

# KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

## **CLUBHOUSE MANAGER PROFILE: CEDAR RAPIDS COUNTRY CLUB CEDAR RAPIDS, IA**

### **THE CLUBHOUSE MANAGER OPPORTUNITY AT CEDAR RAPIDS COUNTRY CLUB**

A unique opportunity awaits an exceptional candidate with a proven track record of accomplishment, leadership, and high-quality operations management experience in private clubs, hotels, restaurants, or resorts. We are currently searching for a Clubhouse Manager (CHM) at Cedar Rapids Country Club, renowned as one of the finest clubs in the state. The successful candidate will play a vital role within a high-performing team at a Club known for its quality work environment, and commitment to continually raising standards for its members and staff.

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

### **ABOUT CEDAR RAPIDS COUNTRY CLUB**

Cedar Rapids Country Club's rich history began in 1896 when George Walter and Will Douglas introduced golf to Cedar Rapids after visiting Scotland earlier that year. Since 1904 the Cedar Rapids Country Club has served as the premier family-friendly retreat in Eastern Iowa. Carved from the oak forest of the Indian Creek valley, the Club offers a stunning visual setting to enhance the world-class golf, tennis, fitness, dining, and aquatics amenities that the Club has to offer its members and their guests.

In 1915 the course was lengthened to 18 holes by world-renowned Scottish golf architect, Donald Ross. One of the primary attractions of CRCC is its golf course. The course is known for its scenic beauty and meticulous landscaping. The Club offers a variety of other amenities for its members including racquet sports, swimming, dining, and fitness. Cedar Rapids organizes a variety of social events and activities throughout the year. These events range from holiday parties and family-friendly gatherings to formal galas and charity fundraisers.

The clubhouse serves as the central hub for social and recreational activities. Members often gather there for meals, special events, and socializing. Cedar Rapids Country Club offers various dining options, from casual to formal. Members can enjoy a meal at the club's restaurant or bar, and the facility may host special dining events, parties, and private functions.

### **CEDAR RAPIDS COUNTRY CLUB BY THE NUMBERS:**

- 625 memberships
- \$2.3M Food and Beverage revenue
- \$70% a la carte 30% banquets
- 6 Average Annual Weddings
- 18 kitchen employees (FTE)
- 36,614 Total Covers (Annualized)
- 3 Kitchens
- F&B Payroll approximately \$900k
- 35% target food cost
- Club using Club Essentials for the POS System
- 53 Average Age of Membership
- 109 Total Employees at the Cedar Rapids Country Club
- 501(c)7 Tax Status Non-Profit
- Club closes for the month of February and Mondays

**CEDAR RAPIDS COUNTRY CLUB WEBSITE:** [www.cedarrapidscc.com](http://www.cedarrapidscc.com)

**CEDAR RAPIDS COUNTRY CLUB FOOD & BEVERAGE PROGRAM:**

**Fireplace Room:** Sophisticated dining in a luxurious setting for dinner only. The fireplace room is the classic club dining space and is open as the weather cools. Beautiful scenic views of the iconic golf course, the dining room seats 56 and is connected to the lounge with additional seating. Perfect for cocktails and then formal dining in Cedar Rapids Club style.

**Clubroom:** Perfect for cocktails and people-watching, in a classic timeless space. This transitional space works for various functions and dining options. Individual member wine lockers dot the environment, securing the seriousness of the cuisine and dining experience in this showcase space.

**John Fischer Room:** The iconic John Fischer, previous Executive Chef and General Manager secured exceptional food and beverage experiences during his numerous years at the helm of the club. This space is used for smaller banquets. The room sits directly in the member's bar/grill area.

**Lounge:** This casual space is perfect for cocktails, lunch and light dinner after golf. The space seats 32, with 6 additional spots at the bar. The lounge has some of the best views of the golf course and is a great space to watch your favorite sporting events.

**Patio:** The most sought-after space during the beautiful summer months of May through October. The space is wrapped around the clubhouse with golf course views, for a perfect a la carte al fresco style experience. The fire pits are perfect for cocktails or later evening dining.

**The Cabana:** Seasonal restaurant situated at the pool, serving lunch and dinner, May through early October. A beautiful, appointed satellite kitchen hosting events and a la carte in the family pool setting. Perfect support kitchen for the annual events and member culinary holiday celebrations.

**1904:** State-of-the-art indoor golf simulator facility with satellite kitchen. Perfect for small intimate member active parties and a la carte dining separate from the clubhouse. The kitchen is situated inside this new building featuring induction cooking and simple quick-service snacks.

**Men's and Women's Locker Room:** Only light self-service snacks, that members enjoy in the comforts of these spacious areas.

**Halfway House:** Classic satellite outlet nestled on the golf course serving light snacks. These Limited facilities secure a simple menu of snacks and club favorites in a very casual setting.

**The Lobby** As you enter the club and ascend the main staircase you arrive in the center hub of the club. This arrival space is perfect for catering or member events. Classic design and richly appointed club furniture give the perfect backdrop for cocktail parties and other reception-style dining. **North Porch:** The window-filled space is aligned with the ballroom, perfect for cocktail parties and small intimate dining events. The doors can open for maximizing grand events or close for personalized catering. The room includes its own bar, perfect for wine dinners, and small cocktail parties.

