

**CLUBHOUSE MANAGER PROFILE:
THE SANCTUARY GOLF CLUB
SANIBEL ISLAND, FL**

THE CLUBHOUSE MANAGER (CHM) OPPORTUNITY AT THE SANCTUARY GOLF CLUB

Founded in 1993, The Sanctuary Golf Club in tranquil Sanibel Island, Florida presents a special opportunity for a unique individual to become their next Clubhouse Manager. The Sanctuary, a high-end, member-owned club combines the tropical paradise of Sanibel Island with an Arthur Hills-designed golf course and a casually elegant clubhouse offering the area's best dining and social activities. This is an amazing opportunity to be part of an award-winning Platinum Club in a premier club community.

The Clubhouse Manager at The Sanctuary should be the quintessential professional in every aspect and will be a highly visible and engaged leader. Continually ensuring a consistently positive experience for members and guests that exceeds expectation is job one for the CHM. Historically, The Sanctuary has experienced a high level of member satisfaction (as evidenced in their annual survey), with many members believing it to be close to perfection in nearly every aspect of delivery.

The Clubhouse Manager will ensure the goals of both the food and beverage department and the Club are being met through proactive leadership and full-scope management. Clearly then, paying attention to all the details that contribute to overall success is a crucial attribute and a necessary intuitive style of the successful Clubhouse Manager.

[Click here to view a brief video about this opportunity.](#)

ABOUT THE SANCTUARY GOLF CLUB

As the name describes, The Sanctuary Golf Club truly is a sanctuary on the barrier Island of Sanibel, which maintains 68% conservation land. Located on Florida's gulf coast, the transition to peace and tranquility begins as you make your way over the picturesque causeway from bustling Ft. Myers. The Club is surrounded by the beauty and nature of the J. N. "Ding" Darling National Wildlife Refuge which is home to more than 300 species of birds, 50 species of reptiles and amphibians, and more than 30 types of mammals.

Shortly after it opened in 1993, The Sanctuary Golf Club's golf course was recognized by Golf Digest as one of the best private courses in the United States. Designed by renowned golf course architect Arthur Hills, he describes the course as "my island masterpiece" and the property as "elegant, exquisite, and rare." The course weaves and winds for 6,657 yards around nature preserves and lakes, providing panoramic views of Pine Island Sound and mangrove forests. Golfers often encounter the wide variety of birds and wildlife that call The Sanctuary home.

The course and club have won many awards since 1993 and the bestowment continues today.

- The Club of Excellence – 2018
- Platinum Club of America – Ranked #16 Golf Clubs - 2016
- Platinum Club of the World - Top 100 – 2015
- Platinum Club of America – Ranked #17 Golf Clubs - 2014
- Platinum Club of America – Ranked #9 in Residential Communities - 2012
- Distinguished Clubs of America, Emerald Club Award 2014, 2009
- Achievement of Excellence by the American Culinary Federation - 2012
- Golf World Top 25 Private Golf Shops – 2010
- Certified Audubon Cooperative Sanctuary since 2003

While the Club is open year-round, much of the activity is concentrated in the six months spanning November through April when the Club has most of its members in residence and the island's population is at its highest.

THE SANCTUARY GOLF CLUB BY THE NUMBERS:

- At present, there are 445 members in all categories, with 335 full equity and 110 social members
- Approximately 90% of the members are seasonal residents of Sanibel and Captiva Islands with just 10% living in the community or on island year round
- Initiation Fee - \$120,000 – full equity member
- Annual Dues - \$16,200 – full equity member
- Food and Beverage Revenue - \$1.9M
- # of FOH Employees in season – 24
- The Club is organized as a 501(c)(7) and is a not for profit corporation
- The average age of the members, at present, is 69

SANCTUARY GOLF CLUB MISSION STATEMENT

“To deliver extraordinary golf, court sports, dining, social and wellness experiences to all Members, their families and guests.”

SANCTUARY GOLF CLUB WEBSITE: www.sanctuarygc.net

CLUBHOUSE MANAGER (CHM) POSITION OVERVIEW

The CHM is responsible for the general operation of clubhouse functions relating most importantly to food and beverage but also including housekeeping, facility maintenance, concierge desk and ensures that all services exceed members’ and guests’ expectations. The CHM is responsible for all aspects of the Clubhouse operation in the absence of the General Manager/Chief Operating Officer and performs specific tasks as requested. He/she will also prepare an annual food and beverage budget. He/she will develop an awareness of the “club culture” and is responsible for the dissemination of hospitality, friendliness and goodwill among members, guests and staff. His/her goal is always to help members and guests enjoy the facilities and events of the club. The Clubhouse Manager reports directly to the GM/COO.

PRIMARY RESPONSIBILITIES

Member Services:

- Consistent sincere and significant engagement of members, highly visible to members and staff in the dining areas of the club is of premium importance. The Clubhouse Manager is ultimately responsible to ensure that all member dining and club events are well-conceived and executed.
- Provide quality leadership in a positive and upbeat manner for the members, guests and staff.
- Create and maintain a first-class service culture throughout the club property.
- Address and resolve all member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the clubhouse operations.

