

Candidate Profile

Clubhouse Manager
Palo Alto Hills Golf & Country Club
Palo Alto, California
www.pahgcc.com



Organization Overview

In the mid-fifties, a group of prominent California sports figures and businessmen who were golf enthusiasts decided to build a championship golf course in the hills overlooking Palo Alto and the San Francisco Peninsula. They envisioned a course where no two holes would play alike. The Club was touted to offer "exhilarating play among scenic rolling hills," with "something for everyone."

They incorporated as Palo Alto Hills Golf & Country Club in 1958 with just hopes and dreams and 145 acres of leased land. The course was graded and seeding and planting began. By February 1960, the course was completed. Clubhouse plans were approved early in 1960 and the members had taken control and were running the Club. On May 1, 1960, a 9-hole course opened with a celebration golf tournament. 1961 saw the course expand to a beautiful 18-hole course.

Ground was broken for the Clubhouse on July 9, 1960, and opened for the members' use in the fall of 1961. In 1962 the lease was converted to a purchase on a 30-year note and Palo Alto Hills Golf & Country Club now proudly owned their own Club. The final payment on this note was made in 1990 making Palo Alto Hills Golf & Country Club the first club in the Bay Area to own their own land.

Over the decades, renovations and improvements have been made in all areas of the Club. Major renovations and expansion of the Clubhouse were completed in 1996. The clubhouse is able to host welcoming and distinctive private events for up to 300 people, as well as a la carte dining room and members' bar, with creative and fun social activities for members and their guests. There is also a poolside grill, open seasonally, and "Axe's Place" off the bar, offering outdoor seating with fire pits and spectacular views of the golf course and San Francisco Bay.

In 2011, a huge expansion project was completed as a brand new 35,000-square-foot Wellness Center was built. The Wellness Center includes a spacious cardio and weight room, two group exercise fitness rooms, a full-service spa, locker rooms, family changing areas, a small parking garage, a babysitting center, and a youth game room. In addition to the Wellness Center, a new infinity pool, grass tennis court, children's playground, kiddie pool, and Poolside Grill were also completed as part of the project.

In 2022, a major renovation to the golf course was completed. Virtually every part of the golf course was redesigned and upgraded including tees, greens, greens surrounds, fairways, and bunkers. A state-of-the-art irrigation system and drainage infrastructure were also added.

The Club formed a Long-Range Planning Committee in late 2022 to evaluate prospects for a Clubhouse renovation plan.

Change, innovation, fun, and friends now rule the day, month in and month out at this multi-cultural club where diversity reigns and there is truly something for everyone.

Position Overview

The Clubhouse Manager (CM) embraces the reality that “Times and conditions change so rapidly that we must keep our aim constantly focused on the future.” The Clubhouse Manager will partner with the General Manager/COO and the Executive Team to create a strategic and operational plan that will elevate the overall membership experience and mentor employees to achieve their best. The CM has full responsibility for all daily Clubhouse Services throughout all dining, kitchen, catering, banquets, non-golf related activities of the Club, and maintenance and janitorial. The CM will attend assigned Club committee meetings. Direct reports include Executive Chef, F&B Director, Catering & Events Director, Facilities & Maintenance, and Housekeeping. This job is not available for remote employment.

