



West Bend Country Club

5858 County Highway Z
West Bend, WI 53095

Club Manager

Founded in 1930, West Bend Country Club is an exclusive private member-owned club. Steeped in tradition and a commitment for providing Members with exceptional golf and dining experiences. The club is positioned on over 250 acres of beautiful land taking advantage of the natural landscape of the Kettle Moraine. Our championship 18-hole golf course is designed by Langford and Moreau. In 2000, our clubhouse received extensive renovation to its present 30,000 square foot facility. Multiple dining rooms can be combined to serve groups as large as 350. Casual and formal dining are available 12 months of the year, in beautifully appointed rooms overlooking the 9th and 18th holes. The lower level of the clubhouse including the locker rooms, pro shop and a new downstairs service area which will serve the members inside, on the turn and the patio was made over in 2014. The new manager will be asked to leverage this improvement to its fullest. West Bend Country Club has 245 golf members and 200 social members. With these membership numbers WBCC has continued to have a strong financial position during challenging times for the private club industry. Total dollar volume is \$2.9 million with annual food and beverage volume of \$1.2 million. The Club is open six days a week in season and five days per week in the off season.

The manager will be responsible for the day-to-day operation of the clubhouse and club business affairs. The Club Manager is responsible for leading a team of clubhouse managers and key staff, covering the kitchen, a la carte dining outlets, bar, on course beverage service, private & member events, facilities maintenance, and business office. The Club Manager will also work closely with the Head Golf Professional and Golf Course Superintendent. The ideal candidate will have 3-5 years experience in club management as a club manager; preferably in a equity or member owned club. Candidate must have strong communication skills in both verbal and written areas. Must be strong in member interaction, visible and interactive in the operations of the clubhouse. Accounting knowledge with a proven record of financial and operational management skills is required. Strong leadership skills and being a team player with department heads, staff and members is a must.

College degree preferred. Hospitality degree a plus. A candidate with the CCM designation or evidence of an active pursuit of this designation is a strong plus as well.

Salary is commensurate with experience. The manager also has the opportunity to make an additional bonus based upon goals and objectives as set by the board. Benefits include such items as CMAA package, 401k, health and dental insurance, life insurance, as well as other benefits as negotiated.

Please send resume to:

Ryan Doerr at Strategic Club Solutions
Consulting | Planning | Management | Operations | Talent



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Responsibilities (include but are not limited to):

- o Work with management team to interview, select, set standards, train, supervise, counsel, praise and/or discipline staff for the outstanding performance or efficient operations and performance of the dining rooms, bars, tournaments, events and/or banquets.

Responsible for the development and implementation of training plans to ensure high quality presentation and level of service within the department.

Organize and conduct pre-shift and departmental meetings communicating pertinent information to the staff, such as special events and menu changes. Schedule and direct staff in their work assignments while managing various dining rooms and special events.

- o Work with management team to determine and ensure appropriate staffing levels, room/station assignments, floor plans and service plans as they relate to banquets, golf tournaments and room set-ups. Establish standards and staffing levels for Banquet Event Orders and Tournament Write-Ups. Work with the Chef and Tournament Coordinator to make adjustments according to the above items. Communicate information to the Executive Chef, kitchen and other supportive departments prior to, during and after events.

- o Responsible for oversight of the club's beverage operation/programming including maintenance of the wine, beverage lists and inventories. Directly oversee all bar personnel. Support member requests for wine in the dining rooms or at their private events at the club. Also, set and administer the clubs' policies as it relates to beverage service and control.

- o Interact positively with members promoting events and services. Resolve problems to the satisfaction of involved parties. Answer telephones in a clear voice, coordinate and document communications and any necessary actions. Maintain communications with all departments to ensure needs are met. Research and resolve member billing questions when needed.

- o Develop an operating budget, after approval monitor and take corrective action as necessary to help assure that the budget is maintained. Develop and implement departmental standards with supervisory team to ensure that the WBCC service department is held in high standards making them representatives of one of the finest Clubs in the country. Delegates training responsibilities to ensure that all food service personnel receive adequate training and can perform at desired levels for all skills as defined by their job description. Ensures that departments have monthly safety and continued safety training such as ServSafe, CARE, and First Aid/CPR are given to appropriate Staff members.

- o Responsible to ensure that the team delivers appropriate and timely set up of all functions, tournaments and meetings while maintaining standards of food, beverage and meeting specifications. Communicate all daily activities required to provide seamless and high quality events and service, in person or by log, among key staff to ensure smooth transition and follow-up from one shift/day to another.

- o Act in concert with the kitchen and executive chef, and other club personnel to ensure synergy for all club food and beverage services. Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are in place and consistently met. Assure that all standard operating procedures for revenue and cost control are in place and consistently utilized.

Specific Job Knowledge, Skills and Abilities:

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills, and abilities.

- o Excellent communications skills both written and oral

- o Basic wine knowledge, but keenly interested in wine

- o Skilled with MS Word and Excel o Ability to supervise subordinate staff, including, but not limited to, assignment of duties, evaluating service, and taking disciplinary action when necessary

- o Ability to develop on-going professional development and training programs for the entire dining room staff, and coordinate with other Department Heads if the training affects their staff, i.e. kitchen, housekeeping, maintenance

- o Ability to engage with members as well as staff and be especially empathetic to the needs of both constituencies

- o Ability to prepare and analyze data, figures and transcriptions prepared on and generated by computer.

- o Knowledge of food including its preparation and service.

- o Budgetary and financial analysis capabilities required.

- o Knowledge of food service techniques and cost controls such as manpower, productivity, costs of goods sold and other expenses.

- o Working knowledge of federal, state and local laws governing equal employment opportunity and civil rights, occupational safety and health, wage and hour issues, and labor relations, including, but not limited to the following statutes and their comparable state and local laws (where applicable): Title VII, ADEA, Equal Pay Act, Pregnancy Discrimination Act, FLSA, ADA, OSHA, FMLA, and NLRA.

- o Develops in concert with our Director of Marketing and Communications interesting ways of promoting Club events and functions in the dining room, lounge and other outlets.