

CHAD BRYSON

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SUMMARY

Hospitality and F&B leadership professional with extensive experience in luxury resorts and private clubs. Proven record of elevating service culture, streamlining operations, implementing SOP/SOS systems, and leading multi-department teams. Strong financial acumen, people leadership, and commitment to superior member/guest experiences.

EXPERIENCE

ALTADENA TOWN & COUNTRY CLUB — Altadena, CA

Assistant General Manager | Jun 2024 – Nov 2025

- Directed operations across Dining, Banquets, Pool, Tennis, Aquatics, Housekeeping, and Maintenance.
- Served as Safety Director; ensured regulatory compliance.
- Implemented SOPs/SOSs to standardize operations and improve efficiency.
- Managed payroll, billing, and scheduling for multiple departments.
- Assisted in budgeting, cost analysis, and financial reporting.
- Streamlined processes to reduce costs and improve workflow.

Post-Fire Rebuild Leadership

- Coordinated contractors, vendors, project timelines, and recovery efforts.

- Evaluated interim vs. long-term equipment solutions.
- Managed utility accounts and monitored usage.

Committee Involvement: Board of Governors • Finance • Food & Beverage • House & Grounds • Tennis & Pickleball • Swim

THE MONARCH CLUB — Detroit, MI

General Manager | Oct 2022 – Dec 2023

- Increased annual revenue from \$2.5M → \$2.8M.
- Reduced food cost from 38% → 27% and maintained 18% beverage cost.
- Improved team retention through clear standards and positive work culture.
- Managed hiring, training, and development of 35+ staff.
- Programmed all POS inventory, pricing, and menu items.
- Developed signature cocktails, wine, beer, and spirits menus.
- Provided daily floor leadership.

FRANKLIN HILLS COUNTRY CLUB — Franklin, MI

Clubhouse Manager | Apr 2020 – Sep 2022

- Oversaw operations for F&B, Housekeeping, Lifeguards, Valet, and Locker Rooms.
- Managed hiring, training, purchasing, and inventory for all F&B operations.
- Built \$10K/month wine program; managed \$150K annual beverage budget.
- Directed payroll, billing, and scheduling.
- Assisted with budgeting and financial oversight.

COUNTRY CLUB OF DETROIT — Grosse Pointe Farms, MI

Platinum Club of America — Top 150 Country Clubs

Food & Beverage Manager | 2017 – 2020

- Oversaw expansion from \$2.5M → \$4.3M revenue.
- Hired, trained, and developed FOH staff.
- Developed SOPs and training manuals.
- Managed payroll, scheduling, and daily operations.

Assistant F&B Manager / Fine Dining Manager | 2014 – 2017

- Supervised 35 employees; elevated member dining standards.
- Increased satisfaction ratings through improved service structure.
- Restructured dining operations, eliminating inefficiencies.

PELICAN HILL RESORT — Newport Coast, CA

Bartender / Server / Trainer | 2010 – 2013

- Delivered Forbes 5-Star and AAA 5 Diamond service standards.
- Trained FOH staff in service and etiquette.
- Earned highest performance review among hourly staff.

ADDITIONAL EXPERIENCE

Uncorked Wine Bar & Boutique — Bar Manager / Store Manager

ESPN — Utility Worker

Ocean's 33 — Bartender / Trainer

Hotel Laguna — Bartender

Macaroni Grill — Bartender / Trainer

CORE COMPETENCIES

Leadership & Team Development • F&B Operations • Budgeting & P&L Oversight • Staff Training & Onboarding • Menu & Beverage Programming • Private Club Management • Event & Banquet Operations • Member & Guest Relations • Safety & Security Oversight • Purchasing & Inventory Control • POS System Management • Facilities & Grounds Coordination

CERTIFICATIONS

CMAA • ServSafe • TIPS • First Aid • Train-the-Trainer

TECHNICAL SKILLS

POS Systems • Microsoft Office Suite • Scheduling Platforms • Inventory Management • Operational Reporting

STRENGTHS

Calm Under Pressure • High-Expectation Service Standards • Team Motivation & Retention • Cross-Department Leadership • Member/Guest-Focused • Operational Efficiency