

Assistant Manager Position at the Round Hill Club

Round Hill Club (RHC), established in 1922, is a premier, distinctly private, family-oriented country club located in 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 and two pickleball 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 Sports Camps typically hosts 135 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 Assistant Manager to work with the Clubhouse Manager and Assistant General Manager to oversee the daily operations of the á la carte, member function, private party and poolside dining services, locker rooms. Particular attention will be paid to the front of the house dining operations as they relate to staff training and member services.

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.

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 - Regular 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. Assists with providing an effective internship program and helps recruit suitable interns for the food and beverage department. Implements an effective orientation program using rotational educational and training activities to ensure that interns have a comprehensive and satisfying internship experience.
4. Actively works with staff on the floor to train and enforce established service standards.
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. Develops consistent and robust pre-meal training and review meetings prior to each scheduled dinner service.
8. Oversees the dining room and beverage staff to assure proper service. Directly performs server and bartender duties only when necessary. Manages and supervises staff and overall service venues rather than performing staff duties.
9. Assists with á la carte menu content according to established procedures.
10. Coordinates the á la carte reservations process to ensure correct dining room set-ups.
11. Assists the Clubhouse Manager and Assistant General Manager with the set-up and execution of private parties and member functions.
12. Coordinates, with other Clubhouse supervisory staff to efficiently schedule staff to meet budget objectives and takes corrective action actions as necessary to meet budget goals.

Beverages - Regular Dining, Member Functions and Private Parties

1. Updates the wine list by regularly changing bottle and by-the-glass offerings and consistently presents the list in a professional and attractive manner.
2. Regularly rotates the specialty drink menu and bartender training practices to ensure that beverages services, techniques, recipes and presentations are progressive and evolving.
3. Ensures that product store rooms are neat and orderly.
4. Ensures that the golf course beverage station is operated and maintained according to established policy.
5. Ensures that draft beers lines are regularly cleaned.

Snack Bar and Pool

1. Interacts with the Snack Bar Supervisor, Executive Chef and Aquatics Director to ensure the safe and efficient operations of the department.
2. Assists with the hiring and training of front-of-house snack bar staff.
3. On a daily basis, checks all operational areas to ensure that the facility is neat, clean and safe and that all operational procedures are consistently being followed.

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4. Ensures that members and guests are signing-in and consistently enforces the cell phone policy.
5. Participates in the completion of snack bar and pool season ending re-caps.
6. Assists the Clubhouse Manager and Executive Chef with the development of the snack bar menu and ensures that entrée specials are offered each week.
7. Assists with maintaining the pool bulletin board to include pool rules and event flyers.

Locker Rooms

1. Ensures the efficient and sanitary operation of the men's ladies and pool locker rooms.
2. Ensures the use of formalized opening, on-duty and closing procedures.
3. Ensures that member amenities are efficiently purchased and inventoried and attractively presented.

Financial and Administration

1. Assist with the development of operating budgets for the food and beverage department.
2. Monitors the budget and takes corrective action to ensure that operating goals are met.
3. Works closely with the Clubhouse Manager to ensure that sound financial policies are in place for his/her respective areas of responsibility.
4. Is knowledgeable about JONAS and its functionality and is the go-to person for troubleshooting/repairs.
5. Ensures that new hire and termination paperwork is properly completed and submitted.
6. Ensures that vacation and sick day requests are completed, approved and submitted.
7. Assist with the completion of accurate and timely monthly inventories for liquor, wine, soda, cigar and ammunition.
8. Assists the Clubhouse Manager with private party and member function billing as needed.
9. Ensures that proper payroll procedures are followed for all areas of responsibility.
10. Conducts regular and effective performance reviews for each full-time and regularly scheduled part-time employee.
11. Changes and prints daily menus for lunch and dinner and updates JONAS menu items as necessary.
12. Orders all POS paper and ink ribbons.
13. Investigates and administrates member credit requests according to established procedures.
14. Tracks and reports daily cover counts and completes the daily Manager-on-Duty Report.
15. Designs floor plans and service sections in accordance with reservations.
16. Orders and maintains a sufficient inventory of staff uniforms for the food and beverage staff and operations.

Other Duties

1. Ensures that employee standards of dress and grooming are consistently met.
2. Ensures that proper payroll procedures are followed for all applicable areas of responsibility.

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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. Adheres to all federal, state and local laws regarding health, safety and employment.
5. Ensures that local and state laws and the Club's policies and procedures for the service of alcoholic beverages are consistently followed.
6. Follows directives and completes assignments with a minimum of supervision.
7. Performs facility closing procedures as needed to ensure that Club buildings are protected and secure.
8. 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.
9. Avails him/herself, to the best of his/her abilities, to directly assist in the furtherance of member satisfaction. Always maintains a friendly, hospitable and helpful attitude with all members, guests and fellow employees.
10. Assists in the furtherance of member satisfaction by always maintaining a friendly, hospitable and helpful attitude with all members, guests and staff.

Candidate Qualifications:

Education, Licenses and Certifications

- Bachelor's degree or related hospitality management degree required.
- Food sanitation certification required.

Experience

- Minimum of three years of food service supervisory experience with an emphasis on fine dining, but will consider less experience for candidates with appropriate qualifying experience.
- Knowledgeable in food and beverage cost controls, point-of-sales systems, food and beverage operations.
- Has a professional demeanor and presence.
- Experienced with establishing and maintaining training programs.
- Demonstrated ability to successfully lead and motivate a diverse work force.
- Proficient in Point of Sale systems; preferably JONAS and Microsoft Office including: Word, Excel, Publisher and Outlook.
- Strong oral and written communication skills required.

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, at heavily subsidized rental rates, is available.

Please send resume to: Brian G. Walshe, CCM, CCE General Manager/COO at brian@rhclub.org.

We thank you for your interest in this position but only candidates chosen for interviews will be contacted. No phone calls, please.