

POSITION PROFILE AND REQUEST FOR APPLICATIONS FOR Assistant General Manager

CLUB OVERVIEW

Ridgewood Country Club is the premier country club and golf course in Central Texas. It is a stable and vibrant club with a strong balance sheet, excellent facilities, and high-performance staff. The club has a unique position in the market that has developed over time making it a "must have membership" for its challenging and well-cared for course, its recognized role as a place to host business associates, and a comfortable gathering place for families and friends pursuing health, fun, and relationships.

CLUB FACTS

Ridgewood Country Club (<https://www.ridgewoodwaco.com>) is a private, member-owned country club in Waco, Texas situated on rolling wooded land over-looking Lake Waco. Waco is situated along the Brazos River and Interstate 35 halfway between Dallas and Austin. The recent popularity of the "Fixer Upper" television show, the new Baylor University stadium, and the designation of the Waco Mammoth National Monument as a national park are spurring strong growth in the area. The RCC property offers the beauty of the 150-acre 18-hole championship golf course and Lake Waco (www.swf-wc.usace.army.mil/waco.) Exceptional golf and spectacular views across the Tiff Sport Bermuda fairways and tees, mature oak trees, and the lake are the anchoring attributes. Approximately 22,000 rounds of golf are enjoyed annually on AI/A4 Bent Grass greens and Common/419 Bermuda roughs. The tennis center featuring six newly surfaced and lighted courts plus a teaching court is nestled on the golf course. The clubhouse is located at the mid-point of the golf course with two swimming pools, children's playground, party area, and food and beverage cabana.

The 44,000 square foot clubhouse, which was renovated in 2012, offers six dining areas: the Lakeview Room for fine dining with beautiful views; the Lakeview patio for more casual dining with stunning sunsets; the Oak Room for formal dining and private functions; the 19th Hole Mixed Grill/Sports Bar for informal dining or drinks; the firepit dining area for dining or parties in an outdoor setting with awesome golf course views; and the poolside cabana for brunch or evening dining during the summer season. A halfway stop is also provided from this facility for golfers. The main bar at the clubhouse entrance is a favorite gathering place for members. The ballroom with private entrance doubles as both the member private function area and additional dining as needed. The clubhouse also features a fitness center with classroom area, both men's and women's locker rooms, a lounge, golf pro shop, meeting rooms, and staff offices.

The marina is located a short distance from the clubhouse just past the driving range/teaching facility and the putting green. The marina and shoreline the club occupies on Lake Waco are subject to a lease with the U.S. Army Corps of Engineers. This 220-slip facility has recently been renovated.

Club governance includes a 16-member board of directors serving staggered three-year terms. Officers and executive committee members are elected by the board. Member committees, including both board members

and non-board members, bring recommendations for improvements and policy to the board for approval.

ORGANIZATION

legal Entity: Domestic, non-profit corporation

Number of Members: 1047 members in various membership categories

Number of Employees: Approximately 150 full-time and 200 in peak season Website:

<https://www.ridgewoodwaco.com>

STRATEGIC PLAN

The board of directors has developed and maintains a strategic 10-year plan for capital improvements.

RECENT CAPITAL IMPROVEMENTS

- Resurfaced Tennis Courts
- Replaced gas dock including gas pumping facilities
- Replaced roofs and sides of boathouses in the north marina
- Rebuilt docks

CAPITAL IMPROVEMENTS CURRENTLY IN PLANNING STAGE FOR COMPLETION

- Major renovation and expansion of the grounds maintenance building
- Installation of a water line to facilitate the work in the maintenance building and for fire protection
- Redesign of hole #1 to be followed by construction
- Rebuilding retainer wall on holes #15 and #16
- Golf course drainage
- Reconstruction of hole #7
- Parking lot resurfacing and lighting improvements

Assistant General Manager

Reports to: General Manager

Supervises: Catering Manager; Asst Clubhouse Manager; Executive Chef; Dining Room Manager; Service Staff; Housekeeping; Locker Rooms; Maintenance Staff

Education and/or Experience

- Four-year college or university degree in Hospitality Management or Culinary Arts.
- Ten years or more as a food and beverage manager with five of those years in a similar position in a fine dining situation.
- Substantial private club or hospitality industry experience with management and supervisory experience and progressive professional advancement.

Job Knowledge, Core Competencies and Expectations

- Food and beverage cost controls and operating procedures.
- Accounting.
- Menu design.
- Marketing and promotions.
- Wine, spirits and bar operations.
- Point-of-sales systems.
- Strong interpersonal and organizational skills.
- Polished, professional appearance and presentation.
- Manage stress and time.
- Build a team, train, and maintain employee teams.
- Effective communication through all department levels and throughout club.
- Knowledge of and ability to perform required role during emergency situations.
- Knowledge of management requirements for housekeeping, engineering, maintenance and repair and security functions at the club.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Must demonstrate appropriate analytical skills, attention to detail, organizational and project management skills.

