



## Clubhouse Manager Job Description

The Little Club was founded in 1968 and is comprised of a recently renovated Clubhouse, an 18-hole par three golf course, two pickleball courts, four croquet lawns and a beautiful new fitness center, all on the intra-coastal waterway in the elegant town of Gulf Stream, Florida. It prides itself on its exceptional Food and Beverage program. We strive to have the best food and service in Palm Beach County. The person filling this role needs to be responsible, outgoing, enthusiastic and creative with a love for hospitality. Responsibilities include all front of house and beverage operations, and service for the club. This leader collaborates with the Executive Chef and works with all department heads to coordinate Food and Beverage needs for events across all departments. The position reports to the General Manager and directly supervises the Dining Room Manager, Host/Hostess and all Front of House service staff. The individual will create plans and implement budgets, hire, train and supervise subordinates and is responsible for all front of house SOP's. The Clubhouse Manager anticipates the wants and needs of club members and ensures that they are consistently exceeded.

### Club Mission Statement:

The Little Club is a member-owned club whose mission is to provide premier services and facilities to its members, their families and guests in a friendly atmosphere for the enjoyment of the finest traditions of golf, dining and social events conducive to uncompromised membership satisfaction.

The Little Club Service Motto: "The answer is yes, what is the question"

**Job Mission:** Build and develop a superior front of house team that can elevate our members' dining experience to the hospitality level described in Danny Meyer's book, *Setting the Table*.

### Primary Job Duties and Expectations:

1) Recruit, Replace, and Retain quality servers that can deliver our Desired Service Standards

- Recruit excellent front of house staff
- Replace staff that cannot deliver on our mission
- Retain outstanding staff

2) Motivate, Excite and Develop our Front of House staff to continuously deliver outstanding service

- Create on-going professional development and training programs for food service and bar production/service personnel.
- Perform premeal meetings for all shifts with the Executive Chef, discussing the menu and service; setting expectations for the day; commending positive traits and correcting infractions.
- Monitor, develop, and coach staff based on daily and weekly observations.

3) Oversee the Manager responsible for all logistics associated with seamless membership "flow"

- Schedule staff to maximize Member experience within agreed upon budget.
- Schedule all FOH staff and manage the long-range staffing needs of the department.
- Oversee Manager that supervises the reservationists.

4) Excell at Interacting with Members

- Greet guests, oversee service and "touch tables" on a routine basis.
- Monitor and take corrective action as necessary to help assure that budget goals are attained.
- Lead preparations for all functions and Club events.

5) Meet Operational Objectives around Member Experience and Cost

- Create and enforce all FOH SOP's.
- Work with the General Manager and Controller on the operating budget for the dining room and bar.
- Take responsibility for the monthly inventory of all liquor, wine, beer and soft drinks.
- Manage Clubessentials Point of Sale input and daily menu maintenance, mobile ordering and the online reservation system.

6) Collaborate with Executive team to deliver exceptional member Experience

- Assist with developing and implementing the wine and beverage program.

Salary: \$110,000 plus \$25k bonus or commensurate with experience. The Club offers Health Insurance, Dental, Vision, STD and 401k upon eligibility.