

## **CLUBHOUSE MANAGER PROFILE: NEW ORLEANS COUNTRY CLUB NEW ORLEANS, LA**

### **CLUBHOUSE MANAGER AT NEW ORLEANS COUNTRY CLUB**

Nationally recognized as one of the most prestigious clubs in the South, New Orleans Country Club (NOCC) is seeking a Clubhouse Manager to lead all front-of-the-house food and beverage operations while fostering a culture of Southern hospitality and service excellence. The ideal candidate will be a hands-on, visible, and engaging leader with an attention to detail and a true passion for food, wine, and service along with a desire for professional growth. The aptitude to coach, inspire, train, and develop team members while establishing performance standards and accountability measures is also critical to the success of the position. The Clubhouse Manager will report to the highly regarded, tenured General Manager/Chief Operating Officer and should possess a track record of operational success. He/she will serve as the "face" of food and beverage and continue to fine-tune the New Orleans Country Club member service experience.

New Orleans Country Club stands as an iconic destination where timeless traditions and contemporary comforts converge to create an unparalleled lifestyle experience rooted in Southern elegance and hospitality. As the Club continues to evolve, it remains an enduring symbol of recreation and the vibrant spirit of New Orleans.

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

### **ABOUT NEW ORLEANS COUNTRY CLUB**

The New Orleans Country Club, established in 1914, stands as a jewel among the city's premier golf facilities, consistently ranked among the Top 100 private clubs nationwide. Nestled within a compact 94-acre estate, the par-71 golf course showcases a versatile layout that extends 6,637 yards and plays 20,000 to 25,000 rounds annually. As the club nears the completion of an \$8.8 million renovation designed by architect Bobby Weed, the club remains committed to exceptional quality and an unparalleled golfing experience. With extensive practice facilities, including four practice areas and a well-appointed Golf Shop, the club is a haven for golf enthusiasts. The Club is currently in the "grow-in" process of the renovation with an anticipated open date of October 1, 2024. Renovation of the golf course began November 1, 2023.

Additionally, the Clubhouse and other amenities have been undergoing extensive renovations and are nearing completion. Totalling approximately \$15M in improvements, the project encompasses newly renovated banquet rooms that can accommodate up to 1,000 people, 9 new clay Hydra-Grid tennis courts, 6 new pickleball courts, a newly renovated swimming pool, and revitalized member areas for dining.

The Clubhouse offers various dining venues, from casual to formal, which allow for an exceptional dining experience for all occasions. Members can choose from the Oak Bar, Oak Room, Garden Room, Grill Room, and the Member-favorite seasonal dining option, the patio, as well as under the backdrop of the quintessential oak tree. Service exemplifies the motto embraced by the New Orleans Country Club staff, "Exceed Member Expectations- Strive for Perfection."

New Orleans is world-renowned for its distinctive culture, Creole cuisine, unique dialects, and its annual celebrations and festivals, most notably Mardi Gras. The city has been described as the "most unique" in the United States, owing in large part to its cross-cultural and multilingual heritage.

### **NEW ORLEANS COUNTRY CLUB BY THE NUMBERS**

- Initiation Fee: \$60,000
- Annual dues: \$10,000
- 1,600 Members, all categories
- Approximate gross volume: \$15M
- Approximate annual golf and club dues volume: \$7.5M
- Approximate F&B volume: \$4M (50% catering and 50% a la carte)
- 150- 175 Full-Time Employees; 30 seasonal
- Average age of members: 52
- POS and Accounting are both JONAS systems

**NEW ORLEANS COUNTRY CLUB WEBSITE:** [www.neworleanscountryclub.com](http://www.neworleanscountryclub.com)

## **CLUBHOUSE MANAGER – POSITION OVERVIEW**

The Clubhouse Manager (CHM) at New Orleans Country Club is fully responsible for overseeing the day-to-day operations of the clubhouse and front-of-house food and beverage services. Reporting to the General Manager/Chief Operating Officer, the CHM is tasked with effectively managing all resources and employees, ensuring an exceptional, member-centric experience. The CHM sets a clear tone at the top and exemplifies model conduct while ensuring that all members, guests, and team members alike follow the rules, standards, and guidelines put forward by the Club.

Leading the clubhouse management team, the CHM promotes a positive, engaging, responsive, and highly competent professional service culture. A critical success factor for the CHM is being personable, approachable, and consistently present. Additionally, the CHM must be a team player and builder, capable of thoughtful interaction and collaboration with all departments to foster synergy throughout the organization. The successful new CHM at New Orleans Country Club must possess strong skills in training and mentoring food and beverage team members and will have oversight responsibilities for all food and beverage front-of-the-house personnel, goals, objectives, and overall performance management. He or she will be responsible for the purchasing of all china, linen, glassware, and silverware, as well as ensuring that all proper systems, processes, and procedures are in place for beverage inventories, transfers, and purchasing. In addition, the CHM must be flexible and operate as needed to perform job duties and responsibilities as required by the General Manager/Chief Operating Officer.

