

Position Available: Clubhouse Manager at the Round Hill Club in Greenwich, CT

Round Hill Club (RHC), established in 1922, is a premier, distinctly private family-oriented country club located in the prominent town of Greenwich, Connecticut. It is recognized as one of the most prestigious private Clubs in the Northeast and has earned the distinction of being a Platinum Club of America. The Club has approximately 640 members and its facilities include an historic Clubhouse that offers several dining and banquet areas. The golf course was designed by Walter Travis and opened in 1924. Full practice facilities complement the course. The Club also has an active tennis playing community with eight Har Tru tennis courts. The new swimming pool and poolside dining area was unveiled last summer and is open Memorial Day through Labor Day and the six-week Summer Camp typically hosts 75 children per week.

The Indoor Racquets Facility includes two indoor tennis courts, four squash courts and a 2,500 square foot fitness facility, which employs three personal trainers and five massage therapists. The Club's junior squash program is considered one of the premier programs in the country and counts various nationally ranked players among its players. Four platform tennis courts and an active shooting sports program further add to the year 'round amenities of the Club. Additionally, the Club has staff dormitories for up to 50 employees.

The facilities are open seven days per week, 12 months per year. The Clubhouse is open Tuesday through Friday during the high season and Wednesday through Sunday in the winter. The Clubhouse closes annually for three weeks in March.

The RHC seeks a personable, motivated and career-oriented Clubhouse Manager (CHM) to work with the Assistant General Manager to oversee all daily operations of the Clubhouse and staff functions relating to á la carte, member event and private party dining services, Clubhouse and pool locker rooms, swimming pool, poolside dining and shooting sports. Particular attention will be paid to the front of the house dining operations as they relate to staff training and member services. With all members living locally in Greenwich and extremely limited outside events, á la carte dining comprises 56% of the total food and beverage revenue mix. The Club is budgeting \$2.6 million in food and beverage revenues in 2021.

The RHC employs a loyal, professional and accomplished management team and wishes to complement the excellent group already in place. The working environment of the organization is one of professionalism and respect and the RHC prides itself on the extremely close and positive relationships it maintains with its staff. Direct reports to the CHM are the Assistant Manager, Snack Bar Supervisor, Aquatics Director, Shooting Sports Manager and all front-of house food and beverage staff.

Essential Job Tasks

Membership

1. Assists the Clubhouse Manager with the smooth, efficient daily operation of the Clubhouse to provide members and guests with the environment for which the Club is renowned.
2. Is on the floor for lunch and dinner services and special events to not only direct and actively oversee staff, but to engage with the membership to achieve a "high-touch" service oriented environment.
3. Is an active presence at the pool, poolside dining and shooting sports areas to not only supervise staff and ensure operational standards, but to regularly interact with the membership.
4. Professionally receives and expeditiously resolves member complaints.
5. Ensures that all Club policies and rules, especially the standards of dress and the cell phone policy, are being followed by members and their guests.
6. Acts as staff liaison to the Shooting and Pool Committee. Prepares agendas with the Committee Chair and drafts and distributes meeting minutes.

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Food – à la Carte Dining, Member Functions and Private Parties

1. Promptly and graciously greets and seats members and guests.
2. Establishes written service protocols and effectively conducts a formalized food, beverage and wine training program and ensures that staff training is ongoing and comprehensive.
3. Actively works with staff on the floor to train and enforce established service standards.
4. Recruits, hires and trains seasonal interns and effectively implements the RHC internship program.
5. Conducts menu training meetings at each menu turnover and complements this training with wine education.
6. Establishes and monitors opening, closing and intermittent side work duties.
7. Assists with á la carte menu content and pricing according to established procedures.
8. Oversees the á la carte reservations process and ensures correct dining room set-ups.
9. Actively assists the Assistant General Manager Manager with the planning, set-up and execution of private parties and member functions.
10. Coordinates, with the Assistant Manager and Snack Bar Supervisor, to efficiently schedule staff to meet budget objectives and takes corrective action actions as necessary to meet budget goals.

