

## Clubhouse Manager

**Reports to:** Clubhouse General Manager

**Supervises:** Beverage Manager; Dining Room Manager; Assistant Clubhouse Manager

### Education and/or Experience

- Four-year college or university degree in Hospitality Management or Culinary Arts.
- Ten years or more as a food and beverage manager with five of those years in a similar position in a fine dining situation.

### Job Knowledge, Core Competencies and Expectations

- Food and beverage cost controls and operating procedures.
- Accounting.
- Menu design.
- Marketing and promotions.
- Wine, spirits and bar operations.
- Point-of-sales systems.
- Strong interpersonal and organizational skills.
- Polished, professional appearance and presentation.
- Manage stress and time.
- Build a team, train, and maintain employee teams.
- Effective communication through all department levels and throughout club.
- Knowledge of and ability to perform required role during emergency situations.

### Job Summary (Essential Functions)

This is a year round position for a seasonal clubhouse open May thru October. The Clubhouse Managers is responsible for club's dining services and all food and beverage production throughout the club. Directly supervises the Beverage Manager, Dining Room Manager, Assistant Clubhouse Manager and all other front of house staff etc. Plans, implements and monitors departmental budgets. Hires, trains and supervises subordinates and applies relevant marketing principles to assure that the wants and needs of club members and guests are consistently exceeded.

### Job Tasks/Duties

- Develops an operating budget for each of the department's revenue outlets; monitors and takes corrective action as necessary to help assure that budgeted sales and cost goals are attained.
- Develops a capital budget for all necessary food and beverage equipment and recommends facility renovation needs.
- Ensures that adequate cash procedures are followed and that documentation is reported in an accurate and timely manner.
- Responsible for proper cash and charge procedures, guest check analysis, tip reports, ticket controls and daily sales reports and analysis.
- Manages the department's long-range staffing needs.
- Assists in recruitment, training, supervision and termination of food and beverage staff.
- Helps plan and approves the organizational chart and staffing and scheduling plans.
- Assures that effective orientation and training for new staff and professional development

activities for experienced staff are planned and implemented.

- Monitors employee records to minimize overtime and keep labor costs within budget.
- Assures that all standard operating procedures for revenue and cost control are in place and consistently followed.
- Assures that all applicable club policies and procedures are followed.
- Helps plan and approves external and internal marketing and sales promotion activities for the department's outlets and special club events.
- Approves menu items, pricing, and menu designs for all outlets, special events and banquet events.
- Establishes quantity and quality output standards for personnel in all positions within the department.
- Ensures all legal requirements are consistently followed, including wage/ hour and federal, state or local laws for food safety and the sale/consumption of alcoholic beverages.
- Ensure all energy management, preventive maintenance and other standards are consistently met.
- Ensures that all new employees receive the appropriate safety instructions and training; establishes and enforces all safety policies and procedures including OSHA regulations and ensures that appropriate proof of training is documented to the employees' personnel files.
- Researches new products and evaluates their cost and profit benefits.
- Maintains food and beverage personnel records.
- Monitors purchasing and receiving procedures to ensure proper quantity, quality and price for all purchases.
- Reviews new techniques for food preparation and presentation to maximize member and guest satisfaction and minimize food costs.
- Consults daily with the Executive Chef, Catering Director, Purchasing Agent and other club administrators to help assure the highest level of member satisfaction at minimum cost.
- Greets guests and oversees actual service on a routine, random basis.
- Helps develop wine lists and wine sales promotion programs.
- Establishes, updates and maintains all written standards and procedures for the department as needed.
- Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken.
- Serves as an *ad hoc* member of appropriate club committees.
- Monitors appearance, upkeep and cleanliness of all food and beverage equipment and facilities.
- Monitors employee dress codes according to policies and procedures.
- Approves all product invoices before submitting to the Accounting Department.
- Monitors or manages physical inventory verification and provides updated information to the Accounting Department.
- Responsible for the proper accounting and reconciliation of the point-of-sale and member revenues.
- Maintains records of special events, house counts, food covers and daily business volumes.
- Ensures that an accurate reservation system is in place.
- Audits and approves weekly payroll.
- Approves all entertainment.
- Responsible for long-range planning for the department in concert with the club's planning

process.

- Establishes and maintains professional business relations with vendors.
- Works with the club's Controller or Chief Financial Officer to identify and develop operating reports and for ongoing control of the department.
- Recommends operating hours for all food and beverage outlets.
- Serves as manager-on-duty on a scheduled basis.
- Ensure timely correspondence with all catering guests including inquiry, follow-up, contracts, billings and thank-you letters.
- Complete periodic china, glass, and silverware inventories.
- Implement and monitor sanitation and cleaning schedules.
- Completes other appropriate assignments from the General Manager.

