



RCS Hospitality Group
a new generation of hospitality management
6412 Brandon Ave. #339 Springfield, VA 22150
www.consultingRCS.com

Position Available:
CLUBHOUSE MANAGER
Greenville Country Club – Greenville, SC

Greenville Country Club is seeking a Clubhouse Manager who understands the nuances of private club service, is committed to providing best in class service, offers innovative ideas while staying true to the heritage of this southern Club, and will ensure a superior Member experience.

POSITION RESPONSIBILITIES:

The primary duty of this position includes the Front of the House service experience both through ala carte and catered events. The Clubhouse Manager will directly supervise the Housekeeping, Building Maintenance, Service Director, and entire Food and Beverage service staff, along with the various dining outlets in two clubhouses. The successful candidate will have a proven history of hiring, training and supervising staff to make sure that consistent and exceptional service levels are delivered; implement and monitor departmental budgets with the General Manager/COO. Job responsibilities for staffing include onboarding and training, performance reviews, daily supervision, corrective action, and terminations. This is a leadership position with a historic Club that is growing its membership in a vibrant city. This position has potential to grow.

CANDIDATE EXPERIENCE AND QUALIFICATIONS:

- A minimum of five or more years of private club or hospitality industry experience preferred with demonstrated progression of professional advancement.
- Demonstrable effective and strong leadership and accountability skills are necessary, as well as previous success in developing employees and dining operations.
- Candidate should be comfortable and professional when interacting and communicating with members, ability to offer southern hospitality is a plus.
- Candidates must have served in a previous leadership role exercising responsibility within the club industry.
- Outstanding written and verbal communication skills are extremely important.
- Must have the ability to develop and refine policies, procedures and training manuals.
- Proven success with member satisfaction, process development, revenue generation, cost management, and budget preparation experience is required.
- Established business/financial acumen as it relates to F&B operations such as preparing and adhering to operational budgets, purchasing and maintaining inventory, audit, approve and manage payroll is essential.
- Event execution experience is essential.
- Experience with a 36-hole golf operation.
- Must be able to both give and follow clear direction, and work as part of a team.
- Experience overseeing complex capital projects.
- Experience working with volunteer committees.
- Exemplary computer skills such as word processing, spreadsheet, and Point-of-Sale systems are a must.
- Jonas software systems experience is a plus, along with the ability to provide technical support for audio, visual, and lighting.

THE SUCCESSFUL CANDIDATE WILL:

Work well under pressure, be organized, demonstrate self-motivation, possess good time management skills, and be an active problem solver. Have an energetic, enthusiastic, and professional demeanor demonstrating personal pride and attention to detail. Have a proven track record of developing existing staff and holding individuals and teams accountable for their actions. Ability to work with a driven culinary/kitchen team is a must. Be able to work a flexible schedule including weekends, holidays, and nights in order to adapt to the needs of the Club, leading the staff by example. Understand the culture of a private club membership. Understand the culture of a private club that delivers southern hospitality. Must be creative in their approach to solution development. Be especially skilled at delivering continuous process development to ensure the membership experience is constantly improved. Be an excellent communicator.



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EDUCATIONAL QUALIFICATIONS:

- Bachelor's degree from a four-year accredited college or university, consideration given to Hospitality Management majors.
- Certified Club Manager (CCM) designation through CMAA or in current pursuit of this designation desirable.

SALARY RANGE:

Base salary commensurate with experience. Additional performance bonus available. Upon eligibility, a comprehensive benefits package including health, dental, vision, life insurance, vacation, paid time off and 401(K) plan. Professional Association dues and expenses associated with continuing education.

DIRECT REPORTS:

- Service Director
- Food and Beverage Managers
- Building Maintenance
- Housekeeping

REPORTS TO:

General Manager/COO

CLUB INFORMATION:

Greenville Country Club is one of the South's most historic country clubs. Founded in 1905, the club features two championship 18-hole golf courses - Chanticleer designed by Robert Trent Jones, Sr. and Riverside, an original Donald Ross layout completed by William Langford. Members also enjoy 17 lighted tennis courts, a wide array of dining experiences, social activities and a family-friendly, three-pool facility. The Club has recently moved into a new 44,000 square foot clubhouse. This is the club's fourth clubhouse in its 100-year plus history, replacing the previous clubhouse built in 1954. The two-story Southern-style clubhouse includes banquet and meeting facilities, a pub, dining areas, locker rooms, fitness facility and a pro shop for the Riverside golf course as well as outdoor and terrace space. The Club is supported by over 1,100 active Member Families.

FOOD AND BEVERAGE OPERATION:

The Club enjoys first class facilities including golf, tennis, aquatic, clubhouse and special event spaces including a ballroom and four private dining areas with seating ranging from 4 to 400. Member dining consists of a family grille & patio (120 seats), adult upscale dining (60 seats), men's grille (60 seats), pub and casual dining area (40 seats), pool grille (30 seats) and separate Chanticleer Turn House (60 seats). Total Food & Beverage revenue is \$3.5 million with \$820,000 derived from special events. The club continues to develop a vibrant Wine Program to include 60 wine lockers and 8 wine dinners annually. The Clubhouse Manager will manage 75 employees in season and 55 employees in the off season (winter). A new pool complex will be completed for the 2018 season. The Club allows a limited number of outside golf tournaments (3-4 annually), but plans and executes a variety of Member Events throughout the year.

INSTRUCTIONS FOR APPLYING:

Please send cover letter outlining your career progression choices, a resume, references, and salary requirements to: Brian Armstrong at brian@consultingRCS.com