

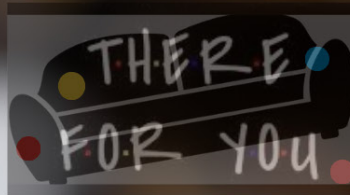
**GREATER  
CHICAGO  
CHAPTER**  
CLUB MANAGEMENT  
ASSOCIATION OF AMERICA

# CAFE CONFIDANTE:

*A Safe Space to Develop and Discuss*

**A NURTURING PLATFORM TAILORED TO THE NEEDS  
OF STUDENT INTERNS SEEKING MENTORSHIP,  
GUIDANCE, AND COLLABORATION AWAY FROM THEIR  
HOME CLUB.**

**IT WILL PROVIDE A WELCOMING AND SECURE  
ENVIRONMENT WHERE STUDENT INTERNS CAN  
COMFORTABLY ENGAGE IN PERSONAL AND  
PROFESSIONAL GROWTH.**



**THE ONE WHERE YOU GET  
TO KNOW US:**

*Sunday, June 2nd*

**THE ONE WHERE WE  
SHARE COMMON THEMES:**

*Monday, July 1st*

**THE ONE WHERE WE  
TRY TO FIX THE WORLD:**

*Monday, August 5th*

# The Mission

## The Program Intentions:

A nurturing platform tailored to the needs of student interns seeking mentorship, guidance, and collaborating away from their home club. providing a welcoming and secure environment where student interns can comfortable engage in personal and professional growth.

## Structure:

Students can talk to any of the confidants: each brings differing viewpoints, experience and expertise allowing you to select who brings the most of what they need to the table at a particular time to encourage participation.

Confidants may recommend you speak to a particular individual or reach out on your behalf for a particular challenge.

## Cafe Hours:

Each confidant will be available during their scheduled time. You can drop into the platform during those times or pre-book a time via the calendar. Times will be in 15 minute allotments, with the option of a follow up available if needed.

# Meet the Team

## Managers

### Stewart Boynton

Club House Manager  
River Forest Country Club

### Christina Crow

Club House Manager  
Indian Hill Club

### Sam Miceli

Assistant General Manager  
Valley Lo Club

### Anahi Perez, CCM

Intern General Manager  
Northshore Country Club

### Jim Petersen CCM, CCE

Retire General Manager  
Sunset Ridge Country Club

### Emmy Tudor

Catering Manager  
Skokie Country Club

### Christina Watson, CCM

Strategic Club Solutions

### Jacqueline West, CCM

Director of Membership & Communications  
Sunset Ridge Country Club

## Available Hours July 1- August 5th

### **Tuesday:**

10:30 a.m.-12:00 p.m. 4:30 p.m. to 6:00 p.m.

### **Thursday:**

10:30 a.m. 12:00 p.m. (CST)

### **Wednesday:**

4:00 to 5:00 PM (CST)

(Exception July 24th)

### **Wednesdays:**

1:00 to 2:00 p.m. (CST)

(Only July 10th-31st)

### **Saturday & Sunday:**

July 13th 11:00 a.m. to 12:00 p.m. (CST)

July 28th 12:00 p.m. 1:00 p.m.

### **Thursday:**

10:00 a.m. to 11:00 a.m. (EST)

### **Sunday:**

9:00 AM to 10:00 AM (CST)

### **Wednesday**

10:00 a.m. to 12:00 p.m. (CST)

### **Monday & Friday:**

9:00 to 10:00 AM (CST)

# Stewart Boynton

Stewart Boynton is the Clubhouse Manager at Riverforest Country Club in Elmhurst, IL. He has 28 years of experience in hospitality. (Restaurant 5 years, Resorts 3 years, Cruise Ships 4 years, Hotels 9 years, Clubs 7 years)

With almost three decades of experience across major hospitality settings, encompassing private and corporate environments, he has spearheaded initiatives that significantly enhanced guest experiences while driving substantial revenue growth and operational efficiencies. Previously, he implemented innovative strategies to foster sustainable growth and streamline operations, resulting in impressive financial outcomes.

As a member of the student development committee, he is thrilled to have the opportunity to offer insight, guidance, and strategic direction to our aspiring hospitality leaders. Some of his areas of proficiency are: Team and culture building, Change management, and Conflict resolution.

# Christina Crow

Christina Crow is the Clubhouse Manager at Indian Hill Club in Winnetka, IL. Since joining the Indian Hill team in 2015, Christina has been instrumental in enhancing member experiences and ensuring the experience consistently exceeds member and guest expectations. Through her role as Clubhouse Manager, she manages club-wide operations, club special events and private functions while working cohesively alongside fellow department heads. In addition, Christina has established the internship program at Indian Hill mentoring future hospitality professionals.

