

## **CLUBHOUSE MANAGER PROFILE: THE LOS ANGELES COUNTRY CLUB LOS ANGELES, CA**

### **CLUBHOUSE MANAGER AT THE LOS ANGELES COUNTRY CLUB**

Recognized as one of the premier clubs in the United States, The Los Angeles Country Club is committed to providing impeccable hospitality while delivering exceptional experiences to its membership. The Club is seeking a Clubhouse Manager who will be a strong, detail-oriented dynamic leader with a passion for food, beverage, wine, and service as well as for building and training high-performing teams while fostering a culture of excellence. This amazing opportunity exists for candidates with a successful track record of leadership and high-quality operations management in private clubs. The Clubhouse Manager (CHM) shall report to the AGM and shall supervise all food and beverage operations, overnight rooms, front desk, housekeeping, Club activities, functions, and member programming. The candidate should possess a high degree of executive presence as well as an understanding of club governance and actively participate on club committees. He or she will be an integral part of a high-performing team at one of the most highly regarded premier clubs in the country.

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

### **THE LOS ANGELES COUNTRY CLUB**

The Los Angeles Country Club was founded in 1897 by a group of Angelenos looking to bring the new game of golf to Los Angeles. Its existing location was built in 1911 and its Clubhouse, racquet sports courts, and 36 holes of golf have served its 1600 Members ever since.

In 2010, a redesign of the iconic North Course was unveiled to restore George Thomas' original great design. The North Course now enjoys national recognition as one of the most beautiful and challenging courses in the country. In recent years, the Club has completed a full restoration of the Clubhouse, Golf Shop, and South Course.

The Los Angeles Country Club hosted the 46th Walker Cup Match in September 2017 and was the host for the 2023 U.S. Open Championship.

From a dining perspective, members at The Los Angeles Country Club have several options to choose from regarding both upscale casual and casual dining spaces including The Grill Room, 1897 Bar, Ed Tufts Bar, North Course Café, and South Course Café. The Club also features multiple private event spaces with various capacities for special events.

The Club is regarded as an oasis in the middle of Los Angeles with Members and staff who appreciate the history and traditions of the Club.

### **THE LOS ANGELES COUNTRY CLUB BY THE NUMBERS**

- Members - all categories 1,600
- Average age of the membership 64
- Total Annual Club Revenue: approximately \$30M
- Food and beverage Revenue Total: approximately \$6M
- Food Revenue: approximately \$5M
- Beverage Revenue: approximately \$1M
- Average Number of weddings per year: 15
- Total Number of FB Outlets: 13 (including banquet rooms)
- % a la Carte vs % banquet: 70%/30%

- The Club uses Northstar POS for Accounting & Inventory
- The Club is organized as a 501(c)(7) not-for-profit

**THE LOS ANGELES COUNTRY CLUB WEBSITE:** [www.thelacc.org](http://www.thelacc.org)

### **CLUBHOUSE MANAGER – POSITION OVERVIEW**

The CHM at The Los Angeles Country Club has full responsibility for all aspects of the day-to-day clubhouse and food and beverage operations of the Club, effectively managing all resources and employees on a day-to-day basis, reporting to the AGM and is expected to be the embodiment of an exceptional member-centric experience, providing a clear ‘tone at the top’ model of conduct. The CHM will lead the clubhouse management team while promoting a positive, engaging, responsive, and highly competent professional service culture in all clubhouse operations. Being especially personable, approachable, and “present” is a critical success factor for the next CHM. He or she must also be a “team player” as well as a “team builder”, being able to thoughtfully interact and collaborate with all departments and contribute to creating synergy throughout the organization.

The successful new CHM at The Los Angeles Country Club must possess especially strong skills in training and mentoring a group of meaningfully engaged and well-regarded employees, many of whom are long-tenured. The CHM will have oversight responsibilities for all food and beverage departments, personnel, goals, objectives, and overall performance management.

The Los Angeles Country Club prides itself on the special culture of “family” it embodies; this is amongst both members and staff throughout the organization and must be a natural part of the next leader’s ‘DNA.’