#### **Licenses and Special Requirements**

- Food safety certification.
- Alcoholic beverage certification.

#### **Physical Demands and Work Environment**

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Please submit Resumes to:

Megan Holmes, Clubhouse General Manager

Email: [MeganH@minocquacountryclub.com](mailto:MeganH@minocquacountryclub.com)



## **Overview**

Minocqua Country Club offers the finest golf and social experience in the Wisconsin Northwoods. Our premier club offers the ideal blend of elegance combined with a relaxed, family friendly atmosphere. Minocqua Country Club is Northern Wisconsin's Premier Private Club Experience.

Minocqua Country Club is situated in the "Lakeland Area" consisting of Minocqua, Hazelhurst, Lake Tomahawk, Woodruff, Boulder Junction, Arbor Vitae and the surrounding area is an outdoors destination for all seasons. An active lifestyle is always possible with boating, fishing, biking and hiking trails. During the winter we benefit from a very active snowmobiling community. Ice fishing, snowshoeing, and cross-country skiing are also winter favorites. Our area offers year-round hunting and is a destination for generations of whitetail deer and ruffed grouse hunters. Residents and guests benefit from the Lakeland Area's active calendar of fairs, entertainment, and athletic events, boutique shopping, local dining and brewing, lakeside resorts and parks. The Minocqua CC Clubhouse is open approximately May to October of each year, and will allow enjoyment of the great resources our local community provides to active individuals.

## **Mission**

Minocqua Country Club is a private club with a premier golf and social experience in a family friendly Northwoods setting.

## **History**

Marketing of the Lakeland area in the Northwoods of Wisconsin as a vacation paradise go back many years. Men of vision journeying to the north in the early 1900's realized the potential of the area... and began the business of the promotion and selling of what we know today as The Minocqua Country Club.

In 1910 Vic Lamson of Fairfield, Iowa purchased the land known as The Minocqua Country Club Complex. Vic divided the property into 100-foot shoreline lots, and in 1911 the first private cottages were built. The golf course was designed in 1915 by C.C. Clark and Hubert Howard. The clubhouse and the course were built and opened in 1917. O.E. Heisser of the Minocqua Heights Hotel Co. and a professional golf expert, J.J. Sturm of Chicago, were hired as instructor and director of the course in 1922. The Clubhouse was expanded to 100 feet long and 50 feet wide, adding a kitchen, lobby, lounge, and screened veranda and the first Clubhouse cottages were also built. The remodeled facility opened in July of 1923. It became a popular place with two major golf tournaments held each year.

Vic Lamson continued to sell his lots until his death in 1926, although the ownership of the budding resort complex changed hands many times, and there were a variety of plans announced for its use, including a 100 room hotel, that never came to fruition.

This complex operated under a board of directors from Chicago until 1934. Under a reorganization in 1934, three principals incorporated under the name Minocqua Country Club. 500 shares of stock in the Club were offered with a face value of \$100. This sale was completed in 1939.

In 1959 a new kitchen and air conditioning were added and the golf course was re-done. In 1965 they started planning the second nine. They completed architectural studies but were not able to arrange financing.

## **Expansion!**

In July of 1998, the shareholders of the Club approved expansion plans, which included construction of a completely new golf course. Plans to move ahead were contingent upon the Club raising \$2,000,000. This was accomplished on November 1, 1998 by signing up 150 golfing members and obtaining pledges of \$50,000 each from ten individuals.

On July 4th, 2001, all 18-holes of this championship golf course officially opened for play.

**Today**

The club is filled with an active membership who enjoy the finest golf and social experiences. The original clubhouse remains today, although numerous renovations and updates have been made, adding to its Northwoods charm. The kitchen features a full fare of dining choices. Other improvements include the bar area, a new deck and dining room overlooking beautiful Lake Minocqua, winterizing the club's offices, as well as a new roof and air conditioning. The clubhouse grounds have also been beautified with the addition of a new parking lot and a complete, automated irrigation system. In addition, there are two tennis courts with a budding tennis program beginning to take shape.

Since its opening, the golf course has had nothing but rave reviews and is maintained in pristine condition. While it proves to be quite a challenge from the championship tees, six sets of tees allow players of all abilities to enjoy playing it on a regular basis. The golf course is consistently in tournament condition and provides a first-rate practice facility that includes a full driving range and a short game practice area.