Prior to her tenure at Indian Hill Club, Christina worked at Medinah Country Club in Medinah, IL for five and half years. During her time at Medinah Country Club, Christina held many positions including Food and Beverage Manager, Banquet Manager, as well as managing the European Team room during the 2012 Ryder Cup.

Christina graduated from the University of Mississippi with a degree in Hospitality Management. Presently, Christina is involved in the Greater Chicago Chapter of CMAA, as well as a member of the Foundation Board and the Student Development Committee.

# Sam Miceli

Sam Miceli is the Assistant General Manager of Valley Lo Club, premier, family-centric country club on the North Shore (Glenview) of the Chicago area. Sam began as a host at Valley Lo 14 years ago, where his leadership, strong work ethic, and wonderful rapport with both staff and members alike was soon realized and rewarded. From host, Sam was promoted to Assistant F&B Manager, then F&B Manager, Clubhouse Manager, and finally Assistant General Manager.

Before Valley Lo, Sam graduated from Northern Illinois University (NIU), with a degree in Psychology. Post graduation he embarked on a journey working with children with Autism in a residential and school setting. Sam has always had a passion for hospitality however, having previously held roles as a dishwasher, server, bartender, host, and dining lead.

Joining Valley Lo in 2010 was a natural fit. As the AGM, Sam oversees the catering, food & beverage, and maintenance departments. His multifaceted background in psychology lends a unique perspective to his management style, fostering strong connections and understanding the nuanced needs of both members and staff. Sam loves making daily rounds through the Club, checking in with each department, greeting members, and undoubtedly answering multiple questions thanks to his deep knowledge of the Club operations. Sam's favorite part of his position is helping to create life-long memories for the members and guests enjoying their Valley Lo experience.



# Anahi Perez, CCM

Anahi Perez is the Intern General Manager of North Shore Country Club. She began her career in private clubs as a beverage cart server at Evanston Golf Club in 2010. She quickly rose to Director of Catering and then moved on to Dunham Woods Riding Club as the Catering Manager. Within a year, she was promoted to Food and Beverage Manager. In 2017, Anahi joined North Shore Country Club as Clubhouse Manager, where she has further developed her skills and leadership.

Anahi's management philosophy focuses on enhancing the employee experience. She collaborates closely with the General Manager and club members at North Shore to achieve this mission. This partnership led to the launch of the North Shore Club Foundation, which provides scholarship opportunities for staff members and their children, and assistance with catastrophic events for staff families.

Anahi is passionate about mentorship within the private club community to develop future leaders. She serves as a Board Member and Education Committee Member of the Greater Chicago Chapter, CMAA. In 2021, she was honored to attend the KKW Legacy Summit, where she expanded her network with current and future private club leaders. She was a speaker at the World Conference in Orlando for Women in Club Management in 2023 and was awarded the LaRocca Mentorship Scholarship in 2024.

In her spare time, Anahi enjoys spending time with her son, trying to figure out teenage slang.

“Fight for the things that you care about, but do it in a way that will lead others to join you.”

-Ruth Bader Ginsburg

# Jim Petersen, CCM, CCE

Jim recently retired from Sunset Ridge Country Club following a 23 year stint as the Club's General Manager/COO and Special Advisor to the Board of Directors. He has worked in the hospitality industry for a total of 43 years, managing free standing restaurants, hotel F&B outlets and private clubs. The last 33 years of his career were spent managing clubs, during which time Jim worked at three private clubs (Ville du Parc CC in Mequon, WI, Northshore Golf Club in Menasha, WI and Sunset Ridge CC in Northfield, IL).

Jim started his hospitality career while in his early 20's as a bartender/bar manager when he was downsized from his management position with the Goodyear Tire Co. He attended the school of hard knocks and doesn't have a college degree. His education came from taking on any and all additional tasks offered, asking the right questions, having great bosses that were willing to teach, and by trial and error. He feels much of his success is due to his desire to never stop trying to learn new things. He passed his CCM (Certified Club Manager) exam in 1998 and entered CMAA's Honor Society in 2003. He earned his CCE (Certified Chief Executive) designation in 2008.

Jim has overseen over \$30 million in capital projects over the last 20 years. In 2004 SRCC did a major Clubhouse and golf course renovation project that was followed by a new pool in 2006 and a paddle hut and trap & skeet house project in 2008. The club renovated their member dining areas in 2017 and most recently, built a new facility by the pool that houses a casual dining operation, locker rooms, tennis pro shop and a fitness center.

He showed an interest in wine early in his career and was fortunate to have some great mentors that allowed him to grow and learn not only the F&B industry and fine dining, but also wine and its proper service. He obtained his level 1 certificate from the Court of Master Sommeliers in 2002 and continues to participate in wine tastings and educational events today.

Jim now resides in Aiken, SC where he recently bought a home on the 10th hole of the Nicklaus course at The Reserve Club at Woodside Plantation where he is a member.



