

KOPPLIN KUEBLER & WALLACE

ASSISTANT GENERAL MANAGER PROFILE: CHAPEL HILL COUNTRY CLUB CHAPEL HILL, NC

ASSISTANT GENERAL MANAGER AT CHAPEL HILL COUNTRY CLUB

The Chapel Hill Country Club in Chapel Hill, North Carolina, is offering a tremendous opportunity for a highly qualified individual willing to provide innovation, energy, and vision to become part of a high-performing team as their Assistant General Manager (AGM).

The new AGM will ensure that the goals of both the Food & Beverage Department and the operations of the Club are being met through proactive leadership and full-scope management while also paying attention to the fine details. These crucial attributes, along with a necessary intuitive style, will contribute to the overall success of the AGM.

Working under the direction of the Club's General Manager, the AGM's primary focus is on the overall member/guest experience. Consistently "looking forward" in planning, organization, the ability to build successful teams, and overall departmental leadership make up a critical skillset required for success in this position. Equally important is the ability to intuitively embrace the need to be visible and highly interactive with the members and staff; leadership in this area begins and ends with communication, approachability, and accessibility. This opportunity will prepare the successful candidate for the next stage in their career as a General Manager.

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

ABOUT CHAPEL HILL COUNTRY CLUB

Founded in 1922, the Club's dedication to providing recreational and social outlets for the residents of Chapel Hill is evident in its continued expansion and the array of amenities it offers. From its initial establishment near the UNC campus to its current location in The Oaks neighborhood near Meadowmont, Glen Lennox, and the Blue Hill District, the Club's presence has become a significant part of the community.

At the heart of the Chapel Hill Country Club lies its Clubhouse, which serves as a central hub for social activities and gatherings. Chapel Hill is committed to creating a family-friendly atmosphere through events such as Family Nights and the Kids' Club. The variety of spaces, including the dining room, bar, and event spaces, cater to different preferences and occasions. The offering of weekly lunch and dinner buffets, as well as a la carte dining, ensures that members have diverse culinary experiences to enjoy.

The Chapel Hill Country Club's 18-hole golf course is a standout feature, offering members and visitors an exceptional venue to enjoy the game of golf while taking in the picturesque views of The Oaks neighborhood and the scenic beauty of North Carolina's Piedmont region. Originally designed by Gene Hamm and subsequently redesigned in 1999 by John LaFoy, the course is a testament to the Club's commitment to providing a top-notch golfing experience.

Chapel Hill Country Club presents itself as a multifaceted haven for individuals seeking golf, tennis, recreation, social engagement, and relaxation. Its storied golf course, comprehensive Pro Shop, tennis and pickleball courts, welcoming atmosphere, and diverse amenities make it a destination that encapsulates the essence of fellowship, leisure, and community.

CHAPEL HILL COUNTRY CLUB BY THE NUMBERS

- Membership size: approximately 865 members
- Average member age: 54
- Club's gross revenue: approximately \$12.9 million

- Annual Dues volume: approximately \$5.5 million
- F&B revenue: approximately \$2.3 million
- Gross payroll: approximately \$5.6 million
- Employee headcount: full-time approximately 140; seasonal up to 160 as needed

