

CLUBHOUSE MANAGER PROFILE: VESTAVIA COUNTRY CLUB BIRMINGHAM, AL

THE CLUBHOUSE MANAGER OPPORTUNITY AT VESTAVIA COUNTRY CLUB

Vestavia Country Club (VCC), located in Birmingham, Alabama, is searching for a new Clubhouse Manager (CHM). With recent investments in renovations for the aquatic complex, tennis center, and golf course, as well as additional upgrades planned for F&B, VCC has an exciting future. And with its terrific leadership team, a robust membership recruitment program, and the best views in Birmingham, VCC is poised to be the best country club in Alabama, if not the entire southeast!

If you believe you can successfully uphold Vestavia Country Club's team mission – *"To transform the lives of our club community"* and you are a sincerely and visibly engaged leader – this may be the perfect opportunity for you. For the right individual with passion for their craft, enthusiasm about serving VCC members and staff, and a successful leadership record; VCC can be the pinnacle of one's career.

The Clubhouse Manager will ensure the goals of both the food and beverage department and the club are met through proactive leadership and full-scope management. Then, paying attention to all the details that contribute to overall success is a crucial attribute and intuitive style of the successful Clubhouse Manager.

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

VESTAVIA COUNTRY CLUB

Vestavia Country Club (VCC) began as a successful riding club in the late 1940s. It opened to membership in 1950 and is regarded as one of the finest country clubs in the southeast. It is a treasure for its finely manicured grounds, breathtaking views, extraordinary golf courses, and upscale facilities. VCC offers members a resort-like experience at their "home away from home."

VCC is committed to continuous improvement and excellence in all the amenities it offers including its newly ranked fourth best 18-hole New Golf Course by *Golf Digest* in 2019 which includes a new driving range, cart storage facility and multi-use entertainment patio. Additional amenities include the club's tennis complex that was named "Facility of the Year" by the USTA; a fitness facility that offers spectacular views and a full line of state-of-the-art equipment; an aquatic complex situated in a resort-like setting; and a wide range of dining experiences.

VCC is truly family-centric. It was a trail blazer in offering childcare facilities and continues to offer comprehensive childcare services for its members while they enjoy all the club has to offer. In addition to their large childcare center, the club offers junior golf, tennis and swim programs as well as kids camps.

The club's core values of *passion, trust, respect, hospitality* and *team* are steadfast, and every employee strives to create the perfect environment for members and guests which aligns with VCC's team vision statement to *"be the leaders in club experience."*

VESTAVIA COUNTRY CLUB BY THE NUMBERS

- 904 members in all categories
- \$42,500 initiation fee for senior membership (full club privileges)
- \$6,840 annual dues for senior membership (includes \$1,200 annual capital dues)
- \$2.7M F&B volume (51% a la carte/49% banquet)
- 23,000 rounds of golf annually on its 27 holes

- 52 average age of members
- 22 weddings per year

For additional information, please preview the **VESTAVIA COUNTRY CLUB WEB SITE:** www.vestaviacc.com

CLUBHOUSE MANAGER POSITION OVERVIEW

The CHM is responsible for the general operation of clubhouse functions, relating most importantly to front-of-house food and beverage, and ensures that all services exceed members' and guests' expectations. The CHM is responsible for all aspects of the Clubhouse operation in the absence of the General Manager and performs specific tasks as requested. He/she will also prepare an annual food and beverage budget. He/she will develop an awareness of the "club culture" and is responsible for the dissemination of hospitality, friendliness, and goodwill among members, guests, and staff. A most critical relationship is that with the Executive Chef, ensuring collaborative and harmonious relationships between front and back of house operations. His/her goal is always to help members and guests enjoy the facilities and events of the club.

FOOD & BEVERAGE OPERATIONS

Vestavia Country Club has three *a la carte* dining experiences and a grab-and-go outlet. There truly is something for everyone; whether they prefer unique, upscale delicacies or good, old-fashioned comfort food.

Located in the 68,000-square-foot clubhouse, the Grandview Grill seats 80 and serves lunch and dinner six days a week and offers panoramic mountain views. The Grandview Pub (seats 45) offers libations, dining, and a cozy atmosphere for members and their guests.

Conveniently located next to the golf course and aquatic center, the Turn House serves a variety of sandwiches and snacks to golfers and swimmers.

VCC has a variety of private function venues including the Wellington Room, which offers unparalleled views of the valley and mountains beyond; the Living Room, an intimate space for special occasions; the Windsor and Ascot Rooms, perfect for private business meetings and small gatherings; and the Grand Ballroom, utilized for hosting corporate events and elaborate celebrations. VCC hosts special events throughout the year, including the Dixieland Junior Tennis Tournament and a progressive dinner on the Par-3 course.

