



## **CLUBHOUSE MANAGER, BILTMORE COUNTRY CLUB**

North Barrington, Illinois

### **Club Background**

Around 1900, the land making up what is now known as Biltmore Estates and Biltmore Country Club was settled by the William Sandman family.

Some years later, William R. Grace, an English cabinetmaker, purchased the Sandman Farm. Mr. Grace built a home that served for many years as Biltmore's Clubhouse, along with a water tower and a stable, which housed our Pro Shop and bag storage areas.

In 1925, Clifford Leonard, a Director of the First National Bank of Chicago, purchased the Grace Farm in order to develop and make a reality the dream he had for many years. The Grace properties, approximately 800 acres, were turned into Biltmore Estates and Country Club.

Biltmore was planned as a weekend rendezvous with emphasis on outdoor activities such as fishing, hunting, riding and as a "family country club." The original golf course was designed by the then famous architect Leonard Macomber and completed in 1926.

Over the intervening years a complete drainage system was built for the golf course, much of which lies on a foundation of peat, which drained slowly after rainfall. Today, it is uncommon for the course to be closed for more than a few hours, even after the most torrential rain. Also, our extensive watering system was added, utilizing Honey Lake as a fresh water supply. The club still maintains Honey Lake, not only to ensure the water supply, but also to provide fine fishing, swimming and sailing. The tennis complex was updated; lights for night playing and the Tennis Pro Shop were added.

During the late 1980's, it became apparent that the years had taken their toll on the buildings that made up the Clubhouse, Pro Shop and cart storage complex. The membership had to make the agonizing decision that the buildings with their long history, memories and traditions must be replaced. While construction of the new buildings went on, the Members continued to use the old facilities with the exception of a very few months. Finally, in June of 1992, the new Clubhouse and facilities were fully operational.



Over 96 years ago, Clifford Leonard dreamed of and created “The Family Country Club.” Through many years of change, the membership of Biltmore continues to maintain those ideals.

The Club is in excellent financial condition and membership has been growing since 2017. The Regular golf membership Initiation Fee is \$50,000; total operating revenues are \$6.9M, of which F and B revenues are \$1.5M. Capital Dues Income is approximately \$500K annually and is used for routine capital maintenance.

The Club’s property includes an 18 hole golf course. Tennis complex with 6 courts (4 clay courts and 2 hard courts), and tennis pro shop. During the winter season, the Club offers 6 Golf Simulators and temporary Paddle Tennis Courts. F and B member dining amenities at the Clubhouse, exclusive of the seasonal Beach House and Halfway House, includes; Bar 26’ (36 seating capacity), Grill Room and Bar (126 seating capacity), Patio (100 seating capacity), Men’s Locker Room 19<sup>th</sup> Hole (36 seating capacity) and 19<sup>th</sup> Hole Patio (44 seating capacity). The Clubhouse banquet facilities includes a Library Room, Candlelight Room and Biltmore Room that combined can handle events up to 230 people. Outdoor events area that can be tented for events of up to 250. Biltmore has a private lake with a Beach House facility that includes; indoor and outdoor dining areas, outdoor bar, pool and lake.

## **Clubhouse Manager**

### Job Summary

Reports directly to, while working closely with, the Club Manager. Responsible for the general operations of all food and beverage service, housekeeping, maintenance, security, aquatics, and valet; coordinates clubhouse services with sports activities. Assumes responsibilities of Club Manager in his absence. Is supported by and oversees catering director, assistant Clubhouse/Beverage manager, locker room manager, valet supervisor, and aquatics director. This position coordinates the smooth operation and interrelation of departmental staff functions.

### Core Job Responsibilities

- Directs work of direct reports with both daily and longer term focus on quality of Member service and experience, physical facilities (clubhouse, golf, tennis, paddle, beach house, and aquatics) and surrounding clubhouse grounds.
- Directs work of direct reports to provide a high quality level and environment for outstanding Member and guest service (valet, reception, all f and b service including member dining, banquets, club events, pool, halfway house).
- Develops and maintains service standards for each department; develops and implements continual training programs to continually maintain and enhance service throughout the Club.
- Maintains a close working relationship with the Executive Chef.