Employee Relations:

- Oversee the recruiting, hiring and development of clubhouse personnel. Oversee ongoing training programs complete with up to date training manuals to ensure exceptional service in all parts of the club’s operation.
- Provides for training and future development of all subordinate managers and supervisors subject to budget approval by the General Manager/COO. Instill the concept of being “team players” in all employees. Continue to coach, counsel and evaluate departmental staff.
- Ensures that a positive spirit and healthy work environment exists throughout the clubhouse, one that is free of safety risks and all forms of employee harassment.
- Maintain an effective communication program where employees are treated in a fair, structured and consistent manner.
- Function as an administrative and communication link between departments in the club.
- Guarantee that all clubhouse employees are regularly trained and certified in areas that help guard the safety and wellbeing of our members, guests and other employees including, but not limited to responsible alcohol service, safe food handling, etc.
- Help to facilitate a team environment with morale, high ethical standards and efficient use of resources to position Sanctuary to be a preferred employer of choice in the community.

Financial Management:

- Works jointly with the Controller and General Manager/COO to prepare the annual operating and capital budgets for all clubhouse operations, assists in managing and controlling the operations to attain the desired results.
- Monitors the budget each week/month and directs the taking of corrective action as necessary to assure that the budgeted goals are attained.
- Provides input to all clubhouse personnel regarding annual budgets, capital spending plans, fiscal controls and operational guidelines.
- Responsible for all labor cost payouts and maintains them within the constraints of the budget and through close coordination and with approval from the General Manager/COO and Controller.
- Monitors payroll records to control overtime and maintain labor costs within budgetary guidelines.
- Supervises the purchasing, receiving, safekeeping and disbursement of operating supplies and equipment to maximize quality and profitability.

Personnel Management:

- Displays very hands on approach and leads the staff by example. Must be approachable to staff, members and guests.
- Assists the General Manager/COO in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts and budgets.
- Responsible for all aspects of the international intern program including recruitment, coordination of housing, transportation and training.
- Works with Human Resources to develop long term staffing needs for area of responsibility.
- Responsible for the hiring, discipline, termination and documentation of all FOH F&B staff.
- Reviews all accidents, works with HR and Safety Committees in completing accidents reports and implementing improved procedures.
- Attends meetings of senior management and carries out directives because of these meetings and any other requests of the General Manager/COO in a timely manner.
- Serves as an ad-hoc member of appropriate club committees.
- A warm personality, a sense of humor and the ability to work effectively with all levels of the internal staff and members.
- Works with Executive Chef to develop P&L statements prior to each event, makes appropriate notes following and event and files information for future use.
- Works with Executive Chef on menu development.
- Works with the F&B Manager to organize and market special club events with guidance of the Social Committee.
- Furthers his/her own continued development as a club management professional as a member of CMAA. With the assistance and approval of the General Manager/COO participates in appropriate seminars/training programs, thereby enhancing his/her value and quality of services to The Sanctuary Golf Club.

Operational Responsibilities:

- Understands and abides by The Sanctuary Golf Club policies and departmental procedures. Suggests changes and may direct the implementation of change.
- Provides content for and manages communications and marketing materials for department.
- Assures that the Clubhouse is run in accordance with all applicable local, state and federal laws.
- Researches new products/services/vendors and develops an analysis of their costs/benefits.
- Ensures that the club's preventive maintenance and energy management programs are on schedule and in use.
- Disseminates information effectively and coordinates activities between departments on a timely basis.
- Keeps the General Manager/COO informed of all potential problems and activities related to the smooth operation of the clubhouse.
- Oversees inventory management throughout the F&B department and completes a periodic china, glass and silver inventory to maintain par levels.
- Coordinates and approves all entertainment in consultation with the Food and Beverage Manager and others.
- A sharp eye for detail in the overall management of the operation.
- Oversees the Wine List and Wines by the glass program.

- Responsible for regularly reporting of performance and financial data (i.e. cover counts, event P&L, weekly report to General Manager/COO).

DIRECT REPORTS:

- Food and Beverage Director
- Food and Beverage Manager
- Engineering – Facilities Maintenance
- Housekeeping
- Concierge Desk
- Valet

CANDIDATE QUALIFICATIONS

- Is a passionate leader with strong food and beverage credentials and a proven track record of providing premier -level hospitality services, with a personality that is commensurately appropriate for The Sanctuary Golf Club culture.
- Is a proven food and beverage leader who can manage his or her time and establish priorities, 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.
- Is a “relationship” person who is successful in finding solutions with all sides in mind.
- Has an in-depth knowledge of wine, beer, and spirits. Has a thorough knowledge of multi-dimensional *à la carte* dining services, training, and service standards and processes as well as strong and verifiable skills in developing and growing catering sales and banquets.
- 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 and clientele.
- Exhibits a continuous desire to improve him/herself and a track record of developing strong and upwardly successful associates and direct reports.
- Understands golf and court sports and is knowledge of the traditions of the games.
- 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.
- A professional career track record of food and beverage achievement and stability with experience in a high volume, highly respected club, resort or hotel.
- Proven leadership qualities with demonstrated ability to direct, coordinate and manage all facets of a club operation.
- Must possess Point of Sale experience, Jonas preferred.
- Must have excellent computer skills, including extensive use of Microsoft Office programs.
- Possessing financial acumen to understand club financials and manage budgets.
- An overriding sense of quality consciousness that pervades every part of the clubhouse operation. This includes a high quality, courteous and efficient staff.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment, OSHA and the full range of employee benefits.

- Strong verbal and written communications skills. Comfortable speaking in front of a wide variety of groups including staff and board committees. Communication with members, guests, and visibility are highly important attributes of the incoming Clubhouse Manager.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A college degree is preferred with a major in Hospitality, Finance, and/or Business management.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent benefit package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter (in that order) using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

For directions on how to upload your resume and cover letter [visit this page](#).

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Nan Fisher: nan@kkandw.com

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