

## **CLUBHOUSE MANAGER PROFILE: GREEN TREE COUNTRY CLUB MIDLAND, TX**

### **THE CLUBHOUSE MANAGER (CHM) OPPORTUNITY AT GREEN TREE COUNTRY CLUB**

A special opportunity exists for candidates with a successful track-record of leadership and high-quality food and beverage operations management in private clubs or high-end establishments in the hospitality industry. We are conducting the Clubhouse Manager search for Green Tree Country Club which is one of the premier residential club communities in Midland, Texas. The successful candidate will be an integral part of a high-performing team at a club recognized for its innovations, quality work environment and focus on continually 'raising the bar' for its members and staff. This Clubhouse Manager position provides the candidate an opportunity to prepare for the next steps in career advancement to General Manager.

The primary focus of the role is food and beverage management with emphasis on the overall member experience, which is of utmost importance to the social fabric of the Club. The ability to consistently "look forward" in planning, innovations, organization and overall departmental leadership is a critical skill set 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 approachability and accessibility.

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

### **GREEN TREE COUNTRY CLUB & COMMUNITY**

Green Tree Country Club is a member owned, family-centered, private country club committed to providing the highest quality experience in all club facilities, services and programs opened in 1980. With values of Growth, Trust, Community and Collaboration as guidance, Green Tree is the premier country club in West Texas.

Green Tree is the golf paradise of West Texas. The course features 27 holes of golf designed by Charles Howard. In addition to the main golf course are a 22,000 square foot practice putting green, short game practice facility, 65,000 square foot driving range and an indoor golf-teaching center. In 2018, Green Tree opened The Road Course, a short course designed to be utilized as a short game course as well as a practice and training course. In addition to golf facilities, Green Tree boasts beautiful and elegant dining facilities, tennis programs, a large swimming pool, and a variety of exercise classes offered through the Fitness Center.

The club has 5.8M renovation planned for the kitchen and dining room areas of the clubhouse. Construction will begin in May and is targeted for completion in November 2019.

Midland, Texas is a warm and inviting West Texas city, conveniently located on Interstate 20, halfway between Fort Worth and El Paso. Midland is part of the Permian Basin area and is an oil industry center. Midland has the International Air & Space Port (International Airport), which is serviced by major airlines. This thriving metropolis of more than 134,000 people boasts unique museums, delicious restaurants, and exciting music and nightlife. The hometown feel is synonymous with Texas high school football, as Midland and Odessa were the inspiration behind the motion picture and TV show, [Friday Night Lights](#).

## **GREEN TREE COUNTRY CLUB BY THE NUMBERS:**

- 1980 Established
- 900 Golf Members, 250 Social/Fitness
- 53 Average Age of Membership
- \$11M Gross volume
- \$5.5M Annual dues volume
- \$3.5M F&B revenue (70% à la Carte)
- 150 Employees (FTE) in season; 120 Employees (FTE) off season
- Approximately 45,000 Rounds of golf annually

**Please visit the website to view the many community amenities at Green Tree Country Club:**

[www.greentreecc.com](http://www.greentreecc.com)

## **CLUBHOUSE MANAGER POSITION OVERVIEW**

The Clubhouse Manager (CHM) is ultimately responsible for all clubhouse food & beverage service operations on a daily basis, including its private events, dining options, and relationships between Club members, guests, and employees. Being the “public face” of these operations with a hands-on approach and an understanding that full “on-the-floor” member and staff engagement is critical to success in this position. The CHM consistently provides *superb* dining and other food and beverage experiences for the Club’s membership and their guests. This senior level position works closely with, and reports to, the Assistant General Manager. The relationship with the Executive Chef and club management team is very important to this position, ensuring collaborative and harmonious relationships between front and back of house operations.

## **KEY RESPONSIBILITIES**

The Clubhouse Manager will:

- Be the primary coordinator of food and beverage, budgeting, hiring, orientation, coaching, training, menu development, inventory control, creating a culture of teamwork and the supervision of associates to ensure all is done in accordance with approved Club policies compliance with governmental regulations.
- Have a strong and highly visible and respectful presence with the membership, be an exceptional communicator, have adroit interpersonal skills, and the maturity to instinctively know how to treat members and guests with a high-level of service. He or she must be able to communicate these expectations to a staff with diverse backgrounds and motivate them positively to understand and execute to those expectations.
- Be an active and dynamic recruiter of team members and someone who inherently enjoys developing and building his/her team and leading them to significant, positive membership satisfaction outcomes.
- Have a passion and aptitude for teaching and training. Develop and enhance training programs for all food service personnel, working, as necessary, with the managers directly responsible for those operations.
- Ensure that an effective orientation and onboarding program exists in all areas of responsibility, along with consistent professional development and training.
- Establish standard operating procedures, procurement and processes for the operational execution of all food and beverage on the club property.
- Oversee dining areas to ensure smooth and consistent experience commonality of service standards, high levels of member and guest satisfaction, quality food products and exemplary service in conjunction with dining room staff and the Executive Chef.
- Be a focused and consistent evaluator of personnel, ensuring that standards of conduct and delivery are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of the clubhouse facilities.

