



RCS Hospitality Group
a new generation of hospitality management
6412 Brandon Ave. #339 Springfield, VA 22150
www.consultingRCS.com

Position Available:
CLUBHOUSE MANAGER
Wexford
Hilton Head, SC

Wexford, a prestigious private community on Hilton Head Island in the Lowcountry of South Carolina, is seeking a Clubhouse Manager. It aims to bring on board an individual well-versed in the intricacies of a private club environment. The ideal candidate should be dedicated to delivering top-notch service and have a broad knowledge of food and beverage operations while upholding the cherished traditions of the Club and being committed to ensuring an unparalleled experience for its members.

POSITION OVERVIEW

The Clubhouse Manager position at Wexford oversees comprehensive clubhouse operations. The responsibilities involve managing all clubhouse activities, member services, and facility maintenance while ensuring the highest standards of service and hospitality. The role encompasses overseeing member events, coordinating with various departments, managing budgets, and supervising clubhouse staff. The Clubhouse Manager is also tasked with developing and implementing member engagement programs, ensuring safety and cleanliness, and maintaining exceptional standards in all clubhouse operations. Additionally, the position requires strong leadership, excellent communication skills, and the ability to exceed member and guest expectations through innovative and efficient management practices.

RESPONSIBILITIES

The Clubhouse Manager is responsible for providing exceptional service and experiences to the Club's members and guests. Responsible for the general operations of Food and Beverage, Pool, and Clubhouse (including overseeing maintenance and repair of the respective areas). The Clubhouse Manager's responsibilities will focus heavily on evaluating and enhancing service standards, developing training programs, overseeing the daily execution of service, mentoring supervisors and line staff, and working closely with the culinary department to provide members and their guests with refined and efficient service. The Clubhouse Manager ensures a high standard of appearance, hospitality, and service in personnel and the cleanliness of the clubhouse. Hires and trains the dining room staff; manages within budgetary restraints; develops/implements programs to increase sales. Other responsibilities may be assigned by the General Manager.

JOB DUTIES

Operations

- Oversees club operations daily.
- Maintains contact with members and helps ensure maximum member satisfaction.
- Reviews the menus proposed by the Executive Chef for a la carte and special events and offers suggestions.
- Inspects to ensure that all safety, sanitation, energy management, preventive maintenance, and other standards are consistently met. Participates in ongoing facility inspections throughout the Club to ensure that cleanliness, safety, and other standards are consistently attained.
- Helps plan and approve external and internal marketing and sales promotion activities for the food and beverage operation.
- Plans room set-up based on anticipated guest counts and client needs.
- Ensures that all legal requirements are consistently adhered to, including wage and hour and federal, state and/or local laws pertaining to alcoholic beverages.
- Implements policies and procedures for the food and beverage department.



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- Ensures that all standard operating procedures for sales and cost control are in place and consistently utilized.
- Monitors the ordering and receiving program for products and supplies to ensure proper quantity and price on all purchases.
- Maintains an inventory of dining room items, including silverware, coffee pots, water pitchers, salt and pepper holders, and sugar bowls.
- Maintains a complete and secure wine, beer, and liquor inventory.
- Helps develop wine lists and bottle/glass wine sales promotion programs.
- Develop ongoing training programs for service and bar staff.
- Consults with the Executive Chef and F&B Manager daily to help ensure the highest level of guest satisfaction at the minimum cost.
- Serves as liaison between the dining room and kitchen staff.
- Greets guests and oversees actual service on a routine basis.
- Maintains the guest dining room reservation system.
- Directs line-up meetings with dining room personnel and relays information and policy changes.
- Continually ensures correct handling procedures to minimize china and glassware breakage.
- Personally handles member and guest complaints and advises the General Manager about appropriate corrective actions taken.
- Develops interesting ways of promoting club functions in the dining room or any area of the Club.
- Coordinates special member events (i.e., Easter, 4th of July, Halloween, Christmas, etc.).
- Coordinates development of the social activities and social calendar for the club on the internal calendar.
- Coordinates summer camp activities, registration, off-site field trips, and transportation.
- Responsible for all billing and generating the weekly summer camp P&Ls.
- Responsible for maintaining Wexford Wellness events and programs, including scheduling instructors and presenters, billing, and coordinating with other departments.
- Attends scheduled staff meetings and House & Social Committee meetings.
- Maintains a file of club history event information.
- Exercises professional judgment and discretion regarding all confidential matters relating to members and employees. Serves as a club representative within the community.
- Maintains professional business etiquette with all members.
- Anticipates potential problems of any sort and advises the General Manager.
- Performs other related duties and responsibilities as the General Manager requires and undertakes special projects by assignment.
- Researches new products and develops an analysis of their costs/benefits.
- Establishes quantity and quality output standards for personnel within the department.
- Assists in planning and implementing special club events and banquet function procedures.
- Assures that all side work is accomplished and that all equipment and storage area cleaning is completed according to schedule.

