



Exclusive Search by Harper Associates

General Manager - The Chippewa Club – Iron Mountain, MI  
[www.chippewa.club](http://www.chippewa.club)

*Iron Mountain is one of the largest cities in the Upper Peninsula of Michigan and offers everything from lush forests to miles of rivers and streams, four seasons of outdoor recreation, abundant wildlife, art, and music festivals, museums and famous sport competitions, along with unique shopping and dining.*

**The Club:**

The Chippewa Club, an exquisite private dining club, was founded in 1945. With exceptional, personalized service and cozy charm in a historic setting, the Club serves as an ideal venue for business executives and the local community. Located in a former mining captain's grand home on 5 acres in Iron Mountain, MI, the club has a rich history in the community. With a capacity of 150 guests, the Club is a popular choice for hosting small and large meetings, special events, weddings and all types of social gatherings.

**Number of Members – 190**

- Age of club - 79 years old
- Size: approx. 15,000 sq. ft. on 2 floors, including kitchen and utility space
- Gross Dollar volume 2023 - \$860,000
- Annual Food Sales 2023 - \$500,000
- Annual Beverage Sales - \$150,000
- Annual Dues Volume 2023 - \$210,000 (includes Building & Maintenance Fees)
- Dining Facilities: several a la carte dining rooms and lounge and an outdoor terrace with seating for 52

THE  
*Chippewa*  
CLUB

### **Private Dining General Manager Overview:**

The General Manager (GM) of The Chippewa Club is a highly visible position and the individual must possess the skills of interacting with members and promote guest satisfaction. The GM is ultimately responsible for all aspects of club operations *excluding* the kitchen operations and reports to a Board of Directors. The GM is a working manager position where they directly supervise office, wait staff and housekeeping, therefore candidates must realize the importance of good communication between management and their staff.

The ideal candidate has strong leadership, communication, and managerial skills to oversee the daily operations of the club, as well as provide long term strategic vision and guidance. The GM will be actively involved in developing programs to grow membership and will help to increase presence in Iron Mountain through networking with community leaders. Looking for a GM to elevate the member experience while creating a structure for operations and staff development. A new banquet and event sales program needs to be spearheaded. The membership will embrace an experienced professional with new ideas, service and beverage expertise, social media savvy, and creativity in club member events. Will also review and improve member communications – digital, club calendar, newsletter, emails, etc.

The Chippewa Club recently invested in the Clubessential club management software platform. This candidate will develop the Club's full utilization of the features and benefits of the system.

### **Organization:**

**Direct Reports:** All front of house staff, office personnel, custodial/maintenance personnel, event and property maintenance vendors.

**Scope:** The Chippewa Club is governed by a Board of Directors. Board members have three-year terms, with the President being a one-year term. Committees include: Executive, Finance, Membership/Marketing, Social, and Strategic/Long-Range Planning. The GM oversees Club personnel with the objective of promoting efficient and quality service within the Club. The GM reports to the Board of Directors, as does the Executive Chef. The GM and Executive Chef will work largely in their own departments but in a coordinated manner making certain that all personnel adhere to the rules, regulations, standards and procedures and Club Bylaws set forth by the Club Board of Directors.

**Working Conditions:** High energy atmosphere with more than average pressures as it relates to a restaurant management position. Ability to multitask and adapt to day-to-day changes in the operation of the club and its last-minute changes. Due to the standards set for exceptional service and member satisfaction, in all areas of the club, working conditions are above average for the club industry.

### **Responsibilities:**

- Create and present annual and monthly operational budgets for approval by Board of Directors.
- Develop and present a Capital Improvement Report annually for Board approval.
- Directly responsible for all minor and major capital improvement purchases and projects relating to approved capital improvements.
- Manage and oversee the monthly financial statements, Profit & Loss statements, and bookkeeping.
- Hold regular monthly or semi-monthly meetings with direct reports.
- Work closely with the Executive Chef ensuring that competitive pricing and high quality are maintained.
- Schedule and attend Board of Director as well as Committee Meetings, as requested, and carry out associated assigned tasks.
- Directly responsible for all Front of House personnel including the hiring, training, reviewing and termination processes. Work with Executive Chef to closely align FOH and Kitchen hiring, performance evaluation and termination processes when needed.
- Responsible for controlling labor costs in FOH operations through effective scheduling and supervision.
- Direct housekeeping throughout Club; schedule major cleaning projects.
- Assist with scheduling banquets & meetings for members, making sure all details are carried out.

- Monitor club correspondence including e-blasts, marketing material and any other Club communications sent to members or the public.
- Supervise publication of a monthly or semi-monthly newsletter to be mailed/emailed to the members.
- Plan and carry out Club functions with support of the Social/Marketing Committee and Event Planner.
- Directly responsible for all banquet billings and payments.
- Maintain and regularly review the employee manual and training manuals.
- Directly supervise Bartenders and carry out alcohol purchasing, bar inventory control, and bar cost management. Provide regular training to servers and bartenders on all aspects of liquor, beer, wine and beverage service, including elevated wine service procedures.
- Ensure members and their guests are made to feel welcome and comfortable when visiting the Club.
- Respond to the members' comments and suggestions, reporting to the Board of Directors as appropriate.
- Adhere to the established rules and regulations of The Chippewa Club. See Employee Manual.
- Ensure all Chippewa Club management and staff are given the tools and training to provide the best possible service to our members.

**Education and/or Experience**

- Bachelor's degree from a four-year university preferred, with an emphasis on hospitality.
- 5+ years of experience as a General Manager, Assistant General Manager, Restaurant/FOH Manager or Clubhouse Manager in a private club setting. Background in luxury hotels/fine dining restaurants or upscale catering venues may also be considered.
- Experience with club finances, committees, P&L statements.
- Extensive food, beverage and catering management experience required.
- Exceptional people skills mandatory, with emphasis on member and employee relations.

**Salary and Benefits:** Commensurate with the knowledge, skills, and experience noted above. Vacation, Sick and Personal Days are paid in accordance with the Employee Manual.

**HOW TO APPLY FOR THIS POSITION**

Please send cover letter and explain why your background makes you an ideal candidate for this opportunity.

Send resume and cover letter directly to Harper Associates: [ben@harperjobs.com](mailto:ben@harperjobs.com)

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