

**CLUBHOUSE MANAGER PROFILE:
WOODMONT COUNTRY CLUB
ROCKVILLE, MD**

CLUBHOUSE MANAGER OPPORTUNITY AT WOODMONT COUNTRY CLUB

An opportunity exists for candidates with a successful track-record of leadership and high quality Food and Beverage operations management in private club or high end establishments in the hospitality industry. We are conducting the Clubhouse Manager search for a historic, upscale, active country club in Rockville, MD. The candidate will be an integral part of a high-performing senior management team. The club has recently completed a \$27 million dollar clubhouse renovation and the new Clubhouse Manager has an opportunity to take the food and beverage and clubhouse operations to a new level of prominence.

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

KEY ATTRIBUTES AND AREAS OF FOCUS

The successful Clubhouse Manager will demonstrate:

- Proven food and beverage training and management development experience.
- Proven ability to take a service culture from good to great.
- High visibility and interaction in dining areas during peak times.
- Ability to communicate effectively and sincerely to handle all Clubhouse operational situations.
- Consistent high engagement with the membership throughout the club property.
- Effective team building and leadership skills.
- A high aptitude for attentiveness to member services and satisfaction.
- Strong planning and administrative skills including budget and P&L management.
- A good listener, a good teacher and carries a positive attitude.
- 100% buy-in to the Woodmont Country Club culture.
- Confidence to remain calm and poised in dynamic situations.
- Ability to act as a “courageous thought partner” with the GM, Board and Club Committees.

WOODMONT COUNTRY CLUB AND COMMUNITY

Established over 100 years ago by the merger of several prominent social clubs in Washington, DC, Woodmont Country Club continues to be the very essence of tradition, elegance and exceptional service that truly makes members think of the Club as their “*home away from home.*”

Woodmont's Clubhouse with its elegant design incorporates several dining venues, a grand ballroom perfect for special events and an expansive Fitness & Wellness Center. This spacious building overlooks the championship golf courses, indoor-outdoor tennis facility, pool, pool deck, kiddie splash pad for the Club's youngest members, and the ever-popular Pavilion Snack Bar, which offers casual dining poolside.

The Clubhouse exterior dining terraces provide spectacular views of Woodmont's two premiere golf courses. Both the North and South golf courses are known across the country for their spectacular championship play and receive rave reviews by golfers. Both the North and South courses have been the site of sectional qualifying for the U.S. Open for 30 of the last 31 years.

Tennis at the Club started out with two outdoor courts. Today, the Club offers 16 Har-Tru outdoor courts and six state-

of-the-art cushioned indoor courts in a beautiful climate-controlled tennis facility. This magnificent building is regarded as one of the premier facilities in the country.

As the club has evolved over the years, Woodmont, with its impeccable amenities, exceptional staff and long history of excellence continues to take extraordinary care of its members, their families and guests as they not only celebrate special occasions and events, but as they simply enjoy taking refuge from daily life at our beautiful oasis.

Woodmont has truly withstood the test of time as one of the premier country clubs in the Washington metropolitan area and beyond.

Woodmont Country Club is located in Rockville, MD, a city located in the central region of Montgomery County. It is the county seat and is a major incorporated city of Montgomery County and forms part of the Baltimore–Washington metropolitan area. The 2010 census tabulated Rockville's population at 61,209, making it the third largest incorporated city in Maryland, behind Baltimore and Frederick.

Rockville is regarded as one of America's leading small cities for work, for play and for life. It is the vibrant, highly educated, business-friendly home to some of the nation's and the world's most prominent biomed and technology companies and is adjacent to the world's most powerful city, Washington, D.C.

WOODMONT COUNTRY CLUB MISSION STATEMENT

"To continue to provide quality facilities and services with responsible fiscal policies that will make Woodmont Country Club the place of choice for recreation, dining and social activities for all members and their families."

WOODMONT COUNTRY CLUB BY THE NUMBERS:

- 1913 Founded
- \$15,000-\$80,000 (depending on Age) - Golf Initiation Fee
- \$25,000 (Only for age 65 and older) - Social Initiation Fee
- \$11,000 – Golf Annual dues/\$5,500 Social Annual Dues
- \$17 Million operating budget
- \$4.8million Food & beverage volume
- 1,703 all memberships (3,100 family members)
- 397-450 full-time, part-time and seasonal employees
- 28 Board members, 9 Executive Committee members, 32 standing committees

WOODMONT COUNTRY CLUB WEBSITE: www.woodmontcc.com

CLUBHOUSE MANAGER (CHM) JOB DESCRIPTION

The Clubhouse Manager works closely with the General Manager. The CHM is responsible for the general operation of clubhouse functions relating most importantly to food and beverage but also including housekeeping, locker rooms, camp, pool operations and reception and ensures that all services exceed members' and guests' expectations. The CHM is responsible for all aspects of the Clubhouse operation in the absence of the General Manager and performs specific tasks as requested by him/her. The CHM will oversee management and operations of clubhouse operations. He/she will work with the General Manager on annual budget formulation and will prepare all reports maximizing profitability in clubhouse operations. He/she implements employee policies and enforces rules and regulations. He/she will develop an awareness of the "club culture" and is responsible for the dissemination of hospitality, friendliness and goodwill among members and guests. His/her goal is always to help members and guests enjoy the facilities and events of the club.

