

## **The Elm City Club**

### **Job Title: Clubhouse Manager, Q Clubhouse**

#### **Club Overview:**

The Elm City Club is a private City Club located in downtown New Haven with two Clubhouses. The club offers overnight accommodate, private meeting rooms, member dining for breakfast Lunch and Dinner as well as an active social schedule. Club also offers duck pin bowling, pool room and small locker and fitness center.

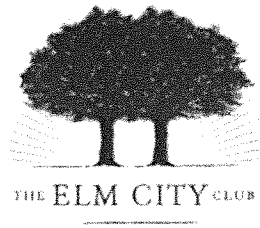
The Q Clubhouse is open for private events and member dinner from Tuesday – Saturday, 11 months per year. Outdoor patio dining is available in season. Private rooms include a ballroom seating 170, 3 private dining rooms seating 60 each and 3 small private dining rooms seating 10 each.

#### **Job Description**

The Clubhouse Manager is responsible for the daily operations in the Q Club Building including Food , Beverage and Maintenance. The Clubhouse Manager reports directly to the General Manager and works in conjunction with other department heads to ensure constant improvement of services for members' enjoyment.

#### **Responsibilities:**

- Ensure all members and guests enjoy outstanding food and beverage with a key focus on exceptional service.
- Maintaining and improving the Club's banquet business through communication, planning and overseeing events of all sizes.
- Responsible for overall supervision of all dining rooms, banquets and maintenance staff including scheduling, payroll monitoring.
- Works with Dining room Manager to conduct ongoing training for all service staff and monitors performance to ensure consistent high level of member service.
- Ensures physical inventories are conducted each month and invoices are submitted to accounting on a timely manner.
- Ordering of linen, beverages and supplies for dining room. Anticipate future needs of equipment and supplies.
- Observe and evaluate all areas of responsibility and work with management team to improve member satisfaction.
- Acts as a positive role model and mentor for all staff
- Opening and closing duties as scheduled
- Assures correct appearance, cleanliness and proper setup of all dining rooms and member areas.



**Requirements for Success:**

- The successful applicant must possess a professional demeanor, good work ethic and team mentality.
- Must have experience in positively leading service teams and have strong knowledge of front and back of house operations.
- Must be able to provide clear direction to service staff and be experienced in the development and implementation of training programs
- Possess outstanding verbal and written skills and the ability to deal with members and guests in a tactful, diplomatic manner
- Must possess a strong knowledge of food, wine, beer and spirits
- Passionate and highly motivated in building strong relationships with members, guests and team members that ensures each club experience memorable.
- Skilled in hiring, supervising and managing diverse workforce and varying personalities.
- Proficient in word, excel, outlook, POS Systems and ability to adapt to changing dynamics of social media

**Educational Requirements**

Applicants with a minimum of 5 years' experience in high end club or restaurant are preferred. A degree in hospitality Management is a plus.

**Salary and Benefits**

Salary is commensurate with qualifications and experience. Benefits include health and dental insurance, CMAA membership with local chapter expenses, parking, vacation, Simple retirement plan.