



**TEXAS  
LONE STAR  
CHAPTER**  
CLUB MANAGEMENT  
ASSOCIATION OF AMERICA

## Professionals of the Year

As Executive Club Professionals, we seek to honor those in our charge with the acknowledgement of their essential support to the daily operations; combining professionalism, warmth and memorable experiences for those we serve. The Texas Lone Star Chapter, each year, will take the opportunity to accept applications from our fellow managers to identify deserving professionals at their club, who are essential to contributing towards exceptional member experiences and competent management of the club's assets and staff.

### **Candidate Professional Services Categories:**

Clubhouse Professional

Golf & Grounds Professional

Recreation/Fitness Professional

### **Summary of Candidate Qualifications:**

Overall Professionalism, Attitude and Commitment:

- Creates and enhances a positive atmosphere of cooperation among their reports and other departments; actively seeks harmony in their area of responsibility and equitable resolutions to conflicts.
- Exhibits exceptional integrity, character and personal accountability with staff and membership; holding a high level of reliability for their commitments to whom they report to and those under their supervision.
- Retains a balanced attitude and perspective as one of the Club's principle representatives when facing both challenges and achievements.

Operational:

- Provides accurate and timely reports concerning their department's operations activities, noting successes, opportunities, concerns and needs.
- Creation, development, and implementation of articles, policies, manuals, lesson plans, programming, recipes, forms, and menus; exhibiting their passion and expertise through careful and organized oversight.
- Develops dynamic and innovative resolutions to challenges within their scope of activities.

Budget Management:

- Proactive attention to budgetary projections, cost of sales, labor model, expenses, repairs and asset management.
- Inventory management for merchandise, products and supplies, striking an effective balance between supply levels that meet demand and inventory accountability.
- Preventative care for expense allocation, as well as resource management such as water, fuel, electricity, etc.

Inspiring Member Service:

- Pursues education and knowledge to expand personal and professional performance.
- Leads and encourages others to expand and improve their efforts and service potential.

- Promotes their respective profession through internal training and member focused educational programs.

#### Leadership Development and Preparation

- Actively encourages and offers opportunities for personal education, experience and improvement with those they supervise.
- Demonstrates the ability to look beyond the present, setting a path for their team as a part of a systematic plan towards improvements and innovation.
- Personal involvement in local community and/or professional association service; seeking to improve the brand of their Club, membership and professional staff.

#### **Program Summary:**

Candidate Advocates may only be introduced to this process through a TLSC member of the CMAA, holding an executive position as General Manager/Chief Operating Officer or equivalent position. As the Executive Leader of your Club, you are taking this opportunity to convey your confidence and support in the candidate(s) being recommended for this honor. Your submission of an applicant is an actual testament of their dedication to their field of expertise, the members they serve, their fellow department managers and their reports.

Be thorough, accurate and engaged in the application process; being prepared for additional evaluations/inquiries as the selection process is being conducted. Be sure to include descriptive examples and events in order to emphasize your candidate's achievements.

Active membership in the candidate's respective professional association is an essential element in their pursuit of excellence within their chosen field and will factor considerably in their qualifications. Candidates shall be evaluated amongst their peers in the following award's categories: Clubhouse Professional, Golf & Grounds Professional, and Recreation/Fitness Professional. Awards will be presented at the TLSC Fall State Meeting Awards Dinner.

Candidate must hold a senior staff position for a major department of the Club and report directly to the General Manager or indirectly through to the Assistant Manager or equivalent.

#### **Candidate Review:**

Candidate applications should be forwarded to [sam@texascmaa.org](mailto:sam@texascmaa.org) by May 31<sup>st</sup>.

**The Awards Committee will consist of a committee Chair, selected from the TLSC Board of Directors, by the Board Officers on or before May 1.** The committee members shall consist of the Chairs and Vice Chairs of each Region or designee(s) made by the Chair. The Awards Committee shall appoint a Vice-Chair to act in the Chair's absence and a Secretary to take or cause to be taken meeting minutes and communicate with the TLSC Office and Board as necessary. The committee is charged with the responsibility of ensuring a fair and impartial selection process.

**The deadline for candidate submissions is on or before May 31.** Candidates may be submitted from any professional service department that meets the guidelines found in the Program Summary section of this document. The committee officers will divide the committee members into sub-panels (a minimum of three panelists on each) and distribute the candidates equally between the sub-panels. The sub-panels shall schedule and implement phone and in-person interviews with both the candidates

and their advocates as needed. The sub-panels will report back to the full committee and the committee will evaluate and select the finalists for further action.

**A Finalist Report in award's category will be submitted to the TLSC Board of Directors for final approval no later than September 1.** The TLSC Board shall convene either in-person or electronically to consider the Awards Committee's recommendations and will notify the Awards Committee of their decision(s). The successful candidates and supporting advocates will be notified by the Awards Committee Chair or their designee following final approval. The official announcements and presentations will be made at the Fall State Meeting.