staff.
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff; a truly engaging “people person.”
- Has a fundamental understanding of what constitutes a “premier club experience” and the proven ability to consistently execute to that level.
- Is a proven food and beverage leader who is able to manage his or her time and establish priorities, to which he or she is accountable to execute against.
- Has 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.
- Has in-depth knowledge of wine, beer, and spirits and a thorough knowledge of multi-dimensional *a 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.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor’s Degree required, preferred major in Hospitality, Finance, and/or Business management.
- Minimum of seven to ten years of progressive and increasing management responsibilities required in a Clubhouse Management/Operations role, Clubhouse Manager or General Manager role and/or Food and Beverage Director role.
- Required experience with budgeting, inventory and cost control, vendor relations and negotiations.
- Must possess Point of Sale experience, Jonas preferred.
- Must have excellent computer skills, including extensive use of Microsoft Office programs.
- Possessing financial acumen to understand club financials and manage budgets.
- A strong beverage knowledge with a focus on wine.

SALARY & 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) 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 Cover 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.

For directions on how to upload your resume and cover letter [visit this page](#).

[Click here](#) to upload your resume and cover letter.

If you have any questions please email Nan Fisher: nan@kkandw.com

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