CHAPEL HILL COUNTRY CLUB WEBSITE: www.chapelhillcountryclub.com

ASSISTANT GENERAL MANAGER – POSITION OVERVIEW

- Embrace and embody the Chapel Hill Country Club culture.
- Have a strong, highly visible, and respectful presence with members while being an exceptional communicator, possess adroit interpersonal skills, and embody the maturity to instinctively understand our members and guests with a constant orientation toward service excellence. The AGM must be able to communicate this expectation to staff with diverse backgrounds while cultivating a positive atmosphere.
- Professional and impeccable response to special requests for guests, proactively prevent service bottlenecks, always overdelivering.
- Accountable for overall supervision of all F&B staff, including front and back of the house, catering, events, and beverage services.
- Work closely with the peer management team and serve as a member of the Leadership Team
- In consultation with the Director of People and Culture, directs hiring, assignments, training, and development of F&B staff.
- Oversees cleaning and maintenance facilities to ensure that all health and safety regulations are adhered to. The AGM is responsible for making sure that every member/guest is satisfied with the dining experience and that all expectations are met or exceeded.
- Responsible for all alcohol utilization and inventory, including, but not limited to, counts, costs, ordering requests, and vendor and invoice management.
- Investigates and resolves food quality and service complaints at time of service and examines root cause to promptly implement solutions to prevent reoccurrence.
- Ensures all new employees follow and complete their appropriate training plan to execute on exemplary delivery and member/guest focus.
- Ensure proper security procedures are in place to protect team members and company assets.
- Take personal ownership of the Clubhouse and Food and Beverage Departments, as well as other areas of responsibility, with special attention to the need to be consistently “member ready” in both appearance and service.
- This role will be a strong second in command and serve as back-up to the General Manager as requested.
- Proactively ensure that staffing levels are sufficient based on events planned, as well as service trends to identify high-volume staffing needs. Evaluates the effectiveness of long-range staffing levels in delivering services and meeting budget, as well as managing schedule changes and openings.
- Oversees, manages, monitors and holds full responsibility for the successful operations of all F&B, including dining room/banquet service, checking with staff members, members, and guests to address any concerns either independently or by involving others, and notifying the GM senior leadership of any major issues and remediation.
- Accountable for ongoing evaluation of staff effectiveness and delivery of high-quality service.
- Ensures a safe environment in all aspects ranging from physical safety to an environment free from all forms of discrimination, bullying, and harassment. Creates a safe, clean and discrimination-free environment for all staff by ensuring all legal and company standards are met.
- Identifies best practices and updates orientation, training, and training manuals as needed, as well as implementing professional development activities.
- In collaboration with the GM, develops an operating budget for each of the department’s revenue outlets; monitors and takes corrective action as necessary to help ensure that budgeted sales and cost goals are attained.
- Develops a capital budget for all necessary F&B equipment and recommend facility renovation needs.
- Assures that all applicable club policies and procedures are followed.

- Monitors purchasing and receiving procedures to ensure proper quantity, quality, and price for all purchases.
- Providing regular communication, fostering a working relationship where all departments are working as a team and for one objective, and addressing any deviations or threats to these working relationships.
- Research new products and evaluate their cost and profit benefits.
- Facilitates departmental leadership meetings on a regularly scheduled basis.
- Attends all committee / board meetings as required.
- Performs any additional duties, assigned by the GM, and/or necessary to ensure that members/guests have a pleasant and enjoyable experience visiting the Club.

CANDIDATE QUALIFICATIONS

- A full comprehension and seasoned experience in understanding and delivering F&B service and the culinary arts.
- Must be a proven people leader with success in developing strong teams. Known as a collaborator!
- Computer proficiency in all Microsoft Office and basic software programs related to reservations and inventory control. Prefer prior use of Club Essentials.
- Full comprehension and expertise in development and management of F&B financials, including budgets and cost of goods and services.
- Advanced knowledge of wines, beers, and spirits, sommelier, Cicerone, or other beverage certifications preferred.
- Strong interpersonal skills, personable and enthusiastic, and can effectively work as a leader and team member and communicate effectively both orally and in writing.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Pursuit of CCM certification designation is highly desired.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefits package, including association membership.

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. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to General Manager/COO, Michael Blazer, and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Chapel Hill Country Club and the Chapel Hill, NC area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Friday, May 10, 2024, Candidate selections will occur in late May with first Interviews expected in early June and second interviews a short time later. The new candidate should assume his/her role in late July 2024.

IMPORTANT: Save your resume and letter in the following manner:
 "Last Name, First Name - Resume" &

“Last Name, First Name - Cover Letter – Chapel Hill CC”

(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.

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

If you have any questions, please email Alice Stevens: alice@kkandw.com

Lead Search Executive:

Michael G. Smith, CCM, CCE, ECM

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