Members recognize that the enhanced continuance of an energized, well-trained, committed management/staff team is critical for the continued success of The Los Angeles Country Club. A sincerely engaged, personally invested, and instinctually front-facing style is particularly important for one’s success in this role, as is the natural ability to have candid, thoughtful discussions with members regarding experiences, suggestions, requests, and such. The ability to diplomatically engage, gracefully receive both positive and negative feedback, and provide balanced and thoughtful responses is critical.

#### **DIRECT REPORTS:**

- Assistant Clubhouse Manager
- Housekeeping Manager
- Food and Beverage Managers
- Food and Beverage Supervisors
- Men’s Locker Room Supervisor

### **INITIAL PRIORITIES OF THE NEW CLUBHOUSE MANAGER**

- Listen, learn, and observe. Become familiar with the culture, history and traditions of the Club and get to know the team and the members.
- Gain the trust of the team members, as well as evaluate and continue to develop, train, and mentor the clubhouse team while promoting fairness and consistency within and upholding standards of excellence.
- Continue to focus on delivering consistency and the highest quality in member experiences and service.
- Evaluate service standards and operational efficiency throughout the Clubhouse, ensuring that member expectations are being met and exceeded. Make changes as needed to enhance the member experience.
- Continue to build on a positive culture for the food and beverage team, instilling the core values and training according to the standards of excellence embraced by The Los Angeles Country Club.
- Become familiar with and take ownership of the food and beverage and clubhouse operating budgets, ensuring that revenues and expenses are in line with projections while upholding standards of excellence and being a financial steward.

- Assume responsibility for the Club's wine program, wine and beverage lists, and inventories. Actively participate as the staff liaison on the House and Wine Committees; collaborate with both committees to plan club events, including wine dinners.
- Create a culture of empowerment and accountability amongst the department heads, while taking ownership of Clubhouse operations.
- Be the "Face of Food & Beverage" with both members and team members, internally and externally, as needed.
- Keep up with current industry trends and network with other regional and culturally similar clubs nationwide.
- Build valuable connections and generate new and innovative programming and ideas to benefit the Club and its members and employees, including implementing state-of-the-art industry technology as needed.

## **CANDIDATE QUALIFICATIONS**

The ideal candidate will either be a successful, highly visible hospitality professional at a club known for exceptional member experiences or be viewed as a club management "up-coming superstar" in a top-tier club.

- Effective and passionate leader and food and beverage service professional with a proven track record of providing high-level services with a personality commensurately appropriate to The Los Angeles Country Club.
- Previous large-scale multi-unit luxury experience within clubs is required.
- Thorough wine knowledge.
- Outgoing and personable with excellent interpersonal skills.
- Charismatic, compassionate professional who truly enjoys the private club environment.
- Highly visible and engages with both members and staff.
- Team builder with experience training, guiding, and maintaining staff.
- Possess especially strong communication skills both verbal and written.
- Strong sense of accountability.
- Detail oriented.
- Proven experience providing "best in class" service levels for members and guests.
- Demonstrated skills in food and beverage operations are essential.
- Possess excellent financial and budgeting skills.
- Proven business acumen.
- Proven experience with innovative and creative programming.
- Understanding and knowledge of club governance and prior committee experience.

## **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor's degree is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.

## **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.

## **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package including association membership. Salary Range: \$160,000-\$185,000

## **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 on your LinkedIn Profile.

**Prepare a thoughtful cover letter addressed to Mr. Andrew Rosenfield** and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why The Los Angeles Country Club and the Los Angeles area will be beneficial to you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible but no later than Monday, July 26, 2024. Candidate selections will occur early August with first Interviews The new candidate should assume his/her role as soon as possible but no later than September 30, 2024.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - LACC”

(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.

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

If you have any questions, please email Alice Stevens: [alice@kkandw.com](mailto:alice@kkandw.com)

#### **LEAD SEARCH EXECUTIVE**

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