Responsibilities and Essential Functions

- Oversees all business functions of Food and Beverage, Catering Sales, House Maintenance, and Janitorial.
- The Clubhouse Manager must be a “hands-on” interactive leader who directly monitors the operation and mentors the staff throughout each day; someone who recognizes and embodies the intimate details necessary for consistency and high levels of satisfaction in all operations and amenities. Sets clearly defined goals and objectives and holds people accountable for results in a performance management system without being viewed as a micromanager.
- Performs human capital management responsibilities including employee selection, performance management, training, coaching, and development. Manages priorities and workload distribution and removes barriers that impede progress. Completes all personnel, salary administration, and reporting duties. Performs operational responsibilities that drive team performance including planning, execution, process improvement, and best practice sharing. Coordinates smooth functioning of various departments, helping to resolve disputes that may arise.
- Develops and implements new department standards, policies, and guidelines as established by the governing board and the operational procedures of the General Manager, including policies regarding employer-employee relations.
- Ensures completion of all compliance and reporting requirements.
- Coordinates development and management of annual operating budgets and clubhouse capital expenditures in tandem with the Director of Finance and General Manager. Responsible for the development, management, and implementation of plans for the Clubhouse. Facilitates the needs, priorities, and planning for all capital expenditures at the Club. Ensures the successful implementation of capital expenditure projects based on time and budget.
- Works with the Director of Finance and Director of Food and Beverage on F&B budgets and forecasting to ensure that revenues, cost of goods sold, and labor remain on track with Club projections.
- Ensures and facilitates improvements in the levels of food service quality and service standards to enhance the overall ambiance of member dining experiences.
- Works with the Executive Chef and culinary team to ensure each menu item is prepared and delivered with the highest quality standards in mind.
- Helps plan and approve internal marketing promotion activities for the Food and Beverage department.
- Ensures departmental compliance with safety, health, security, and environmental standards.
- Attends House Committee and Long-Range Planning Committee meetings and ensures integration and coordination of all social events.
- Occasionally attends Finance and Board of Director meetings.
- Manages the overall operation of the F&B and non-golf elements of the Club.
- Inspects to ensure that all safety, sanitation, energy management, preventive maintenance, and other standards are consistently met.
- Develops and implements policies and procedures for food and beverage departments.
- Assists in planning and implementing procedures for special Club events and banquet functions.
- Greets guests and oversees actual service on a daily and nightly basis.
- Helps develop wine lists and bottle/glass wine sales promotion programs in tandem with the Club’s Sommelier.
- Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken.
- Develops new and innovative ways in which to stimulate member activities and participation in Club events.
- Maintains appearance, upkeep, and cleanliness of all facilities and equipment.
- Approves all product invoices before submitting to the accounting department.

- Maintains records of special events, house counts, food covers, and daily business volumes.
- Works with other department heads on special projects assigned by the General Manager.
- Other duties and jobs may be assigned as needed by the General Manager.
- Serves as the primary backup and oversees all operations in the absence of the General Manager.

Requirements

- Bachelor's degree in business, hospitality management, or a related discipline is preferred.
- Minimum of five years of experience operating at a senior level in a private yacht, golf, social, athletic club, or other similar organization.
- Demonstrated progressive professional advancement.
- Food & Beverage management experience.
- Experience working with volunteer committees.
- Have attained or is pursuing professional CMAA certification.
- A career path marked with stability and professional achievement.
- A person of exceptional character; motivated, energetic, friendly, and dedicated to the profession.
- The successful candidate will be a lifelong learner continually researching and understanding industry trends.
- Excellent verbal and written communication skills.
- Has a proven track record of showing empathy with members' needs and communicating policy in a positive manner.
- Experience with facilitating and completing capital improvement projects.
- Demonstrated long and short-term planning programs, a club professional visionary.
- Proficient in Microsoft Suite and Internet applications.
- Familiarity with various graphics programs desirable.
- Experience with Jonas, JAM, and Foretees is a plus but not a requirement.
- Must provide valid document(s) to work in the US.
- California Food Handler certification.
- California Responsible Beverage Server (RBS) certification.

Competitive Compensation and Benefits

- Competitive compensation/salary and an annual performance bonus
- Medical, Dental, Life Insurance, and Paid Vacation
- Participation in the Club's 401(k) plan with club match
- Professional dues and expenses in accordance with the annual budget

Palo Alto Hills Golf & Country Club (PAHGCC) is an Equal Opportunity Employer. PAHGCC strongly values diversity and is committed to equal opportunity and non-discrimination in all its policies and practices, including the area of employment. PAHGCC does not discriminate against any person based on race, color, sex, sexual orientation, or gender identity and/or expression, religion, age, national or ethnic origin, political beliefs, marital status, medical condition, genetic information, veteran status, or disability, or the perception of any of the above. People of all genders, members of all racial and ethnic groups, people with disabilities, and veterans are encouraged to apply.

Professionals who meet or exceed the established criteria are encouraged to send a resume and cover letter to GSI Executive Search:

David Robinson, CCM
Principal
david@gsiexecutivesearch.com

GSI Executive Search has been serving the private club industry for over twenty years, providing a wide range of executive search and placement services. In addition to GM searches that have been performed recently, GSI consultants have done over 70 GM searches around the US in the last two years.