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THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

CLUBHOUSE DIRECTOR PROFILE: BALTIMORE COUNTRY CLUB BALTIMORE, MD

THE CLUBHOUSE DIRECTOR OPPORTUNITY AT BALTIMORE COUNTRY CLUB

A rare opportunity exists for an exceptional candidate with a successful track record of accomplishment, leadership, and high-quality operations management experience in private clubs, hotels, high-end restaurants, or resorts. We are conducting a search for a Clubhouse Director (CD) at the historic Baltimore Country Club which has built a reputation among the finest in the country. The successful candidate will be an integral and critical part of a high-performing team, one acknowledged for its innovations, quality work environment, and focus on continually 'raising the bar' for its members and staff.

The Clubhouse Director is responsible for developing, recommending, and/or approving service criteria and expectations in collaboration with the Banquet Manager for all banquets. Additionally, the CD will oversee the clubhouse services operations by monitoring service inventories, recommending purchases, mentoring, orientating and continuously training staff. The Clubhouse Director will communicate and foster effective working relationships with all other Club departments.

BALTIMORE COUNTRY CLUB

Baltimore Country Club was founded on January 12, 1898, at its Roland Park Location. The Club gained immediate recognition in the golf world by hosting the fifth United States Open Championship.

The East Course at Five Farms, designed by A. W. Tillinghast, officially opened in September of 1926 has received many honors, including making *Golfweek's* list of "America's Top 100 Classic Courses" (pre-1960) numerous times, most recently in 2016. It is also listed as the best Classic or Modern (post-1960 design) Course in the state of Maryland. A restoration project was completed in 2015 by Keith Foster, bringing the course back to Tillinghast's original 1924 design.

The Roland Park Golf Course was officially closed in 1962 when all of the property on the west side of Falls Road was sold, and the West Course at Five Farms was opened. This second course at Five Farms was redesigned in 1990 by Bob Cupp and Champions Tour member and World Golf Hall of Fame member, Tom Kite. In 2012, the course was renovated under the direction of Keith Foster. The Par 72 West Course offers members two outstanding golf courses.

In 1931, the Roland Park Clubhouse was virtually destroyed by fire. The new "in-town" Clubhouse was formally opened on April 1, 1932. The fine Federal-style detailing of the Georgian Room, the paneling and black Belgian marble of the foyer, and the rough stone and pine of the Grille remain practically unchanged to this date. The duckpin bowling lanes were built in 1932 and remain in use today. In 1964 the stately Olivier Mansion, which served as the original Five Farms Clubhouse, was demolished and replaced with a new building. Members continue to enjoy a variety of activities at the two clubhouses today. The Five Farms Clubhouse completed a beautiful renovation in September 2022 that includes the addition of a new entry foyer, dining rooms, a terrace room for larger events, a covered porch for dining, an outdoor bar and a rooftop terrace.

The club's racquets program consists of tennis, paddle, pickleball, and squash. With a rich tradition of hosting the Davis Cup and other professional events, their state-of-the-art tennis facility offers top-notch programs for all ages and abilities. BCC is the first club nationally to have four dedicated clay pickleball courts.

Paddle tennis, arguably the most social of any racquet sport, combines tennis and squash, providing a fun, yet challenging activity for the entire family. Two international singles squash courts, and a hardball doubles court, offer everything from clinics to world-renowned tournaments for all types of squash players.

The Club's swim complex offers three swimming pools, grass lawns for lounging, a cabana, and open patios for dining. Throughout the summer, members and guests enjoy themed parties, swim lessons, swim team, and social gatherings. The pool menu includes healthy options to energize the body and a service bar for adults to enjoy.

Baltimore Country Club's fitness facilities are designed to optimize members' health and fitness goals based on individual needs. The Club's fitness and wellness professionals specialize in personal training, group fitness, rehabilitation, and massage therapy.

CHAMPIONSHIPS AT BALTIMORE COUNTRY CLUB

1899 US Open (at Roland Park) - Willie Smith (315)
1928 PGA Championship - Leo Diegel
1932 United States Amateur - C. Ross Somerville
1965 Walker Cup - US vs Great Britain (Tie 11-11)
1988 US Women's Open – Liselotte Neumann (277)
2007-2009 Senior Players Championship

UPCOMING TOURNAMENTS

2023 Howard University Collegiate Championships
2023 Veteran's Golf Association Regional Qualifier
2025 Men's Big 10 Championship
2026 USGA Senior Amateur Championship
2029 WGA Western Amateur
2031 USGA Women's Amateur Champion

BALTIMORE COUNTRY CLUB BY THE NUMBERS:

- 3,300 Members in all categories; waitlist for Golf and Social membership
- 43,000 Rounds of golf
- \$75,000 initiation fee
- \$27M Gross volume
- \$14.6M Annual dues volume
- \$8.7M F&B volume projected 2023; 36% a la carte, 32% catering, 32% Club events
- \$10.6M Gross payroll
- 180 (FTE) out-of-season employees; 400+ (FTE) in-season employees
- 48 Average age of members

BALTIMORE COUNTRY CLUB WEB SITE: www.bcc1898.com

CLUBHOUSE DIRECTOR POSITION OVERVIEW

The Clubhouse Director will:

