



Pine Orchard Yacht and Country Club

Job Title: Clubhouse 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 Clubhouse Manager is responsible for leading the food and beverage service staff for various dining outlets. This individual is responsible for ensuring the highest level of member service and overseeing staff during operating hours while adhering to financial goals. The clubhouse manager is also responsible for oversight of all bar operations including ordering, inventory and beverage list development. Other responsibilities include updating and developing the club website as well as continuous member communication through emails, text messages and media postings.

Job Duties to include, but not limited to:

- Manages service aspects in all food and beverage areas and events, and acknowledges, greets and thanks all members and guests
- Makes rounds of all food and beverage outlets to ensure member/guest needs are met
- Conducts pre-shift, pre-meal and/or pre-event meetings all service staff
- Conduct ongoing training for all service staff on proper service techniques and monitor performance to ensure a consistent high level of member service
- Monitor staff daily for adherence to dress code and service technique

- Assures the correct appearance, cleanliness and proper set-up of the dining rooms
- Coordinates with management on new hires, staff compensation, performance evaluation and disciplinary action
- Work in conjunction with other departments to develop any marketing needs and communicate to the membership via mailings, email and website
- Develops and distributes a weekly digital newsletter for the membership
- Assists in planning and implementing procedures for special club events and banquet functions
- Observe and evaluate all areas of responsibility working with the management team to create a plan of improvement for membership satisfaction
- Maintain positive vendor relationships and seek new outlets for improved products/services as well as methods to control all food and beverage costs
- Helps develop wine list and beverage list programs
- Assist the GM and Business Manager with budget preparation and adhere to budget guidelines for clubhouse operations, including costing of events, personnel costs, and projections for the operation of clubhouse services
- Acts as the Manager on Duty when all other management staff has departed for the evening and supervises any remaining staff in the Clubhouse
- Opens and closes clubhouse and dining areas in conjunction with other management personnel
- Undertake special projects from the GM as required

Qualifications

- Professional demeanor, good work ethic and team mentality
- Able to provide clear direction to service staff and be experienced in the development and implementation of effective training programs
- Outstanding written and verbal skills and the ability to deal with members and guests in a tactful, diplomatic manner
- Knowledgeable in proper service procedures and about food, wine, beer and spirits
- Passionate and highly motivated to promote full member engagement and satisfaction
- 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 able to adapt to changing dynamics of advertising and social media

Educational Requirements

- Minimum of two years of hospitality industry experience in a traditional club, upscale hotel or restaurant environment
- An associates or bachelor's degree from a four year university or college is highly desirable, preferably in hospitality/club management

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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