



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

Position Available:
CLUBHOUSE MANAGER

Desert Mountain Club – Outlaw Clubhouse – Scottsdale, AZ

JOB SUMMARY:

Responsible for overseeing all facets of the clubhouse food and beverage operations while ensuring a positive, energized culture for employees to thrive and a high performing culture where all food service and special events become a memorable member experience.

ESSENTIAL FUNCTIONS:

- STAFF DEVELOPMENT:
 - Prepare and implement training programs for incoming employees, daily coaching, and develop follow-up training to create raving fan experiences for our members and guests
 - Interview, hire, train, coach, and develop staff
 - Work closely with Human Resources to assure proper completion of performance reviews and improvement plans
 - Monitor and enforce employee dress codes according to policies and procedures
 - Conduct periodic employee reviews, make salary recommendations, and complete appropriate status change forms
 - Approve employee schedule requests
- CREATE EXCEPTIONAL EXPERIENCES:
 - Develop and embrace a positive, professional and energized culture for the employees that is focused on creating special and memorable experiences for members and guests
 - Directly responsible for membership satisfaction. Maintain contact with and place a high priority on visibility, positive member engagement and name recognition
 - Regularly greet members and guests by name and ensure consistent and exceptional service
 - Handle member and guest complaints and inform Director of Club Operations about corrective actions taken
 - Assist members in arranging for special dinner requests in the dining room
- BUSINESS MANAGEMENT:
 - Produce annual sales and expense budgets for the restaurant
 - Manage labor and expenses to achieve budgetary standards
 - Devise and implement policies and procedures for the Clubhouse
 - Ensure appearance, upkeep and cleanliness of all clubhouse facilities, to include the restaurant and locker rooms, by walking the member experience. Ensure club is clean, welcoming and presentable
 - Work closely with the Chef to cost and price restaurant and bar menus
 - Work closely with the Sommelier to develop the restaurant's wine list to meet or exceed budgeted sales and costs
 - Work with the Catering Manager and Banquet Manager on events
 - Work closely with the Director of Club Operations and the Director of Catering (frequency depends on Clubhouse) in the design and presentation of service to further improve Member Participation
 - Work with the Director of Clubhouse Operations to create new revenue streams, find efficiencies, and minimize costs
 - Assist with the continuous development of DMC F&B training and procedures manual
 - Attend all scheduled meetings
 - Undertake special projects as requested by the Director of Club Operations



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- Work closely with the marketing team to promote clubhouse activities and special events through unique and effective communication to include calendar updates, website postings, lobby signs and direct mail advertisement
- Ensure DMC Standards and Policies, Mission, and Core Values are being upheld
- Process work orders and follow up on completion of tasks performed for the restaurants and patio areas
- Other duties as assigned by the Director of Club Operations

CANDIDATE EXPERIENCE AND QUALIFICATIONS:

- At least 5 years of food and beverage experience and prior leadership experience is required. Upscale resort, hotel, or country club experience is preferred
- Banquet experience preferred, golf tournament planning and management a plus
- Highly knowledgeable in service, wine and culinary techniques
- Excellent customer service skills
- Strong interpersonal skills
- Detail oriented
- Highly organized
- Proficient at managing multiple things at once
- Exceptional leader
- Strong management skills with verifiable strengths in “self-starting” leadership, financial performance and people skills
- Sense of urgency while maintaining a calming presence
- Represent impeccable and professional appearance at all times
- Outgoing, friendly personality
- Self-motivated team player
- Good verbal, non-verbal and oral communication
- Active listener
- Ability to make effective and timely decisions
- Takes ownership, desires continuous improvement

EDUCATION REQUIREMENTS:

- 4-year hospitality degree preferred but not required

COMPENSATION AND BENEFITS:

- Salary commensurate with experience
- Medical, Dental and Vision coverage
- Matching 401k
- Complimentary on-site medical clinic available to employees and their dependents
- Complimentary meals during shifts
- Complimentary Golf and Tennis
- Paid Time Off
- Tuition Reimbursement
- Retail Discounts
- Pet Insurance
- Uniforms Provided



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REPORTS TO:

Director of Club Operations

DIRECT REPORTS:

Assistant Clubhouse Manager, Supervisor, 20-30 Service Staff

CLUB INFORMATION:

Desert Mountain Club is one of the finest private residential communities in the world featuring world-class golf, indulgent amenities, and curated experiences. It is a private country club open to on and off-site property residents located in the elevated foothills of the beautiful Sonoran Desert in North Scottsdale, Arizona. The club spans across 8,000 acres featuring:

- Seven signature golf courses (six of which are Jack Nicklaus & an all-new par 54 championship course)
- Seven distinctive clubhouses – each with its own unique restaurant brand plus banquets
- An award-winning spa and fitness center
- Spectacular swim and tennis facility
- Dozens of hiking and biking trails
- Horseback riding
- Luxury camping at The Ranch

Desert Mountain's Mission Statement:

We will provide our members and teammates with an exceptional experience consistent with our vision to be the finest club and community for golf and recreational lifestyle activities in North America.

Built to resemble Arizona's early-1900s ranch homes, the rustic-chic **Outlaw Clubhouse** is defined by its vast breezeway with an outdoor fireplace, and its impressive collection of authentic Southwestern artwork. Located just off the breezeway, you'll find a full-service golf shop and boutique, as well as a designated practice area with a practice hole that was specially designed for fine-tuning your short approach shots.

FOOD AND BEVERAGE OPERATION:

The warm and welcoming Arizona Grill at Outlaw specializes in modern Mexican cuisine and fresh takes on southwestern favorites. The signature breezeway leads to front door of the 70-seat dining room. The outdoor terrace includes member dining seating for 86 as well as an event lawn which can accommodate up to 200. Other food beverage outlets include a comfort station and pool café.

Annual food and beverage revenues at Outlaw equal 1.4M, with food and beverage costs budgeted between 30% - 35%. The Apache Clubhouse operates year-round with the highest volume of business between the months of October – June.

[Club Website](#)

[To Apply - Click Here](#)