**The Main Ballroom:** Can host upwards of 300 members for banquets and receptions. With direct access to the kitchen, the culinary products are serviced perfectly from the main kitchen. With the North Porch and Ballroom connected, the club does all the larger holidays or celebrations with ease and accessibility to the kitchens.

**Board Room:** Perfectly situated next to the Club Room for easy access for special parties or a la carte set up in peak demand months of the year.

**CLUBHOUSE MANAGER POSITION OVERVIEW**

The club desires a Clubhouse Manager (CHM) who functions in a proactive, highly engaging fashion, working very closely with the General Manager/COO and other team leaders.

This “lead by example” CHM will be coming into a high-functioning team of diverse backgrounds, experiences, and tenure.

The primary goal will be to fully immerse themselves into the food and beverage operations, build relationships, and create a foundation for collective buy-in. The CHM will continue to look to enhance and elevate the overall membership and staff experience in partnership with the senior leadership team. The individual will handle all operational matters and be an active thought partner on strategic and policy matters, but approachable and “actively listen” while providing transparency to direction and operations throughout.

Significant to the new CHM’s success is the ability to understand and have deep knowledge of luxury hospitality and multi-outlet large-scale, large-volume food and beverage operations. Certainly, a key to his/her success is “putting members first,” and recognizing that the foundation of providing staff support, mentorship, clear direction, “walking the talk” and “being present” in his/her natural, sincere, and engaging style.

The ability to “manage expectations at a high level of dynamic leadership and reasoning” is critically important, but a fair amount of that is accomplished simply by being present, approachable, accessible, diplomatic, and by having the necessary “gravitas” to be viewed with confidence and “trusted” by all constituencies.

“Paying attention to the details” of maintenance, SOPs, overall member experience, staff culture and other key areas of success is critical, as the Club and Community have great curb appeal at present and have been well-maintained throughout. Clearly, outstanding communication skills, especially the demonstrated ability to “listen and respectfully respond diplomatically” are essential for success.

#### **KEY ATTRIBUTES, AND CHARACTERISTICS, OF THE SUCCESSFUL NEW CLUBHOUSE MANAGER:**

- Possess a deep knowledge of active club operations, with exceptionally strong F&B skills as well as strong financial acumen, and an appreciation of modern “performance management systems” and technology. Being financially astute and able to effectively guide a large operation, including working to further develop financial reporting areas, dashboards, and KPI and metric transparency is necessary.
- Possessive of a strong record of developing talent in club senior leadership roles, and helping those departmental leaders continuously develop themselves and their respective staffs in a desire to create a culture of continuous evolution to excellence in execution and delivery. Being a natural mentor is important.
- Actively participating and “thought partnering” with the GM/COO, F&B Leaders, Executive Chef and Committees, and others that contribute to the club's success.
- Naturally outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so. Being respectfully confident and “connected” to the membership and team is critical, as is having a personal style of “listening, considering, and reflecting” before reacting to inputs.
- Active involvement in Industry organizations (CMAA, National Restaurant Association, etc.) Where he/she has a strong network of peers, and can stay actively abreast of the industry, trends, and opportunities for Cedar Rapids to stay relevant and proactive for its members and staff.
- The ability to collaboratively lead and navigate with political savvy, while creating an environment of trust in a busy and operationally complex multi-outlet/location Club.

#### **CANDIDATE QUALIFICATIONS**

- A minimum of 3-5 years of progressive leadership/management experience in a multi-outlet hotel, resort, private club, or corporate food and beverage operation.
- The Club will consider well-mentored individuals for this role who come from other sides of the hospitality industry, so long as they are able to allow verification of the relationship side (versus a transactional aptitude) of current and past success.
- A verifiable record of strong relationships and intuitive mentoring and development of senior leadership staff.
- Strong history of success and keen understanding of quality Food and Beverage operations, including revenue growth, training, innovation and creativity, and strong service culture development.

- Technologically proficient with a thorough understanding of best practices in the use of technology to improve ‘high touch’ service delivery to members and to more effectively manage and lead operations.

### **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.

### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor’s degree is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, CMC, or PGA are encouraged but not required.

### **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. Tom Feller, General Manager/COO,** and clearly articulate your alignment with this role why you want to be considered for this position at this stage of your career, and why CRCC and the Cedar Rapids, IA area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than **Monday, December 23<sup>rd</sup>, 2024**, Candidate selections will occur **early January**, with the first Interviews expected in **mid-January** and the second interviews a short time later. The new candidate should assume his/her role in **late February**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Cedar Rapids”

(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 Bethany Taylor: [bethany@kkandw.com](mailto:bethany@kkandw.com)

### **LEAD SEARCH EXECUTIVES**

Annette Whittle, Search Executive

561-827-1945 (M)

[annette@kkandw.com](mailto:annette@kkandw.com)

Lawrence McFadden, CMC, Search Executive

239-963-6888 (M)

[lawrence@kkandw.com](mailto:lawrence@kkandw.com)