

Clubhouse Manager – Tatnuck Country Club



About the Club

Located in beautiful Worcester, Massachusetts, Tatnuck Country Club was founded in 1898 and is one of the first 100 golf clubs established in the United States. Tatnuck provides a premier country club experience in a warm family-oriented atmosphere. Tatnuck features a Donald Ross golf course, swimming pool complex, tennis and paddle/platform tennis courts, and summer camps, all complemented by exceptional dining and outstanding service. We are a year-round club with many fall and winter activities, including skating, sledding, cross country skiing, platform tennis, and gatherings by the warm open fireplace. Come enjoy the “Tatnuck Experience,” where everyone knows your name.

Job Summary

The Clubhouse Manager is ultimately responsible for all clubhouse and food & beverage, including the general maintenance over these areas. The Clubhouse Manager will build relationships with members, guests, and employees, ensuring the “club culture” is one of hospitality, friendliness, and goodwill. Along with being the “public face” of the operations, a hands-on approach to enhancing engagement with members and employees is critical to success in this position.

Ideal Clubhouse Manager candidates will have a great mix of experience in a la carte and banquet/event operations, superior leadership skills, strong financial acumen, and a possess a drive to create incredible Member Experiences.

Responsibilities Include (but are not limited to):

- Manage all day-to-day FOH food and beverage activity and outlets.
- Responsible for hiring, scheduling, and team development for F&B team.
- Ensures all club policies, including dress standards for the departments, are followed by the team.
- Benchmarks service standards with timely and appropriate follow-up where needed.
- Reviews and understand key metrics for department income and expenses in a proactive fashion.
- Ensures quality control and cleanliness of all member service areas and teamwork areas.
- Makes frequent and timely inspections of the dining room and banquet rooms for cleanliness, proper set up of stations, flatware, glassware, etc.
- Manage club beverage program, maintaining a diverse wine list, extensive/revolving wine-by-the-glass program, and rotating cocktail menu and the proper service.
- Assist in developing the food & beverage department's annual budget. Routinely review financial reports and take corrective actions as needed.
- Assist in creating BEOs, planning and executing member/guest events, club events, and internal events.
- Maintains effective communication with the departmental teams, other department heads, and management developing a team-centric approach to club activity.
- Responsible for POS updates and menu programming.
- Conducts pre-shift meetings with both FOH & BOH teams.
- Conducts inventories of beverages, supplies, china, and glassware as needed.
- Other duties as assigned.

Candidate Qualifications:

- Minimum of 3 years of management experience, preferably in a private club setting.
- Have a passion for the service and industry with an engaging personality and maturity to anticipate member and guest needs.
- Thorough understanding and knowledge of wines and wine service with the ability to culture and train staff in essentials of wine service and techniques for marketing wine.
- Experience in the planning and execution of events from small groups to weddings and tournaments.
- Be highly motivated and detail-oriented with a hands-on management style.
- Maintains active knowledge and stays abreast of food and beverage trends.
- Strong oral and written communication skills.
- Ability to communicate with members and guests in a warm, sincere, and caring manner.

Salary and Benefits

- Salary is \$70K - \$75K + bonus + comprehensive benefits package

Please do not contact the club directly, all inquiries should be directed to:

Eric Johnson, CCM

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