



Candidate Profile

Clubhouse Manager

Miramont Country Club | www.miramont.cc
Bryan, Texas



Organization

"Our Mission is to provide a gracious environment for Miramont Country Club Members and their guests, establishing a level of comfort and service that creates a home away from home."

Miramont Country Club was built by owner and founder Donald A. Adam to fulfill his vision for the Bryan-College Station community. Mr. Adam, Texas A&M Class of 1957, had long desired to provide the community with a country club and residential neighborhood of international stature for a growing population of educated, well-traveled citizens seeking a first-class, full-service and family-friendly club that could become a home away from home and a gathering spot for every occasion. His vision was fulfilled in 2005 when the golf course and Clubhouse opened, turning heads and generating rave reviews from local residents and guests from around the world.

Miramont includes some of the finest facilities and amenities in the Lone Star State, but perhaps it is best defined by one word: *lifestyle*. From the pristinely manicured, Robert Trent Jones II-designed golf course to the tree-lined residential neighborhood, from the 15 highly acclaimed and elegant Guests Suites to the luxurious, resort-style swimming pool and from the European-inspired architecture of the 93,000-square-foot Clubhouse to the southern hospitality of our commitment to impeccable service, Miramont embodies a first-class, family-focused, refined and exclusive lifestyle. The Club's 320 Members are among the region's business and social leaders and share a great passion for Miramont Country Club.

Annual operating budget is \$8.0 million with Food and Beverage revenues of \$2.0 million.

Bryan, Texas, is located in the heart of the Brazos Valley (Southeast Central Texas), which is home to Texas A&M University, the fourth-largest university in the United States with more than 59,000 students. The Bryan-College Station metropolitan area is the 16th largest metropolitan area in Texas, containing around 190,000 people.

Club Summary

Miramont, one of the premiere private country clubs in Texas, features 35 employees in the Clubhouse/Food and Beverage department. Food and Beverage revenue is \$2 million with the ratio of food and beverage sales are made up of 60 percent member dining and 40 percent catering. Miramont's beverage program, which includes more than 500 selections of wine representing 16 countries, is supported by an inventory of over \$240,000 and 75 members of an exclusive wine club program. Member-dining options include the casual Mixed Grill, the upscale Il Portofino and private dining options with elegantly appointed rooms that can host 16 to 40 guests. The Ballroom can accommodate functions of up to 300 guests.

Key tenured staff positions include:

- Aaron Dawson, General Manager
- Daniel Capello, Executive Chef
- Josh Hajri, Assistant Clubhouse Manager
- Chase Royston, Sommelier
- Tyson Bokleman, Assistant Manager

Position Summary

Position reports to: General Manager

The Clubhouse Manager (CHM) is responsible for all food and beverage production and service for the Club. The CHM directly supervises the Assistant Clubhouse Manager, Beverage Manager/Sommelier and Assistant Manager(s). The candidate will ensure best practices are developed and implemented to lead member satisfaction. The CHM will implement and monitor staff training and development designed to sustain the highest levels of service that Miramont Members expect. The ideal candidate, while responsible for all Clubhouse employees and supervisors, will manage all other outlets such as the 19th hole, pool snack bars, half-way grill, reception staff and a thriving neighborhood delivery program. This position will coordinate and plan budgets relative to clubhouse operations while maintaining upward communication and reporting to the General Manager with timely recommendations to meet expected goals. The CHM will employ relevant marketing principles to assure the expectations of members and guests are consistently exceeded.

CHM is expected to be a visible leader with a polished and refined presence for the staff and members. He or she will be an exceptional communicator who drives the club's hospitality culture to the food and beverage team while delivering excellent service as a standard. Ideal candidate must have a passion and demonstrate extensive knowledge of clubhouse operations, emphasizing exceptional food and beverage/catering management with a thorough understanding of fine wines. Ideal candidate will lead operations for reception staff and club activities while acting as the "information coordinator" for the senior team.

CHM will be a professional who delivers "warm Texas hospitality," while providing strong direction to a well-trained staff and upholding a world-class environment. General Manager Aaron Dawson has led a transformation of club services resulting in Miramont becoming a leader in the Texas Club Community. The candidate will demonstrate that he or she is a collaborative leader who shares a passion for excellence while striving to exceed Miramont's commitment to excellence.

Responsibilities and Requirements

- Must have a collaborative management style allowing coordination between departments for all planning, scheduling and execution of club dining, functions and sporting events.
- Must have a strong command of oral and written communication skills relating to members, staff, vendor partners and the community.
- Must have a strong understanding of technology relating to staff communication/social media, member website concepts, word and spreadsheets.
- Able to develop and maintain respectful relationships with key vendors and community partners.
- Proven understanding of food and beverage technical/service skills and financial controls.
- Lead the development of new menu offerings for the club membership. Extensive knowledge of wine service and beverage program development is an important asset.
- Development, execution and review of service orientation and training programs. Recognition as a skilled teacher and mentor with a verifiable record of staff development and promotion from within.
- Assist in the development of the annual operating budget relating to Food and Beverage operations while monitoring performance against budgeted expectations. Must communicate financial goals to Food and Beverage team while taking necessary corrective action as needed to assure goals are met.
- Ability to enforce Federal and State employment practices, OSHA and State/Local Health codes.
- A true "people person" who embraces club's "home away from home" culture.
- Proactively handles all feedback from members regarding suggestions and complaints.
- To develop, approve plans, budgets, staffing and general operational procedures for Food and Beverage, Culinary and Housekeeping departments.

- To develop, market and execute new and exciting member events and relevant programming resulting in high levels of member satisfaction and engagement.
- Demonstrate meticulous attention to detail towards the maintenance and upkeep of the club.

Requirements

- A minimum of 5 years as a Food and Beverage Director or Clubhouse Manager in a world-class full service private club, resort or hotel is required. A hospitality or business degree is required.
- A career path marked with a logical and sustainable position progression. Have proven and verifiable credentials and accomplishments in all of the food & beverage disciplines that include member dining, fine wine service and catering.
- Direct management oversight in multi-outlet operations with combined revenues over \$2m.
- Verifiable (mentor) references are necessary.
- Excellent verbal and written communication skills with a focus on new trends in club management such as social media and effective member communication platforms.
- Strong technology skills, including knowledge of Microsoft Office (especially Microsoft Excel) and POS systems (knowledge of Jonas software helpful).
- A hospitality or related degree is preferred as well as participation in CMAA education programs with a commitment to attaining the CCM status.

Competitive Compensation and Benefits

- A base salary and performance bonus potential
- Professional dues and education expenses with the emphasis on continuing education
- 401k and Long Term Disability
- Allowance for clothing and cell phone.
- Standard club executive benefits to include health, dental, vision, and life insurance
- Relocation assistance

Professionals who meet or exceed the established criteria are encouraged to contact:

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