



*The Milbrook Club*

## 2021 SUMMER INTERNSHIP PROGRAM

### Areas of Development

Food & Beverage

Employee Supervision

Membership Communications

Financial Management

Member Events

Nestled in the gated community of Milbrook, located adjacent to downtown Greenwich, The Milbrook Club is an oasis to its 300 members. Chartered in 1923, the club consists of a nine-hole gem of a golf course, six hard-tru tennis courts, eight-lane/25-meter competitive swimming pool with 1m diving well, pool house with locker rooms and poolside café, four-paddle tennis courts and a new 1200 sq. ft. paddle house. The club features a spectacular outdoor dining terrace that is serviced by a standalone kitchen and stone front dine-at bar, with live music in the summer. The newly renovated Clubhouse is 22,000 sq. ft. and features two-member dining rooms, the Overlook Grill and Bar '23, along with function space for events up to 150-persons in the Lakeview Room, smaller Woodside Room for parties of 50-persons with wrap around outside deck, and intimate Wine Room for smaller private dinners. The clubhouse features the Woodside Room with a 22' regulation shuffleboard table, along with men's and ladies' locker rooms and the Club Room for childcare.

Members: 300

Food Revenue: \$1.3 million

Distance to NYC by Train: 40 minutes

Average age: 55

Beverage Revenue: \$500k

Patio seats: 130 (plus bar stools)

Staff in peak of summer: 140

Founded: 1923

Grill Room Seats: 75 / Bar '23: Seats 65

Staff in the offseason: 50

Holes of Golf: 9

Lakeview Room seats: 150

About The Milbrook Club

[www.milbrookclub.com](http://www.milbrookclub.com)

[Club Renovation Details](#)



## Internship Qualifications

Candidates should be pursuing a degree in hospitality management and have an interest in private clubs. It would be a distinct advantage for students that belong to CMAA Student Chapters on Campus. The supervisory internship requires the candidate to have completed one or more prior internships at private clubs or have experience in the hospitality field that is commensurate. You will be required to work flexible shifts including weekends and holidays. We need an enthusiastic go-getter, who enjoys working with others, shows leadership skills, and is an effective communicator (both written and oral). We also want someone who does not take themselves too seriously and enjoys having fun at work.

## Compensation

The internship pays \$600 per week, based on 45-hours per week. Housing is provided close by, but it is offsite, so a car/scooter/bicycle is necessary. You will attend local CMAA Chapter meetings, summer events, and training sessions. You will be provided with staff meals along with a uniform/clothing allowance.

There will be club tours, intern outings and other social opportunities provided. Students need to make good judgement calls, be smart, and willing to take COVID tests regularly as per housing requirements. We want you to have an enjoyable summer but show some maturity.

## How to Apply

Please submit your resume and cover letter as a PDF to:

Scott M. Kloster, CCM

General Manager

[scott.kloster@milbrookclub.com](mailto:scott.kloster@milbrookclub.com)

## Program Objectives & Description

The objective of the internship is to gain a thorough understanding of Clubhouse and Food & Beverage operations in a private country club. Learning to work in a team-centric environment, to provide a high level of service and exceed member expectations whenever possible. Working with skilled club management and well-trained team members, you will learn what sets our club apart and how individualized service is delivered. You will learn how to supervise floor staff and call the shots for service, how to set-up and execute a member event, how to market parties and club offerings to members via digital marketing and gain valuable insight in the financial management of clubs.

This program will challenge your educational knowledge base while integrating the tools you have learned in prior internships, into real world results. You will see what this business is like and be able to envision this as a career track. It will also expose you to other facets of the private club business such as culinary, administration and finance, guest services, and recreation.

Internship runs mid-May to mid-August. Exact dates will be finalized with candidate.

After an initial orientation and general training, a rotation of work assignments will commence. You will hold pre-shift meetings, execute private parties, supervise service in the restaurant, and attend to member needs. During the internship you will be required to complete four assessments of key job duties, objectively critique your performance, note improvements, and grade your work. Following this task, your mentor/manager will grade your performance and set goals for future work.

Your final assignment will be to offer a two-page white paper that outlines a new offering that you feel could be implemented with success at Milbrook. You will present this to the Executive Management Team and support your proposal and face questions. If successful, the club will look to implement your proposal.