



The Mid Ocean Club, an equal opportunity employer, invites applications for a **Clubhouse Manager** to lead and be responsible for all front of house, food and beverage and rooms operations. The Clubhouse Manager will be a visible and accessible leader for both staff and members, and demonstrate an exceptional service attitude and strong guest contact skills. The successful candidate must possess solid knowledge of food and beverage service, staff training and development and all requisite financial management skills. This is an excellent opportunity for a motivated individual to join a dynamic team environment. The Mid Ocean Club offers excellent benefits and remuneration for the qualified candidate.

Duties will include but are not limited to:

- Manage all food and beverage and rooms operations with full accountability for results as mandated in the annual operations budget.
- Be fully responsible for all aspects of service delivery, and implement the standards, training and operational procedures that will result in service excellence.
- Responsible for recruitment, selection, development and performance management of all employees in related departments.
- Oversee scheduling for all meal periods, balancing regular scheduled service, banquets, member events and holiday festivities. Liaise with clients and members in the planning and execution of major club events and catered functions.
- Supervise service in the club's dining rooms on a daily basis.
- Develop cost effective menus, beverage and wine lists, promotions and special events that are aligned with member wishes and expectations.
- Interact on a daily basis with members, their families and guests to ensure consistent service and to solicit timely feedback as to the clubs services and amenities. Respond to members' comments and criticism, and resolve in an appropriate and timely manner.
- Develop and implement orientation, training and employee recognition programs for all club staff.
- Manage the business operations and financial performance of food and beverage and rooms departments, including revenue generation, staffing and labour costs and operating expenses. React and adjust as necessary to achieve financial goals.
- Ensure that all property operations standards for safety, sanitation, preventive maintenance and energy management are adhered to and maintained with respect to front of house departments. Responsible for maintaining regulatory compliance with respect to all laws pertaining to hotel and restaurant service.
- As part of the executive management team participate in appropriate Committee (e.g. House), management and other related meetings.

Desired skills and experience

- A minimum of five years blended experience in luxury hotel, resort, and private club management at a senior level.
- Proven knowledge of food, wine, and beverage service in a luxury setting.
- Motivated, energetic and friendly, exhibiting strong member and guest relations skills, and ready to make a commitment to the club's management, staff and members.
- Career path demonstrating a logical progression of roles, responsibilities, tenure and stability.
- Proven experience in the development, design, and implementation of staff training and performance management programmes.
- Excellent verbal and written communications skills.
- Able to participate in CMAA education programs and committed to attaining CCM status.

Given the nature of the Hospitality Industry this position requires weekend, public holiday and evening scheduling.

Interested applicants are requested to apply by sending their résumé, including full particulars of past work experience, educational background, qualifications, accomplishments and references, in confidence to:

Human Resource Manager
The Mid Ocean Club
P.O. Box HM 1728
Hamilton HM GX
Email: zsmith@moc.bm

Closing date for applications November 30, 2011