



Clubhouse Director

Reports to: General Manager/COO

Supervises: Food and Beverage, Catering, Banquet, Front Desk, Housekeeping, Laundry, Valet, Security and Contract Services

Indirect Supervision: Director of Facilities, Director of Aquatics & Fitness, Head Golf Pro and Director of Racquet Sports

Classification: Exempt

Job Summary (Essential Functions)

The Clubhouse Director (CD) is responsible for managing all aspects of the clubhouse operations in partnership with the General Manager. The primary responsibility of the CD at Lafayette Club is to drive the culture of hospitality excellence, standards of service and member engagement. The CD will build and maintain a strong team of individuals who provide superb customer service and anticipate the needs of our members and guests.

Club Operations:

- Highly visible to members and staff in the dining areas of the club. Maintain contact with members and help to assure maximum member satisfaction.
- Focused on development of a culture in which all staff are committed to creating “wow” moments for members and guests.
- Receive and resolve complaints from club members, guests, and employees.
- Takes a ‘coaching and teaching’ approach to team member development and directs corrective action procedures as necessary.
- Works with department heads to plan training, certifications, and professional development for team members as required for their roles.
- Participate in ongoing facility inspections throughout the club to assure that cleanliness, maintenance, safety, and other standards are consistently attained.
- Serve as a member of Club committees, as deemed appropriate.
- May serve as a departmental manager in that manager’s absence.
- Approve all entertainment in consultation with the Director of Membership Engagement and others.
- Work with the human resources department to develop long-term staffing needs for the clubhouse departments.
- Work with the human resources department to develop and execute employee appreciation and recognition programs.
- Work with Human Resources and the individual clubhouse departments to ensure timeliness of annual performance appraisals. Partner with the General Manager, Director of Finance and Human Resources to approve all salary increases.
- Ensure that all clubhouse legal requirements are followed.
- Work with General Manager and Director of Finance to develop annual operating and capital budgets. Direct and assist department heads in controlling costs and achieving desired results.
- Monitor the budget and direct corrective action procedures as necessary to help assure that budget goals are attained.
- Monitor internal cost control procedures and is responsible for semi-annual inventories of flatware, china, silverware, glassware, and linen.

Food & Beverage Operations:

- Work with restaurant, beverage, and banquet managers to ensure consistent exemplary member service.
- Interact with the culinary department leadership relative to the procurement of food and beverage products and supplies.

- Work with the food and beverage leadership team to develop wine/bar menus.
- Inspect to ensure that the club's sanitation, safety, energy management and preventive maintenance programs are current.
- Develop the budget for the food and beverage department; monitor financial information and take corrective action as necessary to help assure that financial goals are met.
- Develop and monitor labor forecasts and budgets; take corrective action as necessary.
- Develop financial records and reports as required.
- Work with the accounting department to ensure that record-keeping procedures are consistently followed.
- Handle member and guest complaints from club members, guests, and others relative to the food and beverage department.
- Assist with private parties and execution in the food and beverage outlets, when necessary.
- Keep current with changing member preferences and industry trends relative to the food and beverage operation.
- Schedule wine and beer samplings with distributors to continuously improve variety and quality of beverages available to club members and guests.
- Monitor bar closing procedures (checklist) for banquets and the restaurant to ensure that areas are secure.
- Assure the club's policies and procedures for selling alcoholic beverages are consistently followed in all beverage outlets and at all club functions.
- Will periodically serve as club's opening or closing manager or manager on duty.
- Maintain a service log regarding any notable member or guest behavior.
- Schedule maintenance of draft beer lines, coffee, coke, and espresso machine PM's. as necessary.

Education and/or Experience

- Bachelor's degree, preferably in Hospitality Management or a related field, from a four-year college or university.
- Ten or more years of managerial experience in a private club, hotel, or resort.
- Five or more years of experience in a fine-dining restaurant and/or reputable catering organization who understands steps of service and superior guest satisfaction.
- Demonstrated track record of progressive leadership and high-quality food & beverage management in private clubs or high-end establishments in the hospitality industry.
- Five or more years' experience in managing multi-unit operations, and stewardship of a cohesive culture.
- Demonstrated financial acumen, an understanding of HR policies and regulations, elevated food and beverage standards and the private club industry.
- Demonstrated experience managing capital projects.
- Level one sommelier certification preferred, but not required.

Job Knowledge, Core Competencies, and Expectations

- Knowledge of management requirements for food and beverage, housekeeping, maintenance, and security functions at the club.
- Has a clear understanding of what constitutes an "exceptional private club experience" and has the proven ability to execute to that level. Demonstrated skills in hiring, training, mentoring, and developing high achieving employees.
- Demonstrated analytical skills, attention to detail, organizational and project management skills.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Interested, qualified individuals should email their cover letter and resume directly to Director of Human Resources Samantha Leighton at sleighton@lafayetteclub.com .