- Functions effectively as the administrative and operational link between departments.
- Acts as a second set of eyes for the Club Manager regarding all operational areas of the Club and communicates deficiencies and concerns when they become known.
- Monitors safety conditions and employee conformance with safety procedures; updates emergency plan and procedures and assures proper employee training is conducted on a regular basis (CPR/AED/First Aid, Food Handling, MSDS, and Alcohol Awareness).
- Maintains contact and interact with Members and helps assure maximum Member and guest satisfaction, answering questions, and solving problems.
- Keeps staff on task with advance club event planning and post event p and l.
- Assures Club's preventative maintenance and energy management programs are in use.
- Participates and follows up in on-going facility inspections throughout the Club to assure that cleanliness, maintenance, safety and other standards are maintained.
- Undertakes special projects as assigned by the Club Manager.
- Counsels with other managers and employees regarding employee grievances and complaints; directs solutions where possible.
- Works closely with executive chef, assistant clubhouse manager, and Club Manager to develop f and b events, ideas, concepts that will increase member dining usage.
- Assist in the planning of facility improvements, remodeling, construction and repair; interacts with appropriate club committees for this purpose; assists in the development of the LRP and acting on annual capital improvement projects.
- Responsible for the security of the clubhouse facilities relative to systems, opening and closing assignments.
- Recruits and manages the Club's internship program.
- Prepares annual budget for respective departments; monitors actual performance to budget and takes corrective action as necessary to help assure that budget goals are met. Assist Club Manager with capital budget development.
- Identifies professional development programs for his or her self and key direct reports.
- Serves as an ad hoc committee member for House and Social Committees.
- Attends management and staff meetings as scheduled.
- Generally oversees club operations on a daily basis with assistance of direct reports.
- Assists in enforcing Board approved house rules and operational procedures set by the Club Manager.
- Assures proper hiring and performance reviews are implemented for their respective staff.

#### Traits, Skills and Competencies

- Ability to work within and interface with the management team in an effective manner for problem solving, handling conflict, delegation, communication, instilling team work, and being respectful.



- Even tempered and mild mannered personality as serves the role of the Club's on-site trouble shooter, quelling confusion and smoothing ruffled feathers when departmental conflicts arise.
- Must have a clear idea of the Club's overall organizational goals as well as understanding the responsibilities of each department and the duties of employees.
- Firm organizational focus, diplomacy, attention to detail, and flexibility are required.
- Creative problem solving skills; proven leader; effective communicator
- Strong organizational and time management skills; extremely detail oriented
- Professional work ethic; self-motivated
- Understand and practice member service philosophy and be fully engaged in and fulfilled by providing members with 24 hour response times to questions
- Well respected, pro-active member of the management team and is able to generate thoughts and ideas that result in improved member satisfaction and efficiencies
- Solid communication skills, both verbal and written, with appropriate personal presence and desire and ability to interact effectively before diverse constituencies of members, staff and vendors who are part of the success of Biltmore Country Club
- Proactively solves problems, develops and proposes solutions to problems that occur, anticipates needs of staff and members, and can quickly react to it
- Manages time and establishes priorities; is a self-starter and well organized
- One who is a "difference maker" wherever they have been in the past
- Proven integrity and honesty
- One who is committed to professional growth and development, for him or herself and their staff
- Must have computer skills with Microsoft Outlook, Word and Excel
- Strong work ethic "in season" and recognizes need to effectively plan, evaluate, and re-tool "off season".

#### Education and Experience

- Degree in hospitality management and/or college degree along with previous progressive experience in hotel, resort, restaurant or catering are necessary.
- Private Club experience

Interested Candidates should send a cover letter and resume to:

*Belisario Castillo, Clubhouse Manager*

*Biltmore Country Club*

*160 Biltmore Drive, North Barrington, Illinois 60010*

*Email: bcastillo@biltmore-cc.com*