

CLUBHOUSE MANAGER PROFILE: CHEROKEE COUNTRY CLUB Knoxville, TN

THE CLUBHOUSE MANAGER (CHM) OPPORTUNITY AT CHEROKEE COUNTRY CLUB

Cherokee Country Club (CCC) is looking for a Clubhouse Manager (CHM) who will be a highly visible and engaged leader. The Clubhouse Manager will ensure the goals of both the food and beverage department and the Club are being met through proactive leadership and full-scope management. The goal is to continually ensure consistently positive experiences for members and guests that exceed expectations.

Cherokee Country Club will be breaking ground this spring on a 9M clubhouse renovation project. The CHM will have an opportunity to elevate the service culture and stage the club for success when renovations are completed in the late fall. Creating a culture of accountability, clearly defining and then paying attention to all the details that contribute to overall success is a crucial attribute and a necessary intuitive style of the successful Clubhouse Manager.

[Click here to view a brief video about this opportunity.](#)

ABOUT CHEROKEE COUNTRY CLUB

Cherokee Country Club was founded in 1907 and since its beginning, has been the recreational home for generations of families. Today it is recognized as one of Knoxville's greatest assets, featuring a classic, elegant Clubhouse, state of the art fitness and aquatic amenities and creative social activities. The club's classic 18-hole Donald Ross links style course is golf at its finest and is truly an exceptional golf experience for all levels of players. The facilities include an extensive golf shop, practice range, practice putting and chipping greens.

Located in the heart of Knoxville, TN with dramatic views overlooking the Tennessee River, this 113-year-old club has a long tradition dedicated to enriching the lives of its members and their families by providing the finest in dining, social and recreational interests in a private club environment. While historic, Cherokee has taken steps to be at the forefront of the industry as a family focused full-service club with a waiting list and an average member age of 57 years.

Cherokee recognizes the growing emphasis of a healthy lifestyle and strives to provide the ultimate fitness and wellness experience for its members. The outdoor tennis courts consist of seven Har-Tru hydro clay courts three pickleball courts, and one hard court. The fabulous indoor facilities include four Nova cushioned hard courts with the industry's finest suspended insulation system with excellent light reflectivity. The Aquatic Center offers a fun and safe gathering place for children and adults alike. The new resort-style facilities feature both family aquatic opportunities and a competition pool.

Cherokee's culinary team is one of the finest in the Southeast. The club provides a wide selection of dining venues to accommodate all dining needs.

CHEROKEE COUNTRY CLUB BY THE NUMBERS:

- 540 resident, 160 junior, 140 senior and 75 non-resident members
- Initiation Fee - \$40,000
- Annual Dues - \$9,864
- Food and Beverage Revenue - \$4M
- # of FTE Employees in season – 140, 90 off-season
- The Club is organized as a 501(c)(7) and is a not-for-profit corporation
- The average age of the members is 57

CHEROKEE COUNTRY CLUB WEBSITE: www.cherokeecountryclub.com

CLUBHOUSE MANAGER (CHM) POSITION OVERVIEW

The CHM is responsible for the general operation of clubhouse functions relating most importantly to Food and Beverage but also including Security, Valet, Buildings Manager, Director of Facilities, Locker Room and Housekeeping ensuring that all services exceed members' and guests' expectations. The CHM is responsible for all aspects of the Clubhouse operation in the absence of the GM/COO and performs specific tasks as requested. He/she will also prepare an annual food and beverage budget. He/she will develop an awareness of the "club culture" and is responsible for the dissemination of hospitality, friendliness and goodwill among members, guests and staff. His/her goal is always to help members and guests enjoy the facilities and events of the club. The Clubhouse Manager reports directly to the GM/COO.

PRIMARY RESPONSIBILITIES

Member Services:

- Consistent sincere and significant engagement of members, highly visible to members and staff in the dining areas of the club is of premium importance. The CHM is ultimately responsible to ensure that all member dining is well-organized and executed.
- Provide quality leadership in a positive and upbeat manner for the members, guests and staff.
- Create and maintain a first-class service culture throughout the club property.
- Address and resolve all member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the clubhouse operations.

Employee Relations:

- Oversee the recruiting, hiring and development of clubhouse personnel. Oversee ongoing training programs complete with up-to-date training manuals to ensure exceptional service in all parts of the club's operation.
- Provides for training and future development of all subordinate managers and supervisors subject to budget approval by the GM/COO. Instill the concept of being "team players" in all employees. Continue to coach, counsel and evaluate departmental staff.
- Ensures that a positive spirit and healthy work environment exists throughout the clubhouse, one that is free of safety risks and all forms of employee harassment.
- Maintain an effective communication program where employees are treated in a fair, structured and consistent manner.
- Function as an administrative and communication link between departments in the club.
- Guarantee that all clubhouse employees are regularly trained and certified in areas that help guard the safety and wellbeing of our members, guests and other employees including, but not limited to responsible alcohol service, safe food handling, etc.
- Help to facilitate a team environment with morale, high ethical standards and efficient use of resources to position CCC to be a preferred employer of choice in the community.