- Conduct and/or oversee training programs for food service personnel on various issues including service techniques, knowledge of menu items and daily specials, sanitation, team building and conflict resolution; regularly test and evaluate knowledge and understanding of these expectations.
- Responsible for the proper accounting and reconciliation of the point of sale system (Clubessential) and member revenues.
- Develop and implement marketing programs to increase dining room, lounge, banquet and general participation in F & B related activities.
- Hold daily and weekly staff meetings with direct reports to keep them informed of necessary and relevant activities and expectations at the Club. Assist in planning and be responsible for ensuring that special club events are well-conceived and executed.
- Oversee all banquets and social functions, including member and member sponsored events.
- Be responsive to members' requests for menu selections, event planning, etc., and strive to find creative ways to accommodate reasonable requests; have a belief in a service philosophy of "the answer is 'yes,' what is the question?"
- Clearly understand the metrics for successful attainment of financial goals and objectives in F&B operations, and consistently review these expectations with his or her direct reports to ensure understanding and 'buy-in' from those contributing to their attainment.
- Develop and monitor plans, budgets and procedures to provide direction and controls for food and beverage operations; implement corrective procedures as necessary to help ensure that budget goals are attained.
- Have a strong sense of urgency and responsiveness, while also maintaining quality and integrity of the division's business plan.
- Recommend, monitor and manage policies, operating procedures and staffing for all F & B areas; recognize the needs and consistently perform to high levels of service in each of these operating areas.
- Ensure adherence to, and compliance with, all health, safety, liquor consumption, and all other food and beverage regulations. Keep current on all matters pertaining to the food and beverage industry.
- Be responsible for the management of all alcoholic beverage inventories and purchases.
- Consistently monitor payroll and labor resource allocations to ensure they are in line with financial forecasting and goals.
- Be a collaborative team player who is willing to be "hands on" when necessary, but understands when to step back and lead the team.
- Involve associates in the decision-making process of how 'work gets done' and creates a work environment people want to come to and participate every day.
- Establish and consistently enhance operating standards for personnel in areas of responsibility and consistently evaluate knowledge, understanding and execution to these high standards.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.
- Work closely with the Executive Chef to facilitate a strong relationship between kitchen and front of the house staff.
- Serves as an *ad hoc* member of appropriate club committees
- Ensure that associates clearly understand performance expectations and that assigned tasks are reasonable, well-conceived and appropriately conveyed. Provide resources necessary to allow employees to perform their jobs effectively and create an exceptional ambience for members and guests.
- Establish and uphold expectations for dress, decorum and other service standards and consistently monitor for adherence at all times.
- Take personal ownership of his or her area of responsibility, with special attention to the physical plant and overall appearance of the operation, and understand the need to be consistently "member ready" in both appearance and service.

## CANDIDATE QUALIFICATIONS

To perform this job successfully, an individual must be able to achieve each essential duty and goals set. The requirements listed above are representative of the knowledge, skill, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

A Bachelor's degree (B.A.) in Hospitality Management is preferable, or a two to four-year degree from a Culinary School, plus a minimum of four to six years of Food & Beverage management experience in a high-volume facility or an equivalent combination of related education and experience.

### **SALARY & BENEFITS**

Salary is open and commensurate with qualifications and experience. The Club, along with the typical CMAA benefits, offers an excellent bonus and benefit package.

### **INSTRUCTIONS ON HOW TO APPLY**

**"Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary.** Your letter should be **addressed to Mr. Wray Crippin, CCM, General Manager/COO, 4900 Green Tree Boulevard, Midland, TX 79707** and clearly articulate why you want to be considered for this position at this stage of your career and why GTCC and the Midland area will be beneficial to you, your family, your career, and the Club if selected."

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.

**IMPORTANT:** Save your resume and letter in the following manner:

"Last Name, First Name Resume" &

"Last Name, First Name Cover Letter"

(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.

For directions on how to upload your resume and cover letter [visit this page](#).

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

If you have any questions please email Nan Fisher: [nan@kkandw.com](mailto:nan@kkandw.com)

### **Lead Search Executive:**

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