



## **Hope Valley Country Club**

**Durham, NC**

### **Clubhouse Manager Profile:**

#### **Clubhouse Manager Overview:**

Reporting to the General Manager/COO, the Hope Valley Country Club (HVCC) Clubhouse Manager is entirely responsible for member and guest experiences in the Clubhouse and adjacent Aquatic Facility. They will lead operations and staff in food and beverage service, catering and events, and housekeeping. The successful candidate for this position will be a highly visible, collaborative and engaged leader with the vision and follow-through crucial to providing exceptional experiences for Hope Valley CC member families and their guests.

#### **Club Overview:**

Founded in 1926, Hope Valley Country Club (HVCC) is a private member owned club located in the heart of the Durham / Chapel Hill / Research Triangle region of North Carolina, a thriving area widely known to be one of the “hottest food destinations in the South”. Since its inception, HVCC has been recognized for it’s 18-hole Donald Ross golf course, its beautiful clubhouse, excellent cuisine, vibrant entertainment offerings, and its diverse, welcoming membership.

As one of golf history’s most esteemed course designers, Donald Ross was already renowned when he took a uniquely active involvement in the design of Hope Valley’s course and surrounding neighborhood, as well as the course’s construction. Today, the course has undergone numerous renovations yet retained its original routing, a unique characteristic in a Donald Ross designed course. The 52,000 square foot clubhouse offers five dedicated member dining venues (Ross Grille, Valley Room, Dover Room, Terrace, Snack Bar) and varied private rooms to accommodate private events of all size. The two swimming pools are surrounded by spacious seating areas, offering plentiful options for shade or sun. The Tennis Facility includes nine courts lit for night play (seven Har-Tru clay).

With a year-round climate largely conducive to golf and tennis during even the coldest and hottest months, Hope Valley CC offers a varied and robust annual calendar of events and entertainment. Located in close proximity to Duke University, the University of North Carolina Chapel Hill, the Research



Triangle, and numerous other top educational, professional, medical and research institutions, the club attracts a diverse, discerning membership comprised of families, young professionals and retirees.

**HVCC Clubhouse Manager Position Responsibilities Include:**

- Responsible for all food and beverage service for the club. Directly supervises the Catering Manager, Food & Beverage Manager, Banquet Manager, Restaurant Manager and managers of all other outlets such as snack bars, half-way houses, etc.
- Creates and maintains a first-class service culture throughout all areas of the club.
- Successfully collaborates with Department Heads in Golf, Tennis, Membership, and Communications to provide increased and improved member experiences in all areas of the club.
- Plans and implements budgets, hires, trains and supervises subordinates and applies relevant marketing principles to assure that the wants and needs of club members and guests are consistently exceeded.
- Develops operating budgets for each of the department's revenue outlets; after approval, monitors and takes corrective action as necessary to help assure that budget goals are attained.
- Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.
- Assures that all standard operating procedures for revenue and cost control are in place and consistently utilized.
- Helps plan and approve external and internal marketing and sales promotion activities for the food and beverage department.
- Helps plan and approve the organizational chart, staffing and scheduling procedures and job description/specifications for all department staff.
- Manages the long-range staffing needs of the department.
- Consults on the menus proposed by the Executive Chef for all outlets and special events.
- Establishes quantity and quality output standards for personnel in all positions within the department.
- Ensures that all legal requirements are consistently adhered to including wage and hour and federal, state and/or local laws pertaining to alcoholic beverages.
- Develops and implements appropriate policies and procedures for food and beverage departments.



- Monitors purchasing and receiving procedures for products and supplies to ensure proper quantity, quality and price for all purchases.
- Consults with the Executive Chef, Catering Director, Purchasing Agent and other applicable club administrators daily to help assure the highest level of member satisfaction at minimum cost.
- Greets guests and oversees actual service on a routine, random basis.
- Helps develop wine lists and bottle/glass wine sales promotion programs.
- Develops on-going professional development and training programs for, service and bar personnel.
- Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken.
- Approves all entertainment and aspects of club functions.
- Assists in planning and implementing procedures for special club events and banquet functions.
- Serves as a staff liaison to appropriate club committees.
- Maintains appearance, upkeep and cleanliness of all appropriate food and beverage equipment and facilities.
- Monitors employee dress codes according to policies and procedures.
- Approves invoices before submitting to the accounting department.
- Manages physical beverage inventory verification and provides updated information to the accounting department.
- Responsible for the proper accounting and reconciliation of the Point of Sale systems and member revenues.
- Maintains records of special events, house counts, food covers and daily business volumes.
- Ensures that an accurate reservation system is in place.
- Audits and approves weekly payroll.

### **Competencies and Qualifications**

- Minimum five (5) years of progressive club management experience in a private club or luxury hotel with an emphasis on excellent dining and service.
- Bachelor's degree preferred. Passion for and participation in the Club Management Association of America and an interest in achieving the CCM designation is desirable.
- Energy, poise, and presence to serve a discerning membership, collaborate with colleagues and attract, train and motivate staff.
- Solid operational and financial skills with experience in budget development and execution.



- Technical experience in purchasing/price methods, POS updates, and hospitality-related software (Clubessential), as well as proficiency in Microsoft Office (Word, Excel & PowerPoint).
- High degree of initiative and resourcefulness in directing the activities of a club, and able to present a consummately professional and polished image to the staff, membership, and general public.
- Extensive wine knowledge with the ability to train staff and manage a wine program.
- Experience with developing and implementing processes and procedures that affect structure, consistency, and efficiency with operations.
- Employee relations, selection/hiring, day to day management, and training & development experience.
- Strong organizational skills and with an ability to set priorities and delegate effectively with appropriate follow-through and oversight.
- Strong attention to detail in the overall management of Club operations, focusing especially on food service, housekeeping, and maintenance.

**Compensation and Benefits:**

- Compensation commensurate with experience - Annual Bonus for successful achievement of measurable goals and objectives
- *Benefits include:*
  - Health, Dental, Vision, Disability and Life Insurance
  - Education Allowance based annually on a budget including CMAA dues
  - Relocation Allowance dependent upon candidate needs

Interested candidates please submit a resume and cover letter to:

Scott Irwin, CCM, CCE

General Manager/COO

[sirwin@hvcc.org](mailto:sirwin@hvcc.org)