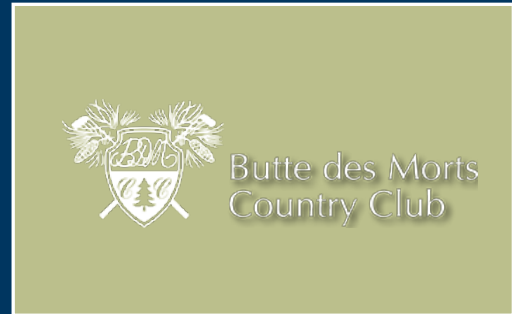


CANDIDATE PROFILE

Clubhouse Manager
Butte des Morts Country Club
Appleton, Wisconsin

www.buttedesmortsc.org



[Click here to watch a short video.](#)

Organization

Butte des Morts, located in the historic town of Appleton, is a full-service country club with a long tradition in a beautiful area of central Wisconsin. Founded in 1924 on a scenic former farm, Butte des Morts' golf course was designed by W.C. Jackson of Chicago. The Club is family oriented with a very active membership.

With the golf course, Butte des Morts also has a one-of-a-kind practice facility for this area. Other amenities include an aquatics facility, tennis and pickleball courts. The Clubhouse features a full-service Dining Room and Grille open year-round and several meeting rooms to host special events, fully stocked pro shop and men's and women's locker rooms.

Mission Statement

Providing a high-quality, private club experience by delivering exceptional value and services to its members, their families, and guests.

By the Numbers

- 297 Members
- 160 full- and part-time staff
- 6 Board committees
- Over \$4M gross revenue, \$1.4M F&B revenue, 60% a la carte, 40% banquet revenue
- The Club is closed for 6 weeks from February to mid-March, otherwise open seven days a week

Responsibilities

The Clubhouse Manager is responsible for delivering the highest possible standard of hospitality and service across all Food and Beverage amenities, through the continued development and training of the Food and Beverage team. The selected individual will develop and implement programs to enhance the Member dining experience and drive revenues through service excellence and increased dining traffic. The Clubhouse Manager supervises the entire front- and back-of-the-house team including the Executive Chef. The position reports to the General Manager.

Leadership and Team Management

- Develop and implement staffing strategies, including hiring, training, and performance management.
- Create an effective orientation and training program for new staff and a continuing development program for experienced staff.
- Foster a collaborative and positive work environment that encourages teamwork and innovation.
- Partner with the other managers to help ensure the best Member experience possible.

Operational Excellence

- Oversee daily operations of all food and beverage outlets in a manner that provides best in class presentation and service.
- Monitor and manage food and beverage costs, inventory and purchasing to meet the desired financial performance of the Club.
- Implement efficient and effective operational processes and procedures to enhance service and minimize waste.
- Helps to plan and approve the organizational chart, staffing and scheduling, and works with the General Manager on role description updates for all department team members.
- Manages the long-range staffing needs of the department.
- Manage physical inventory of all beverages. Conduct monthly alcohol inventory and reports variances to Accounting and the General Manager.
- Provides appropriate reporting of tips to Accounting.

Member and Guest Satisfaction

- Maintain a strong focus on Member and guest satisfaction, actively seeking feedback and addressing concerns promptly.
- Develop and execute strategies to enhance the dining experience, including special events, themed nights and other culinary offerings.
- Greet guests and oversee actual service on a routine basis.
- Address Member and guest complaints and advise the General Manager about appropriate corrective actions taken and/or escalating incidents, if necessary.
- Serve as an ad-hoc member for the House Committee.

Compliance and Safety

- Ensure compliance with all health and safety regulations, food safety standards and licensing requirements.
- Monitor and maintain high sanitation and hygiene standards throughout the food and beverage operations.

- Ensure that all legal requirements are consistently adhered to including wage and hour, federal, state and/or local laws pertaining to alcoholic beverages.
- Develop and implement policies and procedures for the Food and Beverage department.
- Inspect to ensure that all safety, sanitation, preventative maintenance and other standards are consistently met.

Financial Management

- Develop and manage budgets for the Food and Beverage department, with a focus on cost control and revenue growth.
- Implement pricing strategies to maximize profitability while maintaining Member value.
- Take corrective action as necessary to help ensure that budget goals are attained.
- Responsible for the proper accounting and reconciliation of the POS systems and Member revenues.

Core Competencies

- Possess an outgoing and friendly personality with a high potential to identify with and embrace the Club's culture and traditions.
- Possess leadership skills to motivate staff with a commitment to quality and excellence.
- Be a highly energetic self-starter with a hands-on approach to management.
- Be able to provide excellent communication skills at all levels.
- Has established a strong sense of service with proven staff development and training skills.
- Has an ability to function in a committee-oriented environment and to respond to the ideas and energies of the Club's committees.
- Has the ability to work with a variety of personalities.
- Possesses an ability to perform gracefully under pressure, execute events smoothly and resolve conflicts or complaints.
- Possesses a good sense of humor and an ability to have fun.
- Has strong organizational and time management skills; identifying the details necessary to consistently achieve high quality, satisfaction and outstanding Member experiences.
- Has a professional appearance and demeanor and expects the same from his or her staff.
- Is a hands-on leader who will get things done quietly while engaging with all constituencies.
- Is a highly motivated professional who is passionate and who enjoys full Member engagement.

Requirements

- Bachelor's degree in Hotel/Restaurant Management, business or a related field and experience that provides the required skills and knowledge.
- Two or more years as an Assistant and/or Food and Beverage Director or equivalent experience.
- Previous or current experience in a private club.
- Sommelier certification or continuing education in wine is preferred.
- CMAA Member working toward CCM is a plus.
- ServSafe certification preferred.

Competitive Compensation

- A full-time salaried position with bonus program
- Health, Dental and Vision Insurance employee benefits package
- Life and AD&D Insurance
- Long- and short-term disability
- 401(k) plan with employer match upon completion of eligibility requirements
- Professional association dues
- Relocation assistance

Individuals who meet or exceed the established criteria detailed in this position profile and posting are encouraged to send both a cover letter and resume.



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GSI Executive Search has been serving the private club industry for thirty years, providing a wide range of executive search and placement services. In addition to GM searches that have been performed recently, GSI consultants have done over 100 GM searches around the US in the last two years.