



Onwentsia Club – Lake Forest, Illinois

Director of Service and Hospitality

Club Overview

Onwentsia Club celebrated its 125th anniversary two years ago, as one of the oldest country clubs in the nation. The Club has hosted a U.S. Men's Open, a U.S. Men's Amateur, a U.S. Women's Amateur and a U.S. Senior (men's) Amateur. In addition to golf, a full range of activities is available to Members and their families throughout all four seasons. In summer, the outdoor pool is a high-energy spot for kids, as are the 11 outdoor tennis courts, where a terrific summer tennis program is held for juniors and adults. Men's and women's tennis leagues and programs are also very active. Croquet was reintroduced to Onwentsia in the summer of 2014 and pickleball was added in 2018 and both programs are popular with the membership.

Winter sports are extraordinarily vibrant. Onwentsia has two indoor doubles squash courts, much-used throughout the week by men's and women's leagues, along with two indoor international-sized singles squash courts. Numerous nationally ranked squash players got their training at the Club. There are also two indoor tennis courts and three outdoor paddle courts. The racquets facilities are constantly in use, with paddle leagues active under lights until all hours. Onwentsia served as the Host Club for the 2015 World Squash Doubles Championships and served as host to the Lapham/Grant Squash Tournament in April 2018, which was the tournament's first visit to the Chicago area.

The facilities and grounds are extensive and well maintained. The current Clubhouse was built in 1928 and was designed by the noted New York architect Harrie T. Lindeberg. The membership has spent considerable sums upgrading, renovating, and refreshing this wonderful building all the while respecting the original design. The Clubhouse has outstanding entertaining capabilities and the physical space to serve private parties of up to 240 people. The outdoor capacity, depending on the tent one is willing to construct, is much higher.

The destination of choice for outdoor summer dining is called the Wigwam, and it offers fine fare and table service in addition to other outdoor locations such as the Pool Terrace and West Terrace.

The practice range sits on the site of the old polo field and is an impressive expanse of land. Part of the maintenance facilities reside in an old indoor riding arena, (much renovated over the years), a residual building from the days when Onwentsia had equestrian training, a hunt and annual horseshow that drew participants from all over the Midwest.

Today, additional upgrades for the Grounds maintenance facilities are underway and other projects to upgrade, remodel or renovate the Racquets House, the Clubhouse and Golf Pro Shop are set to begin in July 2023 as the most significant part of the Club's long-range plan to date.

The Club boasts multiple dining outlets, on two floors of the Clubhouse, and features an extensive outdoor dining area including the West Terrace, the Pool Terrace, and the Wigwam. One of the Club's outdoor party highlights of the summer season is the Independence Day Celebration, complete with games and entertainment for the kids, an outdoor barbeque dinner, music, and fireworks display. The popular club event regularly draws more than 1,000 members and guests and is hosted outdoors on large lawn areas overlooking the golf course.

Position Summary – Director of Service and Hospitality

The Director of Service and Hospitality is a Department Head position and integral part of the Leadership Team. The successful candidate is expected to be the center of Membership Hospitality, representing himself/herself in an exceptionally appropriate manner at all times with each constituency of Club involvement including staff, members, guests, vendors and within the greater community at large. The successful candidate will naturally display a friendly and approachable demeanor, professional enthusiasm and personality and is able to effectively lead, manage and train staff. Member/guest and staff interaction will be a critical element of the job to ensure success. It is also important that the Director of Service and Hospitality becomes part of the team.

The Director of Service and Hospitality is the primary coordinator for service levels in all areas of the Clubhouse and at the Wigwam including food, beverage, and locker room operations. The role includes planning, budgeting, hiring, training, measuring, and driving a culture based on Integrity, Optimism and Urgency. The Director of Service and Hospitality will continue the momentum of an increasingly successful food & beverage program by focusing on raising the quality of service in all areas of the Clubhouse, and Wigwam, assist in creative event programming and provide guidance on menu and beverage offerings. In addition to food and beverage service, the Director of Service and Hospitality coordinates with the locker room operations as well as all event coordination.

The Director of Service and Hospitality reports directly to the General Manager/COO and Assistant Manager and works closely with the Executive Chef, Beverage Manager, Locker Room Managers, and other Department Heads as needed.

Essential Duties and Responsibilities

- Provide the highest level of member service in accordance with Club standards by greeting and seating members and guests and directly overseeing service.
- Assures that effective orientation and training for all new staff and professional development activities for experienced staff are planned and implemented.
- Schedules personnel and plans dining room set-up based upon anticipated member/guest counts and client needs.
- Carefully supervises dining room staff to help assure proper service and hospitality is consistently provided; assists staff and takes orders when necessary.
- Effectively manages the long-range staffing needs of the department.

- Develops and implements policies and procedures for food and beverage department.
- Consults daily with the Executive Chef, Assistant Manager, and other applicable Club administrators to help assure the highest level of member satisfaction while minimizing costs.
- Provides appropriate reports concerning employee hours, schedules, pay rates, job changes, etc.
- Helps plan and implement external and internal marketing and sales promotion activities for food and beverage; develops interesting ways of promoting Club functions in the Dining Room, the Wigwam and other appropriate member and guest contact areas.
- Receives and resolves complaints concerning food, beverages, and service.
- Develops and implements policies and procedures for food and beverage department.
- Assists in the implementation of procedures for special Club events, parties, and banquet functions.
- Develops and implements an on-going training and marketing program to increase dining room business.
- Addresses member and guest complaints and advises the General Manager/COO and the Assistant Manager of appropriate corrective actions taken.
- Develops and continually updates and refines policy and procedure manuals for service staff to increase quality and to control costs.
- Manages and enforces all aspects of the relationship of the Club and assigned Department employees with respect to the current OC Employee Handbook in a fair and equitable manner.
- Consistently treats all employees, members, guests and vendors with dignity and respect.
- All other related or appropriate duties as required or assigned.

Candidate Competencies and Qualifications

- Minimum 4 years of proven management/leadership experience in a fine dining setting, Club experience preferred for this Department Head position.
- Knowledgeable in pairing wine, beer, and spirits with food is preferred.
- Willingness to proactively engage with the membership daily and ability to anticipate member and guest wishes and preferences.
- Energy, poise, and presence to serve a discerning membership and lead as well as motivate an experienced staff.
- Excellent leadership, communication, and customer service skills.
- Solid operational and financial skills with experience in budget development and execution.
- Technical experience in POS updates, and hospitality-related software, as well as proficiency in Microsoft Office.

- Capable of a high degree of initiative and resourcefulness in directing the activities of the service staff and be able to present a consummately professional and polished image to the membership and staff.
- Strong organizational skills with the ability to set priorities and delegate effectively through appropriate follow-through and oversight.
- Demonstrated ability to build, maintain, and develop a team.

Compensation and Benefits:

- Compensation commensurate with experience
- Benefits include:
 - Performance bonus opportunity
 - Comprehensive benefits package including medical, dental, vision, & LTD + Life Insurance
 - Education allowance
 - 401k with generous matching program
 - Holiday bonus

Projected Start Date:

April 20, 2023

Interested and qualified applicants should submit their resume and cover letter in confidence to **both:**

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