

## Eagle Creek Golf & Country Club

11 Cypress View Drive

Naples, FL 34113

### Community –

Eagle Creek Golf & Country Club is a small, private gated-community centrally located midway between Naples and Marco Island. Carved out of 300 wooded acres of cypress, pine, and palm trees, the community, begun in 1984, is fully developed with 458 residences. Unique in Naples because of its intimate size, Eagle Creek residents enjoy ready access to all facilities and the ultimate in attention and service from long-tenured, valued employees. In 2018 *Gulfshore Life Magazine* honored Eagle Creek with two prestigious awards: best private tennis facility and second-best golf course in greater Naples.

### Club Snapshot -

The club uses the CMAA's General Manager/ Chief Operating Officer concept.

<b>Age of Club</b>	<b>Number of Members</b>	<b>Average Age of Members</b>	<b>Club Ownership</b>
35	480	73	Individual Equity
<b>Operating Revenue</b>	<b>Annual Dues Revenue</b>	<b>Annual Food Sales</b>	<b>Annual Beverage Sales</b>
\$6,675,000	\$4,000,000	\$775,000	\$360,000

### Club Facilities –

- **Golf Course** - The 18-hole, par 72 course was designed by Larry Packard, with later modifications provided by former resident and director of golf, Ken Venturi, and noted architect Gordy Lewis. The challenging 7,114-yard course winds through a cypress preserve and pine forest, and it is bordered by residences on only five holes. The last three years have seen \$2 million in course renovations and enhancements.
- **Crystal Lake Tennis & Sports Complex** - Overlooking Crystal Lake, this \$5 million center opened in 2016 and features a swimming pool, fitness center/aerobic studio, spa, seven Har-Tru tennis courts, and three grass bocce courts. Just steps from the pool is outdoor dining at Crystal Lake Café.
- **Dining Facilities –**  
The Grille Room is noted for its versatility - able to provide a casual dining atmosphere for lunch and dinner or be elegantly appointed for a more stylish atmosphere featuring fine dining. Seating capacity – 80.  
The Cypress Room serves as the banquet facility for member-sponsored events. Seating capacity -100.  
The Men's Grill, located in the men's locker room, serves lunch and drinks. Seating capacity – 35.  
Crystal Lake Café is a covered open-air venue adjacent to the pool and Crystal Lake featuring very casual dining. The full-service kitchen offers lunch and dinner. Seating capacity – 66.

## Job Description –

The Food & Beverage Manager/ Clubhouse Manager oversees all facets of the food and beverage operation at the various venues of the club. The manager will recruit, train, supervise, and evaluate all members of the food service staff. In collaboration with relevant members of the management team, the manager prepares an annual budget and strives to achieve its goals through the use of proper forecasting, cost controls, labor management, and development of revenue generating programs. The manager works closely with the General Manager, performing specific tasks as requested, and assumes responsibility for all operations of the club in the General Manager's absence.

## Essential Duties & Responsibilities –

- Embrace and promote the core values of Eagle Creek.
- Display hands-on leadership skills by assisting the service staff during peak periods or when short staffed, be it as server, host, bartender, wait assistant, etc. to assure maximum member satisfaction.
- Plan and coordinate training and professional development programs for the food and beverage staff.
- Evaluate employee performance and carry out corrective actions, as needed, in accordance with club policy and applicable laws.
- Clearly describe, assign, and delegate responsibility and authority for the operation of the various food and beverage sub-departments.
- Participate in on-going facility inspections throughout the clubhouse to assure that cleanliness, maintenance, safety, and other standards are consistently maintained.
- Protect the club and its members by training the staff to comply with all federal, state, and local laws regarding safety, sanitation, food preparation, food storage, and alcohol beverage control policies, including confirming legal drinking age and discontinuing service to intoxicated patrons.
- Monitor safety conditions and employee conformance with safety procedures; update emergency plans and procedures and assure that effective training for these programs is conducted.
- Create and post weekly schedules for the service staff and communicate any needed adjustments.
- Monitor the overall food and beverage performance with regards to the budget by reviewing and analyzing labor costs and other financial results and take any corrective measures which may be needed.
- Execute inventory control for monthly analysis and reconciliation; identify opportunities to control food costs and other expenses; work closely with the Controller on policies and procedures and the monthly inventory process.
- Continually research new products and evaluate current vendor pricing, service, and performance.
- Communicate and coordinate with other departments ensuring appropriate staff levels for all events and that all assigned responsibilities are carried out.
- Maintain member and guest satisfaction by diplomatically handling inquiries, concerns, or comments and providing solutions; inform the management team regarding any needed corrective actions.

- Solicit feedback from members and co-workers in order to ensure maximum satisfaction or implement service improvement ideas.
- Recruit, train, and supervise candidates for the internship program, including the H2B Visa Program staff.
- Help formulate marketing plans which will promote special club events and functions.
- Confirm that all of the service staff are properly attired and adhere to the club's appearance standards.
- Serve as an ad hoc member of appropriate club committees.
- Attend management and staff meetings as scheduled.

### Candidate Qualifications –

- Bachelor's degree (B.A.) in Hospitality Management preferred.
- Minimum of six (6) years of experience in the hospitality industry at either a respected private club or upscale hotel/resort, with three (3) or more years of management responsibility.
- Willingness and flexibility to work extended hours (60+ in season), including weekends, evenings, and holidays.
- Possess strong communication skills, both written and verbal; proficient with Microsoft Office, experience with Jonas preferred.
- Embrace and foster a team approach with all employees.
- Display proper conduct and decorum with all members and employees.
- Ability to work proactively and independently in a fast-paced environment.
- Maintain an awareness of industry trends.

### Physical Demands and Work Environment –

- Must be able to reach, bend, stoop, climb, balance, or kneel without hindrance.
- Able to lift up to 40 pounds.
- Ability to tolerate all seasonal weather conditions with indoor and outdoor activity.
- Fine motor skills.
- Ability to climb on a step stool or ladder in order to complete elements of the job or routine maintenance issues.
- Independent mobility throughout the clubhouse.
- While performing the duties of the position, the manager may be required to walk or stand for long periods of time and work extended hours in season.

## Compensation –

Salary commensurate with experience; annual performance incentive after first year; benefits package includes health, vision and dental insurance; short and long-term disability insurance; life insurance; 401(k) matching; paid time off; paid holidays.

Date Position Available – Immediately

Please email resume to Don Madalinski - [GM@EagleCreekcc.org](mailto:GM@EagleCreekcc.org)

- The subject line should be written in the following manner:  
Last Name, First Name
- Document should be uploaded in Word