



**New Haven Lawn Club**  
**Assistant General Manager / Director of Operations**  
New Haven, Connecticut  
[www.nhlawnclub.com](http://www.nhlawnclub.com)

**New Haven Lawn Club** (NHLC) located in New Haven Connecticut seeks a highly motivated, and personable hospitality professional to provide visible and hands-on leadership to assist the General Manager in all areas of the Club. This position has been created due to the growth of the Club and the need for additional management.

Nestled in the downtown area of New Haven NHLC has been a center for social and recreational activity for families, couples, and individual members who live and work in the area. The Club has played an important role in the culture and lifestyle of Greater New Haven since its founding over a century ago.

Over time, the NHLC has evolved into a much more inclusive private club than was originated by its founders. NHLC has grown and changed to suit the style, needs, and character of today's membership. The Club's responsibility is to continue to adapt with the diverse membership, while continuing to uphold its tradition of excellence.

With more than 520 members, the Club provides a family environment and a sense of tradition, not often found in today's harried world. A significant influx of new members over the past few years has resulted in significant increases in member participation in events, and food and beverage. These changes among other positive trends have positioned the Club for opportunities for growth.

The Club is structured as a non-equity Club, in other words, strives to be profitable while making the cost of membership reasonable. The Club is also the location of Lawn Club Fine Catering, Inc, a for profit entity that pays the Club annual rent. LCFC operates on the property and is open 12 months a year but the LCFC business cycle is somewhat tied into the Yale University schedule. The Club is busiest in the summer and holiday period. The Club recently established the NHLC Preservation Trust, a 501(C) 3, to raise monies to protect and invest in the beautiful building.

**COMBINED REVENUES AND STATISTICS**

Club Age	132 Years (1891) LCFC - 32 (1990)
Total Revenue	\$8,000,000+
Food Sales	\$2,500,000
Beverage Sales	\$1,600,000
Dues Revenue	\$1,500,000
Staff	70+ Employees (Height of season)
Annual Dues	\$6,000

## **THE POSITION**

The new Assistant General Manager (AGM) position has been created to help the GM manage the more complex nature of the operation. The expanding membership and upgraded facilities have resulted in extremely high Member engagement and the desire for ongoing consistent and unique services.

The Club is seeking a motivated, energetic and personable **team player** with a proven track record in operations, food and beverage management, and leadership. The candidate will work closely with the GM and Department Heads to ensure the overall success of the member and guest experience. The individual must be highly visible with a hands-on style and readily accessible to the membership and staff. The AGM interacts with members & staff answering questions, solving problems, overseeing services with the goal to assure maximum member and employee satisfaction. The expectation is for the AGM to be on the floor to ensure maximum time with the membership.

Initial expectations and responsibilities include development and supervision of the staff and over time, supervision of the daily operations of the club. A strong knowledge of service techniques, menu planning, food and beverage trends and wines are a benefit. Knowledge of facilities management is helpful but not required.

While technical skills will of course be important, the candidate's interpersonal and sensory skills will be all the more important. Diplomacy, finesse and polish will be required to improve upon the Club's service levels and ensure proper ambiance throughout a variety of diverse situations.

The AGM will report to the GM and will be responsible for carrying out the Club's policies. The AGM will ensure the synergism of club activities under the direction of the GM. He/She will be the General Manager's bridge to the staff. He/She will prepare such special reports as may be requested by the General Manager or Committees and will report back on the effectiveness of the club's policies, operations and new programs. The AGM will be responsible for operation of all aspects of the Club in the absence of the General Manager and perform specific tasks as requested by him.

## **JOB TASKS (Duties)**

1. Oversees Club and LCFC operations on a daily basis.
2. Supervises all Club and LCFC F&B facilities.
3. Assists with budgets, staffing and general operating procedures and other plans for all operational departments.
4. Directs the work of some department heads.
5. Monitors the budget and directs corrective action procedures as necessary to help assure that budget goals are attained
6. Functions as an administrative link between departments
7. Help create and monitor staffing and schedules in all F&B venues.
8. Directly responsible for Club's point of sale system and the training of staff to properly utilize the system.
9. Responsible for monitoring of sales reports to recognize trends and concerns.
10. Consults daily with the Executive Chef to ensure the highest level of membership satisfaction at minimum cost.
11. Monitors internal cost control procedures
12. Oversees monthly food, beverage, and supply inventories to ensure all merchandise is being properly accounted for.
13. Plans and coordinates training and professional development programs for himself/herself and Club personnel

14. Helps to develop new Club events with the Membership Director and develops creative ways of marketing them.
15. Monitors safety conditions and employees' conformance with safety procedures; updates emergency plans and procedures and assures that effective training for these programs is conducted in all departments
16. Interacts with members answering questions, solving problems, overseeing services and cleanliness to assure maximum member satisfaction
17. Receives and resolves complaints from Club members, guests and employees
18. Participates in facility inspections throughout the club to assure cleanliness, maintenance, safety and other standards are consistently attained.
19. Serves as an *ad-hoc* member of appropriate club committees.
20. Attends management and staff meetings as scheduled
21. Counsels with other managers and employees about employee grievances and complaints; directs problem correction where possible. Reports grievances to HR as required.
22. Monitors labor: evaluates scheduled and actual labor hours and costs
23. Researches new products and develops an analysis of their costs and benefits
24. Ensures that all legal requirements are consistently followed.
25. May perform clubhouse opening and closing duties; including those related to security.
26. Undertakes special projects as requested by the General Manager

### **PREREQUISITES**

Education      College Graduate, Hospitality Degree preferred. Must be able to speak, read, write, and understand well. CCM Designation or working towards the designation is preferred.

Experience      Knowledge of the hospitality or private Club industry, generally involving a minimum of seven (7) years in the industry in supervisory positions involving both the front and back-of-the house operations. Food and Beverage knowledge a must.

### **COMPENSATION**

Compensation will be made attractive and competitive to the marketplace and will include a salary, insurance coverage, and other fringe benefits.

### **RESUME SUBMISSION**

Please submit resumes and a strong cover letter to:

Charles D. Dorn, CCM  
Managing Director  
The Dorn Group, Ltd.  
472 Grace Church Street  
Rye, NY 10580  
[Charles@thedorngroup.com](mailto:Charles@thedorngroup.com)

**Note: All resumes should be submitted in WORD format.  
Please indicate "New Haven Lawn Club – AGM" in the subject.**