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CANDIDATE PROFILE

Clubhouse Manager
Berkeley Hills Country Club
Duluth, Georgia

www.berkeleyhillscc.org

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The Organization

Berkeley Hills Country Club is a member-owned private club in Duluth, Georgia, in the heart of Gwinnett County northeast of Atlanta. The Club opened in 1964 as Berkeley Hills Golf Club and became member-owned in 1983, when 427 charter members purchased it and renamed it Berkeley Hills Country Club. For more than 60 years it has been a gathering place for families who value community, tradition and genuine hospitality.

Golf is at the heart of the Club. The 18-hole Ron Kirby designed course, is not exceedingly long at about 6,900 yards, but it rewards players who think their way around it. Tree-lined fairways, strategically placed bunkers, undulating greens and dramatic elevation changes make it a true shot-maker's course. It has hosted the Georgia Open, the Georgia Mid-Amateur and the Atlanta Open, and members compete each year for the Berkeley Cup. Full practice facilities support players of every level.

The clubhouse is the social center of the Club, with an array of rooms and spaces for member dining and events. Members gather in the Club Bar and Grill for casual dining, and the ballroom and private rooms host member banquets, golf-event functions, weddings and other private celebrations.

Beyond golf, the Club offers a full slate of amenities. The racquets center features two Har-Tru courts, four hard courts and eight pickleball courts, supporting active year-round play. The pool complex includes a competition-size pool with a diving board and a snack bar, making it a summer hub for member families.

The Club is guided by four core pillars: **Delighting Members and Guests, Empowering the Team, Enhancing the Experience and Building Tradition.** The Clubhouse Manager position was created to bring the food and beverage, service, culinary and event operations under one leader and to raise the standard of the member experience across the clubhouse.

BERKELEY HILLS COUNTRY CLUB DETAILS:

- Total Club Revenue: Approximately $6M

- Dues Revenue: Approximately $2.7M
- Food & Beverage Revenue: Approximately $1.1M (2027 budget)
- Membership:
  - Full Golf – 250 Members
  - Senior Golf – 97 Members
  - Junior Golf – 105 Members
  - Corporate – 22 Members
  - Sport – 59 Members
  - Nonresident – 31 Members
- Dining Outlets: Dining room, Club Bar and Grill, weekend brunch, beverage cart, pool snack bar, ballroom and event spaces. Clubhouse can accommodate up to 250 members/guests.
- Events: Club-sponsored member banquets, member golf events and non-member (external) events
- Amenities: 18-hole championship golf course and practice facilities; racquets center (2 Har-Tru, 4 hard, 8 pickleball courts); pool complex with competition pool, diving board and snack bar
- POS and Accounting Systems: Lightspeed POS and QuickBooks Online Accounting

Position Overview

The Clubhouse Manager leads the complete food and beverage, service, culinary, housekeeping and event operation of Berkeley Hills Country Club and reports directly to the General Manager. The position combines two former roles, the Service & Beverage Manager and the Assistant Clubhouse Manager & Event Manager, into one leader with unified accountability for the member experience in the clubhouse.

This is a hands-on role, not a desk job. The Clubhouse Manager is expected to be visible on the floor during service and at events, setting the standard and holding the team to it, while also running the business side of food and beverage.

DIRECT REPORTS

- Executive Chef, and through the Chef the full culinary team
- Banquet & Event Coordinator
- Housekeeping
- Front-of-house team: dining room servers, bartenders, beverage cart staff, bussers, host staff and event service staff

Key working relationships: the General Manager, the Finance Manager and the Director of Golf and the racquets and aquatics department heads on tournaments, sporting events and the pool snack bar.

Responsibilities

STANDARDS, ACCOUNTABILITY & SERVICE

- Create, document and enforce service standards across the dining room, grill, bar, weekend brunch and events, and hold every team member accountable to them.
- Monitor staff and service consistently through a visible floor presence at all peak periods, pre-service walk-throughs and daily pre-shift line-ups.
- Serve as the point of escalation for service issues; resolve member concerns in real time and follow up.
- Actively seek member feedback and use it to improve service.

