

CLUBHOUSE MANAGER PROFILE: TENNESSEE GRASSLANDS GOLF AND COUNTRY CLUB GALLATIN, TN

THE CLUBHOUSE MANAGER OPPORTUNITY AT TENNESSEE GRASSLANDS GOLF AND 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 Tennessee Grasslands Golf and Country Club located in Gallatin, Tennessee. The successful candidate will establish processes and standard operating procedures to create a culture of hospitality excellence throughout the property and prepare the club for the re-opening of the Fairvue Clubhouse in 2025.

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

ABOUT TENNESSEE GRASSLANDS GOLF AND COUNTRY CLUB

In 2018 The Club at Fairvue Plantation acquired Foxland Harbor Golf and Country Club and Tennessee Grasslands Golf and Country Club was born. Located just 25 minutes from downtown Nashville and nestled on the shores of Old Hickory Lake in Gallatin, Tennessee, is a private golf and country club with two club properties approximately three miles apart. Both properties feature 18-hole championship-caliber golf courses, beautiful clubhouses, pools, fitness centers, and multiple dining options. In addition, the Fairvue site features a new nine-hole short course, four clay tennis courts (that are domed for a 20-week indoor tennis season), two pickleball courts, and a new golf performance improvement center. The Foxland site features a newly constructed 7,800-square-foot event center.

The Fairvue Clubhouse is currently undergoing an extensive renovation and expansion project with an expected opening date in the summer of 2025. The Fairvue golf course and pro shop are fully operational during this time.

BY THE NUMBERS:

- 1150 members in all categories
- 50 is the average age of a member.
- \$35,000 Initiation fee
- Approximately \$15M Annual gross volume
- Approximately \$6.5M Annual dues volume
- Approximately \$4.0M Food and Beverage revenue (with only 1 clubhouse open)
- Clubessential - point of sale
- For Profit tax status

TENNESSEE GRASSLANDS GOLF AND COUNTRY CLUB WEBSITE: www.tngrasslands.com

CLUBHOUSE MANAGER JOB DESCRIPTION

The Clubhouse Manager at Tennessee Grasslands is responsible for the overall management and operation of the clubhouse, ensuring the highest level of service and satisfaction for club members and guests. This role will encompass the coordination and supervision of all clubhouse activities, including dining services, events, maintenance, and pool operation.

KEY RESPONSIBILITIES

- Embrace the Mission, Vision, and Purpose of Tennessee Grasslands.
- Oversee daily operations of the clubhouse, including dining services, events, and facilities management.
- Have a strong, highly visible, and respectful presence with the members.
- Ensure exceptional member experiences by maintaining high standards of service and addressing member needs promptly and effectively.
- Develop and implement programs and services that enhance member satisfaction and engagement.
- Develop and maintain strong relationships with members, understanding their needs and preferences.
- Engage with members regularly to ensure they are informed about club activities and services.
- Handle member feedback, complaints, and concerns professionally and effectively, working to resolve issues to the satisfaction of all parties.
- Work with club leadership to develop and implement strategic plans for clubhouse operations.
- Identify opportunities for innovation and improvement in clubhouse services and amenities.
- Stay current with industry trends and best practices to ensure the clubhouse remains competitive and attractive to members.
- Recruit, hire, train, and manage clubhouse staff, ensuring they provide excellent service and adhere to club policies and procedures.
- Develop and implement comprehensive training programs for all areas of responsibility.
- Conduct regular performance evaluations and provide ongoing training and professional development opportunities for staff.
- Foster a positive, collaborative, and professional work environment.
- Collaborate with other department heads to ensure a seamless and integrated member experience across all club services.
- Participate in management meetings to coordinate activities and share updates.
- Work with the marketing team to promote clubhouse events and services to members.
- Develop and implement initiatives to increase member engagement and participation.
- Develop and manage the clubhouse budget, ensuring financial goals are met and costs are controlled.
- Monitor financial performance, prepare and analyze financial reports, and make recommendations for improvement.
- Oversee inventory management and procurement for clubhouse operations.
- Coordinate and manage all clubhouse events, including member events, private parties, club functions, and outside events.
- Work with the event team to plan and execute events that meet member expectations and club standards.
- Ensure all events are well-coordinated and executed smoothly.
- Oversee the maintenance and upkeep of clubhouse facilities, ensuring all areas are in good repair and aesthetically pleasing.
- Coordinate with the facilities team to address maintenance issues and improvements promptly.
- Ensure the clubhouse operates in compliance with all health, safety, and environmental regulations.
- Conduct regular safety audits and training sessions to maintain a safe environment for members and staff.

CANDIDATE QUALIFICATIONS

- Minimum of five years of management experience in a similar high-end club or like environment.
- Strong leadership and team management skills.
- A fundamental understanding of the premier club experience and the proven ability to execute to that level.
- Skilled in hiring, supervising, managing, mentoring, and developing high-achieving employees.
- Organized, consistent, detail-oriented, and can multi-task and prioritize.
- A patient, professional demeanor with superior verbal and written communication skills.
- Verifiable track record of successfully leading and growing dynamic clubhouse operations, including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives in food and beverage operations.
- Proficient with Microsoft Office Suite, report generation, and membership database management.

- Extensive knowledge of all areas of clubhouse operations and a strong Food and Beverage background.
- Strong communication and facilitation skills, both written and verbal, with the appropriate personal presence, and a desire and ability to interact effectively before diverse constituencies of members, staff, vendors, and guests.
- Confident in his or her abilities yet humble in his or her interactions.
- A good sense of humor and an ability to have fun.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, a substantial successful private club, foundational food and beverage, and hospitality experience will be considered.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package, including professional development, PTO, matching 401k, and medical, dental, vision, and life insurance.

INSTRUCTIONS ON HOW TO APPLY

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. Please be sure your image is not present on your resume or cover letter; that should be used in your LinkedIn profile.

Preparing a thoughtful letter of interest and alignment, clearly articulating your fit with the profile and the above-noted expectations and requirements, is necessary. Your letter should be addressed to Jim Ausley, Chief Operating Officer, Tennessee Grasslands Golf and Country Club, and clearly articulate why you want to be considered for this position at this stage of your career and why the Gallatin, Tennessee area is a good fit for you, your family and the club if selected.

You must apply for this role as soon as possible but no later than Friday, July 19, 2024. Candidate selections will occur in late July 2024, with the first Interviews expected in mid-August 2024 and the second interviews a short time later. The new candidate should assume his/her role in early-mid September 2024.

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

"Last Name, First Name–Resume Tennessee Grasslands"

"Last Name, First Name–Cover Letter Tennessee Grasslands"

(These documents should be in Word or PDF format.)

Note: Once you complete the application process for this search, you cannot go back in and add additional documents.

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

If you have any questions, please email Holly Weiss: at holly@kkandw.com

LEAD SEARCH EXECUTIVE

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