PRIMARY RESPONSIBILITIES

Member Services:

- Sincere and significant engagement of members, highly visible to members and staff in the dining areas of the club during peak dining times; listening to their concerns and suggestions; observing, assessing, and evaluating all areas of responsibility; and working closely with the GM to implement appropriate and incremental improvements.

- The Clubhouse Manager is ultimately responsible to ensure that all member dining 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.
- Provide quality leadership in a positive and upbeat manner for the members, guests and staff.
- Create and maintain a first class service culture throughout the club property.
- Address and resolve all member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the clubhouse operations.

Employee Relations:

- Oversees the recruiting, hiring and development of clubhouse personnel. Oversees and implements a comprehensive and ongoing training program complete with up to date training manuals to ensure exceptional service in all parts of the club's operation.
- Provides for training and future development of all subordinate managers and supervisors subject to budget approval by the General Manager. Instills the concept of being "team players" in all employees. Continues to coach, counsel and evaluate departmental staff.
- Ensures that a positive spirit and healthy work environment exists throughout the clubhouse, one that is free of safety risks and all forms of employee harassment.
- Maintains an effective communication program where employees are treated in a fair, structured and consistent manner.
- Functions as an administrative and communication link between departments in the club.
- Guarantees that all clubhouse employees are regularly trained and certified in areas that help guard the safety and wellbeing of our members, guests and other employees including , but not limited to responsible alcohol service, safe food handling , etc.
- Helps to facilitate a team environment with morale, high ethical standards and efficient use of resources in order to position Woodmont to be a preferred employer of choice in the community.

Financial Management

- Works jointly with the Director of Finance and General Manager to prepare the annual operating and capital budgets for all clubhouse operations, assists in managing and controlling the operations to attain the desired results.
- Monitors the budget each month and directs the taking of corrective action as necessary to assure that the budget goals are attained.
- Provides input to all clubhouse personnel regarding annual budgets, capital spending plans, fiscal controls and operational guidelines.
- Responsible for all labor cost payouts and maintains them within the constraints of the budget and through close coordination and with approval from the General Manager and Director of Finance.
- Monitors payroll records to control overtime and maintain labor costs within budgetary guidelines.
- Ensures the adequate cash control procedures are followed and that documentation for same is reported in an accurate and timely manner.
- Supervises the purchasing, receiving, safekeeping and disbursement of operating supplies and equipment to maximize quality and profitability.

Management

- Understands and abides by Woodmont Country Club policies and departmental procedures. Suggests changes and may direct the implementation of change.
- Displays very hands on approach and leads the staff by example. Must be approachable to staff, members and guests.
- Assures that the Clubhouse is run in accordance with all applicable local, state and federal laws.
- Develops and maintains Standard Operating Procedures for clubhouse functions.
- Observes safety and security regulations to protect the membership, guests, employees and club assets.

- Attends meetings of senior management and carries out directives as a result of these meetings and any other requests of senior management.
- Disseminates information and coordinates activities between departments on a timely basis.
- Keeps the General Manager informed of all potential problems and activities related to the smooth operation of the clubhouse.
- Furthers his/her own continued development as a club management professional as a member of CMAA. With the assistance and approval of the General Manager participates in appropriate seminars/training programs, thereby enhancing his/her value and quality of services to Woodmont Country Club.
- A sharp eye for detail in the overall management of the operation.
- A warm personality, a sense of humor and the ability to work effectively with all levels of the internal staff and members.

SUPERVISORY RESPONSIBILITIES

- Director of Catering
- Executive Chef
- Director of Housekeeping
- Men's and Ladies Locker room
- Dining Room Managers
- Director of Swimming
- Camp Director
- Reception
- Food and Beverage Director/Assistant Clubhouse Manager

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 Woodmont Country Club culture.
- 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 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 as well as strong and verifiable skills in developing and growing catering sales and banquets.
- 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.
- Aspires to progress to a GM role with a continuous desire to improve him/herself and a track record of developing strong and upwardly successful associates and direct reports.
- Has an understanding of golf and tennis and is knowledgeable of the traditions of the games.
- 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 execute to that level.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A college degree is preferred with a major in Hospitality, Finance, and/or Business management.

- A professional career track record of food and beverage achievement and stability with experience in a high volume, highly respected club, resort or hotel.
- Proven leadership qualities with demonstrated ability to direct, coordinate and manage all facets of a club operation.
- 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.
- An overriding sense of quality consciousness that pervades every part of the clubhouse operation. This includes a high quality, courteous and efficient staff.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment, OSHA and the full range of employee benefits.
- 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 highly important attributes of the incoming Clubhouse Manager.

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 Patty Sprankle: patty@kkandw.com

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