VCC is open year-round and is closed on Mondays. Because Birmingham enjoys great weather year-round, the slower months are January and February and the busiest months are April through December.

PRIMARY RESPONSIBILITIES

Member Services:

- Consistent sincere and significant engagement of members, highly visible to members and staff in the dining areas of the club is of premium importance. The Clubhouse Manager is ultimately responsible for ensuring that all member dining and club events are well-conceived and executed.
- Provide quality leadership in a positive and upbeat manner for the members, guests, and staff.
- Create and maintain a first-class service culture throughout the club property.
- Address and resolve all member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the clubhouse operations.

Employee Relations:

- Oversee the recruiting, hiring, and development of clubhouse personnel. Oversee ongoing training programs complete with up to date training manuals to ensure exceptional service in all parts of the club's operation.
- Provides for training and future development of all subordinate managers and supervisors subject to budget approval by the General Manager. Instill the concept of being "team players" in all employees. Continue to coach, counsel, and evaluate departmental staff.
- Ensures that a positive spirit and healthy work environment exists throughout the clubhouse, one that is free of safety risks and all forms of employee harassment.

- Maintain an effective communication program where employees are treated in a fair, structured, and consistent manner.
- Function as an administrative and communication link between departments in the club.
- Guarantee that all clubhouse employees are regularly trained and certified in areas that help guard the safety and wellbeing of members, guests, and other employees including, but not limited to, responsible alcohol service, safe food handling, etc.
- Help to facilitate a team environment with positive morale, high ethical standards, and efficient use of resources to position VCC as a preferred employer of choice in the area.

Financial Management:

- Monitors the budget each week/month and directs the taking of corrective action as necessary to assure that the budgeted goals are attained.
- Provides input to all clubhouse personnel regarding annual budgets, capital spending plans, fiscal controls, and operational guidelines.
- Monitors payroll records to control overtime and maintain labor costs within budgetary guidelines.
- Supervises the purchasing, receiving, safekeeping, and disbursement of operating supplies and equipment to maximize quality and profitability.
- Assists the General Manager in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets.

Personnel Management:

- Displays very hands-on approach and leads the staff by example. Must be approachable to staff, members and guests. Works with Human Resources to develop long term staffing needs for the area of responsibility.
- Responsible for the hiring, discipline, termination and documentation of all FOH F&B staff.
- Reviews all accidents, works with HR in completing accident reports, and implements improved procedures.
- Attends meetings of senior management and carries out directives because of these meetings and any other requests of the General Manager in a timely manner.
- Serves as an ad-hoc member of appropriate club committees.
- A warm personality, a sense of humor, and the ability to work effectively with all levels of the internal staff and members.
- Works with Executive Chef to develop P&L statements prior to each event, makes appropriate notes following events, and files information for future use.
- Works with Executive Chef on menu development.
- Works with the Assistant Managers to organize and market special club events with guidance from the GM.
- Furthers his/her own continued development as a club management professional as a member of CMAA. With the assistance and approval of the General Manager participates in appropriate seminars/training programs, thereby enhancing his/her value and quality of services to Vestavia Country Club.

Operational Responsibilities:

- Understands and abides by Vestavia Country Club policies and departmental procedures. Suggests changes and may direct the implementation of change.
- Provides content for and manages communications and marketing materials for the department.
- Communicates effectively with the Executive Chef and compliments his culinary expertise.
- Assures that the clubhouse is run in accordance with all applicable local, state, and federal laws.
- Researches new products/services/vendors and develops an analysis of their costs/benefits.
- Cross train front of house Food and Beverage staff to create maximum flexibility in scheduling.
- Ensures that the club's preventive maintenance and energy management programs are on schedule and in use.
- Disseminates information effectively and coordinates activities between departments on a timely basis.
- Keeps the General Manager informed of all potential problems and activities related to the smooth operation of the clubhouse.
- Oversees inventory management throughout the F&B department and completes a periodic china, glass, and silver inventory to maintain par levels.
- Coordinates and approves all entertainment in consultation with the general manager and others.

- Oversees all Banquet activity and execution
- A sharp eye for detail in the overall management of the operation.
- Oversees the Wine List and Wines by the glass program.

ORGANIZATIONAL STRUCTURE

VCC operates under the GM/COO organizational structure. Clubhouse Manager reports directly to the GM/COO. The Clubhouse Manager also works closely with the House Committee.

CANDIDATE QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty. 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 or 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 (Resort, Club, Restaurant or Hotel) 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 benefits package that includes an employer funded retirement plan and matching 401(k) plan.

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 Ms. Christa Farr Evans, CCM, GM/COO Vestavia Country Club, 400 Beaumont Dr, Birmingham, AL 35216** and clearly articulate why you want to be considered for this position at this stage of your career and why the Birmingham 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 have completed 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.

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