# Emmy Tudor

Emily (Emmy) Tudor is the Catering Director at Skokie Country Club. A recent graduate from Michigan State University hospitality program has found her way into Club Management. She always thought she was meant to be a psychologist, due to enjoying speaking with others.

After attending her first year she was exposed to the concept of Hospitality and Tourism, along with the various careers that came along with the degree. She immediately realized that this career path would make her happy and switched from a psychology degree to being in Hospitality Business with a minor in Real Estate.

As a freshman who quickly got sent home from campus due to Covid-19 in 2020, she didn't have a perfect college experience, but was fortunate to have met a lot of my mentors and friends through the Hospitality program and various career fairs which allowed her to discover her passion for Country Clubs.

She started her journey working at Westmoreland Country Club in Wilmette, IL the first year after Covid as a level one intern where she learned to serve, aid with ladies' golf, work banquets, and lead a team. From this experience she was introduced to the Greater Chicago Chapter Club Managers Association and the wonderful mentors that were involved. While in college at MSU she continued to stay involved in the CMAA association, becoming exposed to more and more clubs and well as opportunities within the industry.

Her level two management internship took her to Skokie Country Club in Glencoe, IL where she learned what it meant to be a Dining Room Manager. She found an appreciation for food and beverage, and all the pieces that come together to create a memorable member experience. She continued her relationship with Skokie Country Club throughout the end of her college career, and dreamt of being a part of the team post-graduation. Upon finishing school, Skokie had created a Manager in Training program and she was the first to participate. Within 5 months she had been exposed to all areas of the Club and was offered the position of Catering Director. She enjoys the community at Skokie and looks forward to continuing her work while soaking up as much information as possible as she aspires to become a General Manager one day.

# Christina Watson, CCM

Christina Watson brings over two decades of expertise in club operations and hospitality to her role as VP of Operations. Her broad experience spans from managing large corporations and 4-diamond resorts to overseeing private clubs. Known for her leadership skills, Christina has a knack for elevating team performance and fostering leadership development through effective communication and relationship building. As a Certified Club Manager (CCM), she has navigated clubs through challenging periods, leveraging these situations for educational growth and revenue enhancement. Christina's leadership extends across various teams, including health and fitness, spa, aquatics, marketing, and more, guiding them through significant renovations, large-scale events, and the management of multiple food and beverage outlets.

Beyond her operational achievements, Christina is deeply committed to mentoring and contributing to the hospitality community. She has played an active role in the Greater Chicago Club Managers Association of America Chapter, serving on its Board of Directors and leading educational and social initiatives. Her efforts in these roles have significantly supported continuing education in the field. Christina's passion for detail and building genuine relationships drives her dynamic leadership style, ensuring a high-quality service experience.

# Jacqueline West, CCM

Jacqueline West, CCM is currently the first Director of Membership and Communications at Sunset Ridge Country Club. She has been in the private club industry since 2007. She has served membership at six different clubs in Ohio, Michigan, and Illinois working her way through the ranks with her most recent departure as the first Assistant General Manager of Hinsdale Golf Club in their 125-year history.

Jacqueline did not ever dream of having a profession in private clubs. She graduated from Bowling Green State University with a Bachelor of Arts in Vocal Performance, and a Master's in Arts Administration and Business with a focus on Marketing and PR but fell in love with Clubs while working at Barton Hills Country Club in Ann Arbor, Michigan during her graduate studies.

Jacqueline has dedicated her career to student engagement and growth in recognition of the private club industry, actively serving on the Greater Chicago Chapter of Club Managers Board of Directors since November of 2018, and the National Student Development committee for the Club Management Association of America.

Jacqueline has been awarded two Scholarships from the National Club Management Association of America Foundation as a Sally Rambo and Singerling recipient, of which assisted her in obtaining her goal of becoming a Certified Club Manager in November 2023.

Some of Jacqueline's areas of proficiency are in Communication, Leadership, Operational Procedures, Understanding your Personal Needs and Setting Boundaries.

Outside of work Jacqueline and her husband Eric have a 8-year-old son Landon and 4-year-old daughter Rory. She has always believed that "What you want is what you give away". inspired by Dr. Tim Lautzenheiser. Thus she looks forward to the future generations of the Club industry and helping them find their paths.

# Contacts from the 2024 Tours

Elisha Cicerone, CCM  
Saddle & Cycle Club  
gm@saddleandcycle.com

Fred Fletcher, CCM, CCE  
Women's Athletic Club  
fred@wacchicago.com

Alayna Jordan  
Glenview Club  
alayna@glenviewclub.com

Derek Sidley, CCM  
Park Ridge Country Club  
derek@parkridgecc.org

Tamer El-Adawy, CCM  
Sunset Ridge Country Club  
teladawy@sunsetridgecc.org