New Orleans Country Club prides itself on the special culture of “family” and southern hospitality it embodies; this is amongst both members and staff and must be a natural part of the next leader’s ‘fabric. The foundation of the club’s achievements lies in the collective commitment to teamwork, unwavering dedication, and seizing every opportunity with a positive outlook and excellence. These values are more than just pillars of the operation; they represent the essence of New Orleans Country Club. The goal to deliver exceptional experiences to members and guests hinges on the ability to work together and cultivate a culture of accountability. It is the shared commitment to fostering an inclusive and supportive environment that distinguishes the Club. Innovation is at the forefront, striving for excellence is standard, and every team member feels empowered to contribute their best.

Members understand that the sustained success of New Orleans Country Club relies on maintaining an energized, well-trained, and committed management and staff team. Success in this role requires a sincerely engaged, personally invested, and naturally front-facing approach. It is crucial to have candid and thoughtful discussions with members about their experiences, suggestions, and requests. The ability to engage diplomatically, gracefully receive both positive and negative feedback, and provide balanced, thoughtful responses is essential.

### **DIRECT REPORTS:**

The CHM supervises the Director of Catering, Director of Security, F&B Director, Director of Housekeeping, and Locker Room Manager.

## **INITIAL PRIORITIES OF THE NEW CLUBHOUSE MANAGER**

- Listen, learn, and observe. Become familiar with the culture, history, and traditions of New Orleans Country Club and get to know the team and the members.

- Gain the trust of the team members, as well as evaluate and continue to develop, train, and mentor the clubhouse team while promoting fairness and consistency within and upholding the operational standards.
- Continue to focus on delivering consistency and the highest quality in member experiences and service, creating “wow” moments for members and guests.
- Evaluate food and beverage service standards and operational efficiency throughout the Clubhouse, ensuring that member expectations are being met and exceeded. Make changes as needed to enhance the member experience.
- Continue to build on a positive culture for the food and beverage team, instilling the core values and training according to the standards of operating embraced by New Orleans Country Club.
- Become familiar with and take ownership of the food and beverage and clubhouse operating budgets, ensuring that revenues and expenses are in line with projections while upholding standards of excellence and being a financial steward.
- Be the “Ambassador of Food & Beverage” with both members and team members, internally and externally, as needed.
- Keep up with current industry trends and network with other regional and culturally similar clubs nationwide.
- Build valuable connections and generate new and innovative programming and ideas to benefit the Club and its members and employees, including implementing state-of-the-art industry technology as needed.
- Direct maintenance of the POS system to ensure all POS items have correct pricing, menu cost split, and correct mapping to menu categories and that all hardware and software are up-to-date and performing at optimum levels.
- Hold and attend regular team meetings for reports, developing alignment across all areas of responsibility.

### **CANDIDATE QUALIFICATIONS**

The ideal candidate will either be a successful, highly visible hospitality professional or be viewed as a club manager “up-coming superstar.” Qualifications include:

- Effective, genuine, humble, and passionate leader and food and beverage service professional with a proven track record of providing high-level services with a personality commensurately appropriate to the Club.
- Outgoing and personable with excellent interpersonal skills.
- Charismatic, compassionate professional who truly enjoys the private club environment and embraces Southern hospitality.
- Highly visible and engages with both members and staff.
- Team builder with experience training, guiding, and maintaining staff.
- Possess especially strong communication skills both verbal and written.
- Strong sense of accountability.
- Detail oriented.
- Proven experience providing “best in class” service levels for members and guests.
- Demonstrated skills in food and beverage operations are essential.
- Possess excellent financial and budgeting skills.
- Proven business acumen.
- Proven experience with innovative and creative programming.

### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor’s degree is preferred, with a focus on Hospitality Management.
- Substantial private club or hospitality experience will be considered in lieu of the degree.

### **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package, including association membership.

### **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. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Mr. Bobby Crifasi, General Manager and Chief Operating Officer.** Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why NOCC and the New Orleans, LA area will benefit you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible. The successful candidate should assume his/her role in late November.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – New Orleans CC”

(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.

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

If you have any questions, please email Alice Stevens: [alice@kkandw.com](mailto:alice@kkandw.com)

#### **Lead Search Executive:**

Marcie Mills, CCM

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