



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

Position Available:
ASSISTANT GENERAL MANAGER
Cascade Hills Country Club – Grand Rapids, MI

The Assistant General Manager will be responsible for all day-to-day operations within the Clubhouse. A strong Food and Beverage background and skill set are essential. He or she will be visible and accessible to all members and staff with a focus on service excellence, relationships, and a people-oriented leadership style. CHCC members and staff take pride in our extremely high standards and exceptional attention to detail. He or she will respectfully lead a very talented and tenured team of management and service staff.

ESSENTIAL FUNCTIONS:

- Recruit team members with enthusiasm and support an exceptional team, and consistently strive to lead them to significant, positive membership interactions and outcomes.
- Be a collaborative team player willing to be “hands on” when necessary but understand when to step back and be the leader others look to.
- Involve associates in the decision-making process of how ‘work gets done’ and create a desirable and rewarding work environment.
- Teach, train, and develop our training programs for all service personnel, working, as necessary, with the managers directly responsible for those operations; essentially, ‘train the trainers.’
- Be a focused and objective evaluator of personnel, ensuring that standards of conduct and member service are met or, preferably, exceeded; this includes oversight of the Club’s standards of appearance, hospitality, service, and cleanliness of all facilities.
- Establish and consistently enhance operating standards for all personnel and objectively evaluate knowledge, understanding and execution of these standards.
- Ensure that an effective orientation and onboarding program exists in all areas of responsibility, along with continuous professional development and training.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.
- Ensure that associates clearly understand performance expectations and that assigned tasks are reasonable, well-conceived and appropriately conveyed. Provide resources necessary to allow employees to perform their jobs effectively and create an exceptional ambience for members and guests.
- Establish, support, and consistently monitor standards of dress, decorum and service.
- Take personal ownership of your area of responsibility, with special attention to the physical plant and overall appearance of the operation and understand the need to be consistently “member ready” in both appearance and service.

CANDIDATE EXPERIENCE AND QUALIFICATIONS:

- A minimum of five years’ experience as a Food & Beverage Director, Clubhouse Manager, or Assistant Clubhouse Manager in a well-regarded private Club or high-end resort.
- A team builder who embodies the role of ultimate coach and motivator, bringing out the best in others by setting clear goals and expectations. Providing consistent feedback and support and treating others with respect and professionalism.
- Ability to effectively interact with members, guests, and team members at all levels of the organization.
- Has a verifiable record of successfully leading and growing dynamic clubhouse operations including building revenues, controlling costs, and meeting or exceeding member expectations.
- Strong financial skills and budgeting acumen.
- Possess strong organization skills and an obsession with details necessary to achieve high levels of quality and satisfaction.
- Is confident in his or her ability yet humble in his or her interactions.
- Displays an understanding of facilities management.
- Is a passionate and highly motivated professional who enjoys full member engagement.
- Has a professional appearance and expects the same from his or her staff.
- A bachelor’s degree is required preferably from a 4-year Hospitality or Business Management program.
- Excellent verbal and written communication.



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

- Jonas POS experience considered a plus.
- CMAA certification or actively pursuing certification.

EDUCATION REQUIREMENTS:

Bachelor's degree or higher

COMPENSATION AND BENEFITS:

- Salary commensurate with experience and qualifications
- Health and dental insurance package
- 401K available after first year of employment
- CMAA membership dues and education
- 2 weeks of vacation
- Monday golfing privileges

DIRECT REPORTS:

- Executive Chef
- Food & Beverage Managers
- Events Manager
- Facilities Maintenance Director
- Valet Staff
- Pool Staff

REPORTS TO:

General Manager

CLUB INFORMATION:

Cascade Hills Country Club is a member-owned private club, located in Grand Rapids Township. Facilities include an 18-hole golf course designed by Jack Duray, a par three 9-hole golf course, Swim & Tennis Complex, Fitness Center, Fitness Trails, and a 72,000 square foot clubhouse. The Club is 99 years old and is home to 732 members and their families. Annual gross revenue is currently \$9.1M with yearly dues revenue of \$4.6M. Food & Beverage facilities include a dining room, lounge, outdoor dining, pool café, a men's grille, formal ballroom, and three meeting rooms. Annual food sales are \$2.1M, and annual beverage sales are \$1M. The Club has a very active, family-oriented membership. Open 6 days a week, 12 months a year.

INSTRUCTIONS FOR APPLYING:

Please send cover letter outlining your career progression choices, a resume, references, and salary requirements to Brian Armstrong at brian@consultingRCS.com