



The Club Manager Position at Locust Hill Country Club

Locust Hill Country Club, located in Pittsford, NY, a suburb of Rochester, is searching for a highly skilled Club Manager (CM) to lead a team to achieve the ultimate in member satisfaction. Successful candidates are well-organized and can handle multiple projects simultaneously while managing his or her time effectively to achieve a healthy work-life balance. This special opportunity exists for candidates with a track record of leadership in high quality food and beverage operations management in private clubs or high quality and service centric establishments in the hospitality industry.

The Club:

Locust Hill Country Club originated in the summer of 1925 by thirty of the younger and more progressive business and professional men of Rochester and members of the Rochester Gyro Club. They purchased from Frank Zornow the "Locust Hill Farm" – eighty-nine acres of farmland on the north side of Jefferson Road in Pittsford. The barn was converted into a Locker House, with a fully equipped Pro Shop, bag storage, showers, lockers, and lounge room where food was served. The farmhouse was made into a clubhouse with 40 lockers on the second floor for the lady players. The course initially featured nine excellent holes for golf.

The Club soon expanded to 225 members and in 1927 purchased 52 acres South of Jefferson Road and expanded to eighteen holes. Seymour Dunn, a well-respected architect, and golf club maker from Scotland who had previously designed The Lake Placid Golf Club, was hired to complete the project. Dunn was born in Scotland in 1882, his ancestors had been golfers, club makers, greens keepers and golf course architects for more than 100 years. In fact, his ancestors can be traced back to Mary Queen of Scotland and the first golf course ever built. In 1984 the clubhouse underwent a \$1 million-dollar renovation that connected the main clubhouse and the locker room building with the addition of the member's dining room on the main level.

A patio off the dining room was enclosed to create a separate bar area in 1991. The Clubhouse received a complete \$3 million interior renovation in 1998 which included the addition of the three-story octagon "Loggia". The master plan for the Clubhouse was completed in 2006 with an addition to the Ballroom, a 2,000 square foot state-of-the-art fitness center, and exterior decks and patios overlooking the golf course. Two heated paddleball courts have since been built with a "warming hut" that serves both the platform tennis courts and the swimming pool facility. A complete renovation of the tennis court complex is now underway to improve the playing courts for tennis and pickleball.

Locust Hill was the home of the Wegman's Rochester International LPGA tour. Locust Hill has hosted this event since 1977 when it started as "The Bankers Trust Classic". It was one of the longest running events on the LPGA tour and was upgraded to the PGA Championship of the LPGA Tour in 2010.

Locust Hill Country Club is a private full service, year-round country club which provides a prestigious, yet friendly and welcoming environment for all of its members, their families, and their guests. Locust Hill Country Club is the private club of choice in Rochester, New York.

The Club is proud on providing a home away from home, with personable, easy, and memorable club experiences.

Locust Hill Country Club By The Numbers:

- 60,000 square foot clubhouse
- 18-hole championship golf course and practice facilities, including a driving range that was completely redone earlier in 2022 and an all-season training center
- 15,000 rounds of golf
- 2,000 square foot health and wellness center
- 2 hard surface tennis courts and 2 pickleball courts
- 2 heated platform tennis courts
- An Olympic size swimming pool facility
- 8,000 square foot ballroom in addition to 3 private rooms
- Approaching \$2M in food and beverage revenue FY22
- Dining venues
 - Member Bar
 - Dining Room
 - Loggia
 - Patio Grille
 - Pool Snack Shop
 - Beverage Car(s)

The Position Description:

Locust Hill Country Club is a traditional, yet dynamic, progressive organization and the CM role is critical to the Club’s overall success and commitment to relevancy with programming, services, activities, and service execution. The CM is the primary coordinator of food and beverage budgeting, hiring, training, orientations, and teammate “culturalization,” and supervision of employees, as well as with pool operations, youth programming, housekeeping, and locker room services. Knowledge of Tennis, Paddle Tennis and Pool programming is beneficial. He/she will therefore be applying relevant and necessary marketing techniques to drive member usage of food and beverage and clubhouse operations along with assuring member and guest needs and desires are consistently met and often exceeded. Club member and guest satisfaction and enjoyment of the high-quality service experience at Locust Hill are primary drivers to its overall success.

The CM, as a strong and highly visible and respectful presence with the membership, must be an exceptional communicator, have excellent personal interactive skills and the maturity to know how to make members and guests feel that they are consistently being taken care of. Further, he/she must be able to communicate these expectations to a diverse staff and positively motivate them to understand and execute to those expectations.