TRAINING & TEAM LEADERSHIP

- Build and lead a structured recruiting, onboarding and ongoing training program for service, bar and event staff, so quality does not depend on any one person.
- Foster a positive, respectful and professional workplace in which team members want to stay.

FOOD & BEVERAGE BUSINESS MANAGEMENT

- Manage cost of goods with the Executive Chef: food cost, menu engineering, portion control, yield and waste.
- Monitor liquor, wine and beverage inventories; conduct regular counts and reconcile them against purchases and POS sales.
- Cost out menu items, beverage offerings and private parties to protect margins.
- Manage food and beverage purchasing, vendor relationships, receiving and storage.
- Schedule labor to the level of business and control overtime across service, bar, event and kitchen labor.
- Understand and manage the F&B P&L; contribute to the annual budget and deliver monthly reporting on revenue, cost of goods and labor against budget.

EVENTS & MEMBER EXPERIENCE

- Plan and execute Club events, member banquets and private (non-member) functions, working through the Banquet & Event Coordinator.
- Own the Banquet Event Order process from planning through billing and post-event review.
- Coordinate with the Director of Golf and the racquets and aquatics departments on tournaments, golf outings, racquets events and pool-side service, including on-course beverage service and post-round functions.
- Be ever conscious of the member experience when scheduling outside events. Recommend policies for the effective use of function space and bookings.

COMPLIANCE & OPERATIONS

- Maintain kitchen, bar and service areas in continuous compliance with Georgia alcohol law and Gwinnett County health codes.
- Ensure all staff who serve alcohol hold current responsible-service certification.
- Oversee housekeeping standards and the daily condition and upkeep of the clubhouse.

Skills, Background & Personality

A GENUINE SERVANT LEADER

- Proud and happy to be of service to others. This is the single most important trait for the role.

- Hands-on and visible; leads from the floor, not from behind a desk.
- Approachable, warm and one who enjoys getting to know members and their families.

LEADERSHIP & STRUCTURE

- Brings structure, sets clear expectations and follows through.
- Comfortable holding people accountable fairly and consistently.
- A natural teacher who enjoys training and developing staff.
- Able to lead a senior culinary professional, setting standards while respecting the Chef's craft.

ENTHUSIASM & COMMUNICATION

- Energetic and positive, with enthusiasm that carries to the team.
- Excellent communicator with members, staff, the General Manager, department heads and event planners and their guests.
- Calm and composed under the pressure of busy service and large events.

BUSINESS ACUMEN

- Comfortable with numbers; reads a P&L and understands how daily decisions affect it.
- Detail-oriented about costs, inventories and pricing.

Qualifications

EDUCATION & PROFESSIONAL BACKGROUND

- Solid private club background is strongly preferred: five years of progressive food and beverage or clubhouse management in a member-owned club.
- Undergraduate degree preferred; hospitality focus ideal but not required.
- Active in CMAA; CCM designation or progress toward it a plus.

OPERATIONAL & FINANCIAL

- Proven command of F&B P&L management and budgeting.
- Hands-on experience with cost of goods, beverage and liquor inventory control, menu and event costing, purchasing and labor scheduling.
- Event planning and execution experience, including banquets, tournaments and private functions.
- Proficient with POS, scheduling systems and Excel.

LEADERSHIP & TEAM MANAGEMENT

- Track record of building service standards and training programs that lifted performance.
- Experience leading an Executive Chef or working in close partnership with one.
- Experience managing housekeeping a plus.

CERTIFICATIONS

- Current responsible alcohol service and food safety certifications (e.g., ServSafe), or the ability to obtain them promptly.

REFERENCES

- Impeccable and verifiable references, including past employers and mentors.

Competitive Compensation

Berkeley Hills Country Club offers a competitive compensation package for this key leadership role.

- Competitive base salary and performance bonus eligibility
- Support for association participation and continuing education
- 401(k) plan in place
- Health insurance, premium covered by the Club at 75%. Ancillary coverages available.

To Be Considered

PLEASE SUBMIT A COVER LETTER AND RESUME

This is a great opportunity for a hands-on hospitality leader with solid private club experience. A full background check and drug test will be conducted on the selected candidate. Qualified professionals are invited to submit materials to:



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