

Candidate Profile

Director of Member Dining
Country Club of Louisiana
Baton Rouge, LA
www.ccofla.com



Property and Position Overview

The Country Club of Louisiana is a private, member-owned club located in Baton Rouge, Louisiana. Situated on the Mississippi River, Baton Rouge is the capital of Louisiana and its second-largest city. Baton Rouge, French for "red stick," is a thriving city and home to LSU and Southern University and numerous businesses and industrial facilities. The city is known for its great people, unique food, and lively music. Baton Rouge has something for everyone – it represents the best of Louisiana's vibrant cultures. Centuries-old oaks, magnolias, and other trees indigenous to Louisiana, combined with scenic lakes and historic bluffs, create the natural setting for The Country Club of Louisiana. Developed in 1985, the beautiful custom homes, Jack Nicklaus designed championship golf course, majestic Louisiana plantation clubhouse with tennis and swimming facilities make The Country Club of Louisiana one of the country's finest residential and recreational communities.

MISSION STATEMENT

The Country Club of Louisiana is a private, member-owned, full-service country club dedicated to providing its members, their families, and guests with exceptional experiences throughout facilities and services in a family-friendly environment.

VISION STATEMENT

Create a peaceful escape where members, families, and friends can meet, play, relax, and return.

CORE VALUES

Integrity, Respect, Innovation, Financial Responsibility, Excellent Service

In 2019, the Club completed an over eight million-dollar renovation with a substantial portion of the dollars being spent expanding and upgrading their dining rooms, patios, 19th hole and locker rooms, tennis facilities, lounge areas, and kitchen.

Club dining is at the core of every social experience at the Country Club of Louisiana. The Club considers its food and beverage amenity equal in importance to its other amenities. It plays a significant role in achieving its Club Mission and Vision while fulfilling its core values. As part of this initiative, it seeks to achieve Favorite Place Status by a majority of its members. Achieving Favorite Place Status does not mean the Club must be every member's favorite place to dine; it requires the Club to be on every member's list of their top two to four eateries they favor and frequent when they dine away from home. As part of this Favorite Place Status mission, the Club has created a Director of Member Dining position (DoMD) to oversee and focus on all aspects of the member's la carte dining experiences, ensuring they are consistently exceptional and memorable.

Position Role and Responsibilities

The Director of Member Dining is a department head level manager and works on a peer level with the Director of Catering and Club Special Events and the Executive Chef. The DoMD's responsibility includes oversight of the hospitality experiences in all the dining venues, including the Grille & 1986 Bar, Men and Women's Locker Rooms, outdoor patios, poolside dining, and supervises all the activities of the Club Receptionist and Valet services. DoMD reports to the Assistant General Manager, assumes the AGM's role when away from the Club, and acts as the Manager of Duty when both the AGM and General Manager are away from the Club. This position is an excellent opportunity for an accomplished dining room specialist who aspires to one day earn a General Manager position at a private Club.

The DoMD must possess and exhibit a charismatic, coach training, "heart of a teacher" leadership style. They must be proficient in dining service leadership and establish standards and service procedures, setting goals and systems for measuring success.

The DoMD will become the face of hospitality at CCLA, known by the employees and membership as the responsible person for all a la carte hospitality at the Club. Maybe better said, they will be responsible for all hospitality at the Clubhouse that is not directly planned and supervised by the Director of Catering. The DoMD must be visible and present in all hospitality operations and venues on a regular daily basis. They must demonstrate an open-door, approachable demeanor that leads and guides in a hands-on manner equally and proactively to all team members.

The DoMD's top goal is to develop and maintain a world-class hospitality service experience for CCLA members and their guest's exclusive use while fostering a working environment in keeping with the mission, vision, and values statements of the Club. "Treating others the way you would like to be treated" for all members, guests, teammates, and vendor partners.

By the Numbers

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- \$8.9M Annual operating revenue
- \$3.7M Annual dues revenue
- \$3.3M Annual F&B revenue – 60% a la carte / 40% banquets and special events
- \$25,500 Initiation Fee
- 130 Employees
- 9 Board members
- The average age of members – 56
- 18-Hole 7,100-yard Jack Nicholas Championship Golf Course
- 10 lighted, outdoor clay tennis courts
- 3 hard surface indoor tennis courts
- Tennis hospitality pavilion
- Resort-style swimming pool
- Poolside dining, beverage and snack bar
- Fitness Center
- Men's and Women's Locker Rooms with grills

Education, Experience, and Additional Qualifications

- Total of ten years hospitality dining experience with five years as a Supervisor or Dining Room Manager in a private club or high-end restaurant, resort, or hotel, preferably in the South.
- Four-year bachelor's degree from an accredited college/university in Business Administration or Hospitality Management.
- Working towards earning your CCM designation from the CMAA.
- Safe Serv Certified.
- Requires a high degree of administrative and executive ability, especially in problem-solving and decision-making.
- Must have the ability to communicate with excellent oral and written skills.
- Must possess a working proficiency of computer skills and knowledge with MS Suites, Word, Excel, PowerPoint, and POS / Club Software Programs (CcoL uses Jonas proprietary software).
- Excellent human relations skills with a talent for motivating staff and members.
- Good organizational skills with the ability to work independently and with a team.
- Ability to function under pressure, set priorities, and adjust to changing conditions.
- Has a demonstrated high work ethic, patience, coach training leadership style, with a sense of ownership and responsibility for this DoMD leadership position.
- Applicant must possess a passion for providing high-quality member service and a commitment to exceeding expectations.

Competitive Compensation & Benefits

- This is a full-time salaried position with a complete benefits package
- Paid time off
- Health, Dental, per Country Club of Louisiana Employee Benefits Package
- Long-term Disability Insurance
- Life Insurance
- 401k Plan
- Salary will be commensurate with qualifications and experience and range from \$70K to \$85K with bonus potential
- Professional Education allowance to include membership in CMAA
- Clothing Allowance

Individuals who meet or exceed the established criteria detailed in this position profile and posting are encouraged to send a cover letter and resume.

Note: The preferred method of contact is email. Please send your cover letter and resume in PDF format, attached via email with the subject line: DoMD, CCLA.

Please mark the outside of the envelope DoMD, CCLA if sending via regular mail.

Send to:

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