



The Peninsula Golf and Country Club

701 Madera Drive, San Mateo, CA 94403

Clubhouse Manager

For over a century, the Peninsula Golf & Country Club has served as a second home to generations of families. Today, over 800 local Members, along with their families and friends, find PG&CC to be an oasis, a place of unlimited social activity but also a place to refresh and regenerate. Whether you go to dine, play tennis, swim, golf, exercise or just spend time with your family and friends, you will enjoy first- class facilities and the very finest professional servicestaff.

PENINSULA GOLF & COUNTRY CLUB BY THE NUMBERS

<ul style="list-style-type: none">• 810 Members• \$8.47M Annual dues• \$14M Gross revenue• \$4.1M F&B revenue• 120 Employees (FTE)	<ul style="list-style-type: none">• 28,000 rounds of golf annually• \$17.6M Clubhouse renovation/expansion 2017
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CLUBHOUSE MANAGER

This senior level position works closely with and reports to the General Manager. She/he directly supervises the Restaurant Managers, Front Desk staff, Housekeeping and Clubhouse Maintenance.

KEY RESPONSIBILITIES

The Clubhouse Manager will:

- Be the primary coordinator of food and beverage budgeting, hiring, training, orientations and teammate“culturation,” and supervision of associates.
- Have a strong and highly visible and respectful presence with the membership, be an exceptional communicator, have adroit personal interactive skills and the maturity to instinctively know how
- To treat members and guests with a high-level of service. Further, he or she must be able to communicate these expectations to staff with diverse backgrounds and positively motivate them to understand and execute to those expectations.
- Develop interesting and innovative ways of promoting PG&CC events and activities; Use relevant marketing techniques to drive member usage of food and beverage operations, assuring member and guest needs and desires are consistently met and often exceeded.
- Clearly understand the financial metrics for successful attainment of goals and objectives in F&B operations, and consistently review these expectations with his or her direct reports to ensure understanding and ‘buy-in’ from those contributing to their attainment.

- Develop and monitor plans, budgets, and procedures to provide direction and controls for Clubhouse operations; and direct corrective action procedures as necessary to help assure that budget goals are attained.
- Be an active and dynamic recruiter of team members, as well as someone who inherently enjoys developing and building his/her team and leading them to significant, positive membership satisfaction outcomes; A collaborative team player who is willing to be “hands on” when necessary, but understands when to step back and lead the team.
- Develop and enhance consistent training programs for all service personnel, working as necessary with the managers directly responsible for those operations; Have a passion and aptitude for teaching and training.
- Hold weekly staff meetings with direct reports to keep them informed of necessary and relevant activities and expectations at the Club.
- Ensure effective and efficient staffing and scheduling for all facilities, balancing financial appropriateness with member satisfaction desires.
- Work closely with the Executive Chef to facilitate the strong relationship between kitchen and restaurant departments.
- Ensure that associates understand and have clear performance expectations, and that necessary tasks are reasonable, well-conceived and appropriately conveyed. Provide resources necessary to allow employees to perform their jobs effectively and create an exceptional ambience for members and guests

CANDIDATE QUALIFICATIONS

The ideal candidate:

- Is a passionate leader with strong food and beverage credentials and a proven track record of providing Platinum- level services in membership constituency setting, and with a personality that is commensurately appropriate to the PG&CC culture.
- Has exceptional communication, interpersonal, and customer service skills.
- Has a strong ability to motivate staff, negotiate with vendors, and arbitrate disputes with and among others.
- Good judgment and sound decision-making skills, and a strategic approach to problem solving, resolving issues in a timely manner.
- Is a confident, proactive team builder who has a history of attracting, developing and retaining a high performing team.
- Has a fundamental understanding of what constitutes a “premier club experience,” and the proven ability to execute to that level.
- Is a friendly, outgoing personality with a sense of humor and a positive attitude; is a personable with members while maintaining a respectful professionalism.
- Has a verifiable track record of successfully leading and growing dynamic food and beverage operations, including controlling costs and meeting or exceeding planned and budgeted bottom line goals and objectives.
- Has strong technology skills, including knowledge of the Microsoft Office suite and POS systems, Candidate must be personally capable and comfortable with technology and incorporate its use, as appropriate in his/her everyday role, while never losing sight of the need for high touch relations with members and team members.

**Please email your resume and cover letter to:
David Nightingale, General Manager
DNightingale@thepgcc.org**