The Locust Hill community represents a varied demographic and age range, and the CM is the key influence to ensure that these groups are engaged from a food and beverage programming, activities, servicing and experience perspective. Members are exceptionally social and active and are trending younger with more family involvement. The CM must be intuitively engaged and in tune with this very family-centric, fiscally responsible environment. Membership satisfaction in the areas of responsibility for the CM must consistently exceed expectations and is integral to its success.

The CM role has responsibility for the following positions:

Assistant Club Manager, Food & Beverage Manager, Bar & Dining Room staff, Catering Sales Manager, Executive Chef, Accounting Manager, Administrative Assistant, Locker Room Attendants, Housekeeping Staff, Pool Director, Wait Staff, Food Runners, Bartenders, and any temporary employees working in the Clubhouse.

The CM also works with the golf professional and golf course superintendent concerning cooperative efforts surrounding planning, scheduling, and implementing special events and Club functions. The position reports to the Club President and the Management Committee.

Summary

Ultimately, the Club Manager is the 'face' of the LHCC clubhouse and is expected to ensure that the best interests of the membership are maintained and enhanced through his/her leadership, which must be one of natural positive engagement, a strong and high level of communicative style, and having an infectious enthusiasm for the role he/she has assumed. Of extreme importance is the development and motivation of a team of employees, leading to what are generally considered are considered a high level of membership service and satisfaction.

Performance Metrics

- Membership satisfaction.
- Employee performance evaluations and satisfaction.
- Financial performance.

Candidate Qualifications, Characteristics and Desired Traits

The preferred candidate:

- Is a passionate leader with strong food and beverage credentials and a proven track record of providing a high level of services in a private club setting or any other hospitality establishment, with a personality that is commensurately appropriate for the Locust Hill Country Club culture.
- 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. record of developing strong and upwardly successful employees and direct reports
- 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.
- Is a proven food and beverage leader who can manage his or her time and establish priorities, to which 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.
- Has a thorough knowledge of *a la carte* dining and banquet services, training and service standards and processes as well as strong and verifiable skills in developing and growing catering sales.
- Has the abilities and skills to attract and retain membership through proficient marketing and strategic planning efforts.

Traits, Skills, and Competencies

- Strong management skills with verifiable strengths in self-starting leadership, financial performance, and people skills. Concentration on monthly management of revenue vs. expenses.
- Exceptional membership development and retainment skills implementing creative programming efforts that align with the club's current and future membership goals.
- Exceptionally strong food and beverage credentials, and most importantly, the ability to consistently define and achieve goals and objectives. Proven and verifiable leadership qualities with demonstrated ability to direct, coordinate and control all facets of an active food and beverage operation with revenues approaching \$2 million.
- Able to manage and administer the club's technology and marketing platforms such as Monday.com, Northstar/website, and Canva. Also, able to manage and administer the club's relationship with third party

service consultants such as Reid Consulting Group for service development and Metolius Golf for digital marketing and customer relationship management (CRM).

- Knowledgeable regarding typical club F & B and clubhouse operations critical benchmarking and financial metrics that lead to proactive responses to trending curves.
- Exceptionally strong communication and facilitation skills, both written and verbal, with the appropriate personal presence: and a desire and ability to interact effectively before diverse constituencies of members, staff, vendors, and other people who are part of the success of Locust Hill Country Club.
- As a partner with the Management Team (MT) in advancing the club's mission, the CM discusses with the MT issues facing the club and identifies actual or anticipated problems. Serves as liaison between all management staff and the MT.
- Implements general policies established by the MT; directs their administration and execution. Prepares reports and other support material for committee and MT use.
- Establishes and monitors compliance with purchasing policies and procedures; reviews and approves purchasing procedures and requirements.

Educational Qualifications

- A Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial successful private club or hospitality experience may be considered.

Salary & Benefits

The Club, in addition to typical CMAA professional development support, offers an excellent benefit package in addition to an attractive salary commensurate with experience with a performance bonus program measured by pre-determined metrics, goals and objectives.

Expressions of Interest

Send your resume and letter of interest to ejohnson@locusthill.org.

Your letter should be addressed to Mr. Robert Bzdick President/ Club Manager Search Committee, and clearly articulate why you want to be considered for this position at this stage of your career and why Locust Hill Country Club and the greater Rochester, NY area would be a good fit for you.