Financial

- Develops an operating budget for the F & B service department and, after approval, monitors and takes corrective action as necessary to ensure that the budget's sales and cost goals are attained.
- Produces daily/meal period sales analysis and other reports from the POS systems.
- Provides appropriate reports concerning employee payroll hours, schedules, pay rates, job changes, performance reviews, tip pools, etc. in a timely manner.
- Monitors labor: evaluates scheduled and actual labor runs and costs.



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- Maintains responsibility for sales, expenses, and profit goals as outlined in the Food and Beverage Department's operating plans/budgets.
- Responsible for proper cash and charge procedures, guest check analysis, ticket controls, and daily sales reports and analysis.

Human Resources

- Counsels with Human Resources Manager and employees about employee grievances and complaints; directs problems and makes corrections where possible.
- Hires and supervises dining room staff and assures that effective orientation and training for new staff and professional development activities for experienced staff are implemented. Manages the department's long-range staffing needs.
- Helps plan and approve staffing and scheduling procedures and job descriptions/specifications for all department staff.

JOB KNOWLEDGE, CORE COMPETENCIES, AND EXPECTATIONS

- Ability to function as the Club's General Manager during his/her absence.
- Knowledge of management requirements for housekeeping, engineering, maintenance repair, and security functions at the Club.
- Must demonstrate appropriate analytical skills, attention to detail, and organizational and project management skills.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Knowledge of and ability to perform required roles in emergency situations.

CANDIDATE QUALIFICATIONS

- Bachelor's degree in Hospitality Management, Sales, or Business Management.
- A Certified Club Manager (CCM) designation through CMAA or in the current pursuit of this designation is desirable.
- Six years of experience in hands-on food & beverage management positions with impeccable planning and organizational skills, service training skills, and a great attitude.
- Demonstrate exceptional interpersonal skills, polished professional personal appearance, and be well-spoken, self-motivated, and a self-starter.
- Skills should be service-oriented. Excellent social and communication skills are necessary. Exceptional writing skills are required. Able to adapt quickly to different situations.
- Wine and bar knowledge and management skills required.
- Ability to build a team and train service employees paramount.
- Experience with volunteer committees.

REPORTS TO

- General Manager

DIRECT REPORTS

- Food and Beverage Manager
- Executive Chef
- Food and Beverage Team
- Culinary Team



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THE CLUB OFFERS

The base salary is \$150,000 annually, depending on experience, plus a 10% bonus. Upon eligibility, a comprehensive benefits package includes health and dental, insurance, paid time off, and a 401(K) plan. CMAA (or similar) membership dues and fees.

CLUB OVERVIEW

Nestled on Hilton Head Island in the heart of South Carolina's Lowcountry is the exclusive private waterfront community known as Wexford. Boasting a remarkable inland harbor that is the seafarer's dream, Wexford's facilities and amenities rival only the most high-end private yachts and country clubs.

Beyond the luxurious amenities, the lifestyle comprises community, camaraderie, and charm. As inviting to retirees as it is to young families, our tight-knit community shares a common goal of living life to the fullest with various activities and events designed to bring neighbors together.

With stunning views overlooking the harbor, our elegant Clubhouse offers space to spend time with family, friends, and fellow members. With an extensive wine list and locally sourced, seasonal menus, our exceptional chefs are sure to please any palate.

CLUB DETAILS

- 460 Members
- \$2.2M Gross F&B Revenues
- 75% a la carte/25 % banquet
- 2 Dining Outlets
- Website: <https://www.wexfordhiltonhead.com/>

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