

Chuck Woo

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WORK EXPERIENCE

Assistant General Manager

Alpine Hills Tennis and Swimming Club – Portola Valley, CA - December 2022 to September 2023

GENERAL AND ADMINISTRATION

- Directly oversee all office and administration operations and personnel to attain appropriate Membership Service Standards
- Work with management and staff to create a club environment that is enjoyed by the members and staff alike
- Implements policies established by the governing Board and the operational procedures of the General Manager.
- Compile, assemble, and send Board packets and attend regularly scheduled Board meetings

Budgeting/Financial

- Set budgets for the recreational departments (Aquatics/Tennis/Fitness) for the fiscal year.
- Meeting the expectations of the revenue that was set from the budget and meet/exceed financial numbers set
- Oversaw budget numbers of all departments within the club to bring in a total revenue of \$8 million
- Facilitated increasing revenue driving departments by 15% within a 12 month fiscal year
- Maintaining month to month budgets to stay within 10% year to date revenue net profit
- Reading profit/loss and understanding where discrepancies are to adjust into accrual based budgeting

Membership/Services

- Develop and assure that established procedures for processing prospective members' applications are consistently followed
- Process all requests for membership and assist prospective members in fulfilling application requirements
- Conduct orientation program for new members, including a tour of the Club facilities
- Conducts orientation program for new youth members
- Process all outgoing members
- Maintain membership databases
- Notify Club Managers and staff of changes in membership status

- Meet each club member and instills confidence that the club is operated in the best interests of the membership
- Interact positively with members promoting events and services.
- Maintains contact with membership and ensures membership satisfaction. Resolve problems and member concerns and follow through to the satisfaction of involved parties.
- Reviews hiring selection of department heads.
- Maintains communications with all departments to ensure needs are met.
- Works with all department heads to ensure optimal productivity of each department

Food and Beverage

- Worked with the Food and Beverage team to go over events for the upcoming quarter and execute the event within the budget that was set from the client and F&B Team.
- Organize club events for the various holidays and competitions with the Tennis/Swim departments.
- Develop Beverage Event Orders with the F&B department to ensure that the event is able to be executed

Aquatics Director

Alpine Hills Tennis and Swimming Club – Portola Valley, CA - May 2018 to December 2022

Full-Time

- Oversees and coordinates the recruitment, training, scheduling, certification, and performance of student employees of the facility; supervises the day-to-day activities of staff and custodial employees.
- Oversees and coordinates the administration of the facility, to include scheduling of facility operations and contract management.
- Oversees the maintenance of the pools, to include chemistry, climate control, cleanliness, and related maintenance

Food and Beverage Server

Palo Alto Hills Golf and Country Club – Palo Alto, CA - September 2016 to June 2018

Full-Time

- Provides immediate attention to all members/guests upon seating ensuring member satisfaction at all time
- Keeps tables, dining room and bus station clean and tidy
- Attends pre-meal meetings as directed by the Dining Room Manager
- Turns in all Food and Beverage checks to supervisor on duty and assures accountability of those checks
- Performs additional duties as directed by a manager or supervisor
- Setting up events based on the Beverage Event Order that is set from the Management team.

Aquatics/Recreation

Interim Fitness Coordinator - Alpine Hills Tennis and Swimming Club - Portola Valley, CA - September 2021 to June 2022

Assistant Aquatic Manager - Jewish Community Center San Francisco- San Francisco, CA –April 2016 to August 2016

Aquatic Director -Bay Club Santa Clara - Santa Clara, CA - April 2014 to March 2016

Aquatic Manager- Calphin Aquatic Club - Fremont, CA - March 2010 to May 2011

Senior Recreation Leader- Union City Leisure Services, Union City, CA- September 2008 to March 2010

Swim Coach

Menlo Atherton High School- Menlo Atherton, CA – January to May 2017

Briarhill Summer League – Dublin, CA – May 2007 to August 2007

Moreau Catholic High School - Hayward, CA - January 2004 to May 2007

Lifeguard/Swim Instructor

Ladera Recreation District - Ladera,CA - September 2023 to Present

Ladera Oaks Swim and Tennis Club – Ladera, CA – September 2016 to May 2018 – Part Time

YMCA Berkeley – Berkeley, CA – December 2012 to March 2013 – Part Time

Abilities United Betty Wright Swim Center- Palo Alto, CA - January 2013 to October 2013 – Part Time

Union City Leisure Services - Union City, CA - May 2001 to August 2006 - Full-Time

EDUCATION

Bachelor of Arts in Recreation and Leisure Studies San Francisco State University - San Francisco, CA 2005 to 2007

AA in Liberal Studies Chabot College - Hayward, CA 2001 to 2005