- Embrace and embody the BCC culture centered around **THE SIMPLE TRUTH, CORE FOUR, and C.A.R.E.:**
Great People Make Favorite Places
 - Do What is Right, Not What is Easy - Take Ownership and Be Accountable
 - Empowerment Through Opportunity - Be Impactful with your Actions.
 - Build Genuine Relationships - Engage, Be Present, Passionate, and Empathetic
 - Be Extraordinary - Going Beyond Expectations is Our Standard
- Engage in the **C.A.R.E.** culture:
 - CREATE a genuine approach to hospitality,
 - ACHIEVE budgeted goals,
 - RESPECT and dignity for all
 - EXCEPTIONAL experiences at all times
- Have a strong, highly visible, and respectful presence with the membership, while being an exceptional communicator, possess adroit interpersonal skills, and the maturity to instinctively understand our members and guests with a constant orientation toward service excellence. S/he must be able to communicate this expectation to staff with diverse backgrounds and motivate them positively at all times.

- Take personal ownership of his or her area of responsibility, with special attention to the physical plant and overall appearance of the operation and understand the need to be consistently “member ready” in both appearance and service.
- Responsible for providing operational support to the Banquet Manager, Captains, and banquet staff in delivering and closing banquets including:
- Works in conjunction with the Director of Food and Beverage on staff scheduling to ensure that staffing levels are sufficient based on events planned and evaluate the effectiveness of long-range staffing levels in delivering services and meeting budgets.
- Monitors the dining room/banquet service, checking with staff members, members and guests and addressing any concerns either independently or by involving others and notifying senior leadership of any major issues. In collaboration with the Clubhouse Services Manager and department leaders, responsibilities in overseeing the Club’s Valet, Transportation, Housekeeping, Locker Rooms, Laundry, and Security operations and monitors the Club’s inventories for all Clubhouse Service areas.
- Monitors the staffing schedule to ensure that staffing levels are sufficient based on events planned for the day, adjusting as needed, ensuring staff report on time to work and evaluate effectiveness of staffing levels in delivering services and meeting budgets.
- Responsibilities in the orientation and training of departmental managers and staff including:
- Develops, implements, and assists in orientating staff about food & beverage operations and associated departments.
- Assures training for new staff and professional development activities for experienced staff are planned and implemented.
- Identifies best practices and updates orientation, training and training manuals as needed.
- Banquets, and Clubhouse Services Departments' financial and administrative responsibilities.
- In collaboration with the AGM, develops an operating budget for each of the department’s revenue outlets; monitors and takes corrective action as necessary to help ensure that budgeted sales and cost goals are attained.
- Develops a capital budget for all necessary F&B equipment and recommend facility renovation needs.
- Assists in recruitment, training, supervision and termination of departmental staff.
- Assures that all applicable club policies and procedures are followed.
- Helps plan and approve external and internal marketing and sales promotion activities for the department’s outlets and special club events.
- Ensures all legal requirements are consistently followed, including wage/ hour and federal, state or local laws for food safety and the sale/consumption of alcoholic beverages.
- Monitors purchasing and receiving procedures to ensure proper quantity, quality, and price for all purchases.
- Monitors appearance, upkeep, and cleanliness of all equipment and facilities.
- Approves all product invoices before submitting them to the Accounting department.
- Responsible for proper accounting and reconciliation of the point-of-sale and member revenues.
- Maintains records of banquets, and daily business volumes.
- Audits and approves bi-weekly payroll.
- In collaboration with the F&B director and Banquet Manager, completes periodic banquet china, glassware, and silverware inventories.
- Acts as a point of contact for all departments, especially Culinary, Events, Accounting, Human Resources, Racquets, and Communications. Providing regular communications, fostering a working relationship where all departments are working as a team and for one objective and addressing any deviations or threats to the working relationships.
- Research new products and evaluate their cost and profit benefits.
- Facilitates departmental leadership meetings on a regularly scheduled basis.
- Attends meetings as required.
- Addresses member and guest complaints and advises the AGM & General Manager about appropriate corrective actions taken.

- Performs any additional duties, assigned by Assistant General Manager, and/or necessary to ensure that members/guest have a pleasant and enjoyable experience visiting the Club.

CANDIDATE QUALIFICATIONS

- A full comprehension and seasoned experience in understanding and delivering food & beverage service and the culinary arts.
- Computer literacy in Microsoft office and basic software programs related to reservations and inventory control.
- Full comprehension of food & beverage financials, including budgets and cost of goods and services.
- Advanced knowledge of wines, beers and spirits, sommelier, Cicerone, or other beverage certifications preferred.
- Strong interpersonal skills, personable and enthusiastic and can effectively work as a leader and team member and communicate effectively both orally and in writing.

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 or Business Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM or PGA are encouraged but not required.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club, along with the typical senior staff benefits, offers an excellent bonus and benefits 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. 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. M. Kent Johnson, General Manager/COO, Baltimore Country Club** and clearly articulate why you want to be considered for this position at this stage of your career and why Baltimore Country Club and the Baltimore, NY 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 Thursday, June 1, 2023. Candidate selections will occur in mid-June with first Interviews expected later in the month. The new candidate should assume his/her role in August 2023.

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

"Last Name, First Name Resume"

"Last Name, First Name Cover Letter – **"Baltimore CC Club"**

(These documents should be in Word or PDF format)

If you have any questions, please email Patty Sprankle at patty@kkandw.com

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

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