Job Summary

Work closely with the General Manager. Responsible for operation of all aspects of the club in the absence of the General Manager and perform specific tasks as requested by the Manager. Responsible for club's dining services and all food and beverage production throughout the club. Directly supervises the Catering Manager, Asst Clubhouse Manager, Dining Room Manager and managers of all other outlets such as snack bars, half-way houses, etc. Plans, implements and monitors departmental budgets. Hires, trains and supervises subordinates and applies relevant marketing principles to assure that the wants and needs of club members and guests are consistently exceeded.

Job Tasks/Duties

- Develops an operating budget for each of the department's revenue outlets; monitors and takes corrective action as necessary to help assure that budgeted sales and cost goals are attained.
- Develops a capital budget for all necessary food and beverage, maintenance, pool, and locker room equipment and recommends facility renovation needs.
- Ensures that adequate procedures are followed and that documentation is reported in an accurate and timely manner.
- Responsible for proper charge procedures, guest check analysis, tip reports, ticket controls and daily sales reports and analysis.
- Monitors employee dress codes and member dress codes as applicable
- Manages the department's long-range staffing needs.
- Assists in recruitment, training, supervision and termination of food and beverage, housekeeping, locker room and maintenance staff.
- Helps plan and approves staffing and scheduling plans.
- Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- Ensures that all new employees receive the appropriate safety instructions and training; establishes and enforces all safety policies and procedures including OSHA regulations and ensures that appropriate proof of training is documented to the employees' personnel files.
- Monitors employee records to minimize overtime and keep labor costs within budget.
- Maintains personnel records.
- Assures that all standard operating procedures for revenue and cost control are in place and consistently followed.
- Assures that all applicable club policies and procedures are followed.
- Helps plan and approves external and internal marketing and sales promotion activities for the department's outlets and special club events.
- Approves menu items, pricing, and menu designs for all outlets, special events and banquet events.
- Establishes quantity and quality output standards for personnel in all positions within the department.
- 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.
- Assures that the club's preventive maintenance and energy management programs and Master Plan are on schedule and in use.
- Participates in ongoing facility inspections throughout the club to assure that cleanliness, maintenance, safety and other standards are consistently attained. Monitors appearance, upkeep and cleanliness of all food and beverage equipment and facilities.
- May perform clubhouse opening and closing duties, including those related to security.
- Interacts with members answering questions, solving problems, overseeing services and cleanliness and showing the club facilities to visitors.
Attends management and staff meetings as scheduled.
- Consistently enforces all policies.
- Researches new products and evaluates their cost and profit benefits.
- Monitors purchasing and receiving procedures to ensure proper quantity, quality and price for all purchases.
- Reviews new techniques for food preparation and presentation to maximize member and guest satisfaction and minimize food costs.
- Consults daily with the Executive Chef, Catering Director and other club administrators to help assure the highest level of member satisfaction at minimum cost.

- Greets guests and oversees actual service on a routine, random basis.
- Helps develop wine lists and wine sales promotion programs.
- Establishes, updates and maintains all written standards and procedures for the department as needed.
- Serves as an *ad hoc* member of appropriate club committees.
- Approves all product invoices before submitting to the Accounting Department.
- Monitors or manages physical inventory verification and provides updated information to the Accounting Department.
- Responsible for the proper accounting and reconciliation of the point-of-sale and member revenues.
- Maintains records of special events, house counts, food covers and daily business volumes.
- Ensures that an accurate reservation system is in place.
- Audits and approves weekly payroll.
- Approves all entertainment.
- Establishes and maintains professional business relations with vendors.
- Works with the club's Controller or Chief Financial Officer to identify and develop operating reports and for ongoing control of the department.
- Recommends operating hours for all food and beverage outlets.
- Serves as manager-on-duty on a scheduled basis.
- Implement and monitor sanitation and cleaning schedules.
- Oversees daily club operations
- Completes other appropriate assignments from the General Manager.

Licenses and Special Requirements

- Food safety certification.
- Alcoholic beverage certification.
- Certified Club Manager (CCM) designation through CMAA or in current pursuit of this designation desirable.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment

COMPENSATION AND BENEFITS

Total compensation is competitive and will be commensurate with qualifications and experience. Ridgewood Country Club maintains a robust benefits package for all employees.

APPLICATION INSTRUCTIONS

Please send application and cover letter to:

nrivas@ridgewoodwaco.com