



## Pine Orchard Yacht and Country Club

### Job Title: Assistant General Manager

#### **Club Overview**

Founded in 1901, Pine Orchard Yacht and Country Club is a private club and a member owned facility located on the coastline of Branford, Connecticut, bound to the south by a deep harbor with views across the Long Island Sound. Always having been a very family oriented club, Members enjoy a full range of amenities including golf, tennis, poolside and waterfront activities as well as dining and social programming in a comfortable, informal atmosphere. Club amenities include: a 9-hole course, 8 Har-Tru, 1 hard and 4 pickle courts; access to a 102 slip marina; an Olympic sized swimming pool and a wading pool; and men's women's and children's locker rooms. Yoga and aerobics classes are available as well as junior programming and camps in golf, tennis, sailing and swim team. Golf and tennis lessons are also available to the membership as well as opportunities to participate in tournaments. The Club enjoys an active social calendar in season.

The 16,500 square foot clubhouse is situated with beautiful views of the Long Island Sound and is open March through December with varying hours of operation throughout the year. The club is closed January and February. Dining options include the Marine Lounge with a capacity of 110, the Grille Room with a capacity of 72, and the Patio and Terrace areas that can accommodate 42 and 55 respectively. The Main Dining Room can accommodate up to 170 guests and the adjacent Ballroom an additional 80 for larger weddings and parties. Annual gross revenues are about \$5 million with food and beverage sales totaling about \$1.5 million. During the height of the season, there are approximately 160 employees.

#### **Job Description**

The Assistant General Manager (AGM) assumes all responsibilities of the clubhouse operations of Pine Orchard Yacht & Country Club and functions as the key operating manager in the absence of the General Manager. The AGM is responsible for the overall operations of the Clubhouse Facility including all Food/Beverage, Housekeeping and Reception areas. The AGM reports directly to the General Manager and works in conjunction with other department heads to ensure a seamless operation for members to enjoy.

#### **Job Duties to include, but not limited to:**

- The primary focus of the AGM is to ensure all members and guests enjoy outstanding food and beverage operations by providing appealing menu offerings appropriately paired with efficient and exemplary service
- Efficiently selling, contracting, planning and overseeing events of all sizes while maintaining proper costs through development of P&L statements to ensure the financial stability of the club
- Responsible for the overall supervision of all banquet and a la carte staff including scheduling, payroll monitoring/approval

- Conducts ongoing training for all service staff on proper service techniques and monitors performance to ensure a consistent high level of member service
- Conducts regular staff meetings, pre/post event meetings to ensure a quality outcome for all event, monitors staff daily for adherence to dress code and service technique
- Ensures physical inventories are conducted in the proper method each month and invoices are properly submitted to the business office in a timely manner
- Place orders for all beverage and linen needs on an as needed basis and ensure proper inventories based on volume
- Work in conjunction with the office staff to develop any marketing needs and communicate to the membership via mailings, email and website
- Observe and evaluate all areas of responsibility working with the management team to create a plan of improvement for membership satisfaction
- Maintains positive vendor relationships and seeks new outlets for improved products and services
- Consults with the GM on clubhouse staff compensation, performance evaluations and disciplinary actions/personnel matters and informing the GM of changes before they occur
- Assists the GM and Business Manager with budget preparation and adheres to budget guidelines for clubhouse operations including costing of events, personnel costs, and projections for the operation of clubhouse services
- Acts as a role model and mentor for all staff
- Opening/Closing clubhouse duties as scheduled
- Undertakes special projects from the General Manager as required

### **Qualifications**

- The successful applicant must possess a professional demeanor, good work ethic and team mentality
- Must be able to provide clear direction to service staff and be experienced in the development and implementation of effective training programs
- Possess outstanding written and verbal skills and the ability to deal with members and guests in a tactful, diplomatic manner
- Must be knowledgeable in proper service procedures and possess a strong knowledge of food, wine, beer and spirits
- Is a passionate and highly motivated individual who enjoys full member engagement and making each experience memorable
- Skilled in hiring, supervising and managing varying employees and personalities; ongoing training is a must
- Proficient in Word, Excel, Publisher, Outlook, POS systems and the ability to adapt to changing dynamics of advertising and social media

### **Educational Requirements**

Applicants with a minimum of five years of experience in a traditional high end club environment, upscale hotel or restaurant environment is required. A college degree with a focus in business and/or hospitality management is required.

**Salary**

Salary is open and commensurate with qualifications and experience.

**Benefits**

Benefits to include health insurance, optional vision/dental, CMAA membership with local chapter expenses and a continuing education allowance, PTO, 401 (k) eligibility

**Applications:**

Send Resume and Cover Letter to:  
Christopher Goodwin  
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