Financial Management:

- Works jointly with the Controller and GM/COO to prepare the annual operating and capital budgets for all clubhouse operations, assists in managing and controlling the operations to attain the desired results.
- Monitors the budget each week/month and directs the taking of corrective action as necessary to assure that the budgeted goals are attained.
- Provides input to all clubhouse personnel regarding annual budgets, capital spending plans, fiscal controls and operational guidelines.
- Responsible for all labor cost payouts and maintains them within the constraints of the budget and through close coordination and with approval from the GM/COO and Controller.
- Monitor's payroll records to control overtime and maintain labor costs within budgetary guidelines.
- Supervises the purchasing, receiving, safekeeping and disbursement of operating supplies and equipment to maximize quality and profitability.

Personnel Management:

- Displays very hands on approach and leads the staff by example. Must be approachable to staff, members and guests.

- Assists the General Manager in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts and budgets.
- Responsible for the hiring, discipline, termination and documentation of all FOH F&B staff.
- Attends meetings of senior management and carries out directives because of these meetings and any other requests of the GM/COO in a timely manner.
- Serves as an ad-hoc member of appropriate club committees.
- A warm personality, a sense of humor and the ability to work effectively with all levels of the internal staff and members.
- Works with Executive Chef to develop P&L statements prior to each event, makes appropriate notes following an event and files information for future use.
- Works with Executive Chef on menu development.
- Furthers his/her own continued development as a club management professional as a member of CMAA. With the assistance and approval of the General Manager participates in appropriate seminars/training programs, thereby enhancing his/her value and quality of services to Cherokee Country Club.

Operational Responsibilities:

- Understands and abides by Cherokee Country Club policies and departmental procedures. Suggests changes and may direct the implementation of change.
- Provides content for and manages communications and marketing materials for department.
- Assures that the Clubhouse is run in accordance with all applicable local, state and federal laws.
- Research new products/services/vendors and develops an analysis of their costs/benefits.
- Ensures that the club's preventive maintenance and energy management programs are on schedule and in use.
- Disseminates information effectively and coordinates activities between departments on a timely basis.
- Keeps the GM/COO informed of all potential problems and activities related to the smooth operation of the clubhouse.
- Oversees inventory management throughout the F&B department and completes a periodic china, glass and silver inventory to maintain par levels.
- A sharp eye for detail in the overall management of the operation.
- Oversees the Wine List and Wines by the glass program.
- Responsible for regularly reporting of performance and financial data (i.e., cover counts, event P&L, weekly report to GM/COO).

DIRECT REPORTS:

- Food and Beverage Staff, Security, Valet, Buildings Manager, Director of Facilities, Locker Room, Housekeeping

CANDIDATE QUALIFICATIONS

- Is a passionate leader with strong food and beverage credentials and a proven track record of providing premier - level hospitality services, with a personality that is commensurately appropriate for Cherokee Country Club culture.
- Is a proven food and beverage leader who can manage his or her time and establish priorities, to which he or she is accountable to execute against.
- Has a verifiable track record of successfully leading and growing a dynamic food and beverage program and clubhouse operations including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom line goals and objectives.
- Is a "relationship" person who is successful in finding solutions with all sides in mind.
- Has an in-depth knowledge of wine, beer, and spirits. Has a thorough knowledge of multi-dimensional *à la carte* dining services, training, and service standards and processes as well as strong and verifiable skills in developing and growing catering sales and banquets.
- Is a highly motivated individual who is confident in his or her abilities and yet humble in personality; a person who can share the credit with their staff for achievements made as well as take responsibility when standards are not met.
- Has a positive attitude and is professional in nature with a high degree of integrity, strong work ethic, and can handle a fast paced, high energy environment and clientele.

- Exhibits a continuous desire to improve him/herself and a track record of developing strong and upwardly successful associates and direct reports.
- Understands golf and court sports and is knowledgeable of the traditions of the games.
- Is a confident, proactive team builder who has a history of attracting, developing, and retaining high performance staff.
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff; a truly engaging “people person.”
- Has a fundamental understanding of what constitutes a “premier club experience” and the proven ability to execute to that level.
- A professional career track record of food and beverage achievement and stability with experience in a high volume, highly respected club, resort or hotel.
- Proven leadership qualities with demonstrated ability to direct, coordinate and manage all facets of a club operation.
- Must possess Point of Sale experience, Club Essentials preferred.
- Must have excellent computer skills, including extensive use of Microsoft Office programs.
- Possessing financial acumen to understand club financials and manage budgets.
- An overriding sense of quality consciousness that pervades every part of the clubhouse operation. This includes a high quality, courteous and efficient staff.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment, OSHA and the full range of employee benefits.
- Strong verbal and written communications skills. Comfortable speaking in front of a wide variety of groups including staff and board committees. Communication with members, guests, and visibility are incredibly important attributes of the incoming Clubhouse Manager.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A college degree is preferred with a major in Hospitality and/or Business Management or an equivalent combination of related education and experience.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent benefit package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter (in that order) using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

Preparing a thoughtful cover letter, clearly articulating your “fit” with the profile and the above noted expectations and requirements is necessary. Your letter should be addressed to Mr. Shawn Wilkes, CCM, GM/COO, Cherokee Country Club, and clearly articulate why you want to be considered for this position at this stage of your career and why Cherokee Country Club and its geographic location will be beneficial to you, your family, your career, and the Club, if selected.

You must apply for this role as soon as possible but no later than May 21, 2021. Candidate selections will occur early June with first interviews expected in mid-June 2021 and second interviews a short time later. The new candidate should assume his/her role in mid-July 2021.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Katy Eliades: katy@kkandw.com

Lead Search Executive:

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