



The Mid Ocean Club is a private Club located in Tucker's Town. In addition to a world-renowned golf course, Mid Ocean's recreational amenities include beaches, pool and tennis, extensive food & beverage facilities and overnight cottage accommodations.

Club House Manager

The Club is seeking an experienced Club House Manager (CHM). Reporting to the General Manager. The CHM will have responsibility for supervising all food and beverage operations as well as the management of the cottage rooms and front desk operations. The CHM role includes overall supervisory responsibility for 40+ employees (including 3 direct reports) within these areas, including providing development, training, and performance measurements for those staff members. The CHM is expected to be highly visible, meeting and greeting members and guests during their visits to the Club and ensuring amenities and services of the MOC are delivered to a standard of maximum Member and guest satisfaction in an atmosphere of hospitality, friendliness and congeniality.

Areas of responsibility and focus for the CHM include:

- Responsible for directly supervising the Restaurant Manager and Head Chef, with ultimate accountability over all Food and Beverage ('F&B') operations, together with private Member and introduced guest functions and Club-sponsored events.
- Responsible for the 21 cottage rooms, including but not limited to housekeeping standards, inspections, safety, compliance with all laws pertaining to hotel management, coordinate with Chief Engineer on maintenance, work with GM, Rooms Manager and House Committee to provide recommendations for cottage capital expenditures.
- Responsible for Front Desk operations which are under the oversight of the Rooms Manager. Front Desk operations includes but is not limited to room reservations, general switchboard and security calls.
- Member and guest contact including ensuring consistent and excellent service by proactively soliciting feedback from Members and guests, responding to Member and guest comments, observations around facilities and grounds, etc.
- Recruitment, selection, training, development and performance management of all supervised employees.
- As part of the Executive Management Team, the CHM is expected to regularly attend and be an active participant in meetings regarding Club operations including House Committee, Membership, major tournament and function planning meetings, periodic management, staff and health & safety meetings, etc.
- The CHM has financial accountability for results of F&B, rooms and front desk, including revenue generation, staffing, labor cost and operating expenses.
- The CHM is responsible for maintaining and utilizing a communication system to ensure key management and staff are well-informed cross departmentally on regular service schedules, events and functions etc. along with regular communication with the membership.
- Carrying out the Club's policies, adhering to the protocols of the Club's governance documents and embracing the Club's mission, vision and values
- The CHM is expected to manage the above areas of responsibility consistent with the direction and policies established by the Board of Directors, as well as the By-laws and Rules and Regulations of the Club.

Minimum qualifications and experience required:

- A minimum of five years blended experience in a luxury environment in hotel, resort and/or private club management at a senior level.
- Proven track record of success in achieving objectives and exceeding standards and expectations of Members and guests.
- Strong knowledge of and passion for food, wine and beverage service cultivated from a luxury setting with a successful track record in shaping appealing dining offerings that connect with a well-traveled, sophisticated Membership/ guests, ultimately increasing usage.
- Proven experience in selection, development, training, performance management and motivation of service-oriented staff (preferably in a high-end private club environment) is required.
- Experience with preparation of departmental budgets and accountability to such budgets.
- Experience overseeing guest room operations in a luxury setting including success with increasing occupancy is desirable.
- Formal education with a degree or concentration in hospitality management is strongly preferred, although candidates with demonstrated equivalent training and education may be considered.
- The desire to participate in CMAA (Club Managers Association of America) education programs and pursuit of CCM (Certified Meeting Manager) designation is strongly preferred.
- The successful candidate will have an eye for detail in all aspects of F&B operations (including relevant facilities management).
- The successful candidate must have the ability to develop strategies and generate initiatives to enhance the guest experience, together with Club utilization and revenue generation.
- Excellent communication skills are essential.
- Excellent organizational skills are also essential.
- Familiarity with Excel, Microsoft Word and Private Club Management Systems

The CHM will be expected to work long hours including evenings, weekends and public holidays, and must possess a genuinely warm, approachable and outgoing personality.

Background and reference checks will be conducted, and timed case studies will be completed for all shortlisted applicants.

Interested and qualified applicants should send a cover letter, résumé and at least two current references, in confidence to:

Belinda Wright, Conyers Dill & Pearman Limited
E: belinda.wright@conyersdill.com T: (441) 298-7810
Closing Date: 11 August 2016