Beverages – á la Carte Dining, Member Functions and Private Parties

1. Develops and oversees the Club's beverage programs including inventory, purchasing, sales, training and promotion.
2. Takes advantage of promotional pricing for all beverage purchases.
3. Updates the wine list by regularly changing bottle and by-the-glass offerings and presents the list in a professional and attractive manner.
4. Plans and executes a spring and fall member educational/tasting wine events.
5. Regularly rotates the specialty drink menu and employs bartender training practices to ensure that beverages services, techniques, recipes and presentations are progressive and evolving.
6. Ensures the beverage product store rooms are neat and orderly.

Snack Bar and Poolside Dining

1. Oversees and interacts with the Snack Bar Supervisor, Executive Chef and Aquatics Director to ensure the safe and efficient operations of the department.
2. Oversees the recruitment and hiring of all aquatics and snack bar staff.
3. Is actively involved in the swimming portion of the Youth Camp program to ensure its success.
4. On a daily basis, checks all operational areas to ensure that the facility is neat, clean and safe and that all operational procedures are being followed.
5. Ensures that members and guests are signing-in and consistently enforces the cell phone policy.
6. Assists the Executive Chef with the development of the snack bar menu and ensures that entrée specials are offered each week, along with rotating juice selections.
7. Responsible for maintaining the pool bulletin board to include pool rules and event flyers.

Financial and Administration

1. Develops operating budgets for the snack bar, shooting, beverage and pool departments. Assists the Assistant General Manager with other operating departments as needed.
2. Monitors the budget and takes corrective action to ensure that operating goals are met.

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3. Works closely with the Assistant General Manager to ensure that sound financial policies are in place for his/her respective areas of responsibility.
4. Is knowledgeable about JONAS and other Club IT services and their functionality.
5. Takes accurate and timely monthly inventories for liquor, wine, soda, beer, cigars and ammunition.
6. Assists the Assistant General Manager with private party and member function planning and billing, as needed.
7. Orders and maintains a sufficient inventory of staff uniforms for the shooting sports, snack bar, summer camp and pool operations.
8. Ensures that proper payroll procedures are followed for all areas of responsibility.
9. Conducts regular and effective performance reviews for each applicable full-time and regularly scheduled part-time employee.

Other Duties

1. Ensures that employee standards of dress and grooming are consistently met for each department.
2. Ensures that proper payroll procedures are followed for all applicable areas of responsibility.
3. Assures the correct appearance of dining rooms, bar and other Clubhouse rooms and checks the maintenance of all equipment and light fixtures and reports any deficiencies.
4. Arranges for engraving of all Club trophies and supplies names for plaque listings to the Facilities Manager.
5. Adheres to all federal, state and local laws regarding health, safety and employment.
6. Performs facility opening and closing procedures as needed to ensure that Club buildings are protected and secure.
7. Attends approved seminars, workshops and meetings to keep abreast of current information and developments in the field to enhance his or her value and quality of services to the Club. Actively seeks continuing education opportunities from all available sources.
8. Attends and actively participates in regularly scheduled staff meetings.

Candidate Qualifications:

Bachelor's degree from a four year college or university or a related hospitality degree is preferred. At least three years of progressively increasing levels of responsibility in the food and beverage industry as a supervisor or manager. Must be knowledgeable in food, wine and beverages and able to execute effective training programs to deliver a high level of clubhouse services. This position is ideal for a stable and career oriented individual who seeks steady advancement in the field of private club management with the goal of becoming a General Manager/COO of a top level organization.

Must be personable, energetic and engaging and have a proven track record of successfully managing personnel, especially as it relates to establishing and conducting formalized staff training. A strong personal work ethic is required and the successful candidate will not be reluctant to put in the necessary hours to achieve the level of services desired by the Club. Outstanding interpersonal skills are required in order to interact professionally and effectively with members and staff and have the ability to express ideas clearly and precisely in oral and written forms.

Proficiency with Microsoft Office Suite and point-of sale-software (JONAS preferred) is required as well as familiarity with other common industry software such as inventory management, staff scheduling and desktop publishing.

Compensation and Benefits:

Open and commensurate with qualifications and experience. The RHC offers a competitive compensation and an extensive benefits and continuing education package. On-site housing is available.

Please e-mail resume to: Brian Walshe, CCM, CCE, General Manager/COO at brian@rhclub.org.

We thank all candidates for their interest; however, only candidates chosen for interviews will be contacted.

