



*PGA Career Services is pleased to notify you about the following employment opportunity based on the information in your CareerLinks profile*



**General Manager  
Crystal Tree Golf and Country Club  
Orland Park, Illinois**

### **About the Club:**

Crystal Tree Golf and Country Club was founded in 1989 in the spirit of Chicago's finest private country clubs with a focus on the spirit of fun, friendship, and camaraderie that the membership continues to enjoy today after 25 amazing years. To discover more about Crystal Tree's history and what makes membership at our club so special, we welcome you to experience the video below:

Click [HERE](#) for the Crystal Tree Golf and Country Club video

Crystal Tree Golf and Country Club's dramatic 55,000 square foot clubhouse is a two-story structure modeled in the style of a French manor. Upon entering the Grand Foyer you'll be captivated by the stunning view through the double cascading staircase looking into the lounge area and past the veranda on to the panoramic views of the golf course. Clubhouse amenities include a clubby wood-paneled men's grill room, an expansive cocktail lounge with fireplace and a formal dining room. Covered verandas will overlook the 18th hole and are the perfect setting for watching golfers finish their round or simply sipping a beverage during warm weather. Both our ladies and men's locker rooms and lounges will provide a relaxing area after a game of golf and the full service Golf Shop overlooks the first tee. Also featured in the clubhouse is a state-of-the-art 3,000 square-foot fitness center with an aerobic area, exercise equipment, and massage therapy center. Our banquet facilities are designed to accommodate more than 300 people and include additional pre-event space, a complete Board Room as well as a Brides Room. The second floor veranda off the main banquet area, overlooking the 18th hole is a favorite for wedding reception photos. An Elegant Escape awaits you at Crystal Tree Golf and Country Club.

Click [HERE](#) for more information on Crystal Tree Golf and Country Club

## **Position Description:**

This position is responsible for managing daily Clubhouse services throughout all dining and kitchen areas, ensuring member and guest satisfaction. Provide for a team-oriented, cohesive environment bringing together all divisions of Crystal Tree Clubhouse operations. Plan and implement budgets, hire, train, and supervise subordinates. The role also oversees the security and protection of facility assets.

## **Key areas of responsibility include:**

- Manages the overall operation of the Clubhouse.
- Develops an operating budget for each of the department's revenue outlets; after approval, monitors and takes corrective action as necessary to help assure that budget goals are attained.
- Assures that all standard operating procedures for revenue and cost control are in place and consistently utilized.
- Increase levels of food service quality and enhance the overall ambiance of member dining experience.
- Helps plan and approves internal marketing promotion activities for food and beverage.
- Attends House Committee meetings and ensures integration and coordination of all social events.
- Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.
- Assists in planning and implementing procedures for special club events and banquet functions
- Greets guests and oversees actual service on a routine, random basis.
- Promptly addresses member and guest complaints and implements appropriate corrective actions.
- Develops new and innovative ways in which to stimulate interest in member activities and participation in Club events.
- Maintains appearance, upkeep and cleanliness of all food and beverage equipment and facilities.
- Maintains records of special events, house counts, food covers and daily business volumes.

## **Supervisory Responsibilities:**

- The Executive Chef has reporting responsibility to the Clubhouse Manager.
- All Food and Beverage supervisors and managers, including the banquet coordinator, report to the Clubhouse Manager.
- Supervises the Club Controller.
- Interview, select, train, supervise, counsel and discipline all service employees in the department.
- Develops on-going professional development and training programs for service staff.
- Ensures that all legal requirements are consistently adhered to, including wage and hour and federal, state and/or local laws pertaining to alcoholic beverages.
- Ensures that all services to members and guests are conducted in a highly professional manner.
- Ensure a safe working environment and attitude on the part of all employees in areas of responsibilities.

## **Other Skills and Abilities:**

- Ability to interact positively with coworkers, members and guests to promote a team effort and maintain a positive and professional approach.
- Ability to seek out new and innovative ways to meet and respond to the needs and demands of an ever changing and diverse membership.
- Ability to come to work regularly and on time, to follow directions, to take criticism, to get along with and treat coworkers, members and guests with respect and courtesy, and to refrain from abusive, insubordinate and/or violent behavior.
- Consistently present a positive image of the Club.

## **Experience / Qualifications:**

*Including, but not limited to, the following:*

- Minimum of five (5) years' experience as a manager in an upscale food & beverage environment, including P&L responsibility.
- Excellent communications and organizational skills.
- Computer literate in Microsoft Windows, Publisher, Xcel, and Outlook applications.
- Team player with positive attitude.
- Ability to adapt effectively to changing situations.
- Availability on weekends, evenings, and some holidays is a must for this role.

## **Compensation and Benefits**

The club will provide a compensation and benefits package commensurate with experience and qualifications

This includes but not limited to:

- Health Insurance: Individual
- Health Insurance: Family
- Dental Insurance: Individual
- Dental Insurance: Family
- Retirement Plan
- 401K (% Employer Contributes)
- Professional Association Dues
- Paid Vacation
- Contract
- Family Privileges
- Education/Certification
- Allowance
- Meals
- Association Show Allowance

## Application Instructions:

Application Deadline: **December 31<sup>st</sup>, 2018**

Please submit your **cover letter, resume and references** in a .pdf format directly to the email address provided on CareerLinks by clicking "yes I will be sending my resume".

Please reference Job #: BO014698

The General Manager will report to the Board of Governors

Employer does not wish to receive phone calls.

