



Houston Country Club – Houston, TX

Assistant Manager of Restaurant Operations

Houston Country Club, a top-rated Platinum Club of America, is a private member-owned full service country club with a rich history and tradition. Recognized as one of the most prestigious clubs in the United States, the Club is known for its excellent dining programs and services. A number of notable and respected general managers have served in this position including David Chag of The Country Club in Brookline, Massachusetts and Joe Bendy of River Oaks Country Club in Houston, Texas. This position is ideal for club management professionals seeking career development and experience serving a sophisticated and affluent membership in a high volume and fine dining service environment.

The Houston Country Club is open year round Tuesday through Sunday; service hours for dining are from 7:00am to 10:00pm. Dining amenities include: the Terrace Room (capacity for 82); the Wayside Grill (capacity for 86); the Terrace Patio (seasonal with capacity for 64); the Grill Room (capacity for 94); the Red Room (capacity for 32); Ortega's (poolside and season with capacity for 80); the Ballroom (capacity for 500+); a wine cellar (capacity for 18); and other private dining rooms. The Club's gross revenue is \$19.3 million; food and beverage revenue is \$7.3 million of which 50% is derived from private events. The Club has 1,334 members.

The Assistant Manager of Restaurant Operations (AM) reports directly to the Assistant General Manager and is responsible for oversight of the day-to-day dining operations, ensuring exceptional Food and Beverage service in all casual and formal ala carte dining and cocktail areas at the Club, as well as in banquet operations. The focus of this position is on staff training and development in order to provide Members and guests with an excellent experience. The Assistant Manager provides a presence on the floor of all dining rooms and interacts with the membership. This individual will assist the Assistant General Manager and General Manager in planning and developing club operations toward member and guest satisfaction, with particular emphasis on the dining operations. He/she presents excellent interpersonal skills including, but not limited to engagement, communication, leadership, cooperation, sensitivity, perception and a positive attitude toward others.

The AM often serves as the "face" of the Club maintaining frequent and continuous presence in the dining rooms and proactively seeking interaction with members and guests to assure maximum satisfaction. He/she supervises the maitre'ds, a la carte servers, bus personnel, cocktail servers, food expeditors/runners and "to go" personnel and indirectly oversees 80-100 staff. He/she is responsible developing, communicating and implementing service standards and training programs and holding the staff accountable for following club policies and procedures. The AM consistently monitors the staff's performance and appearance taking actions to correct inadequacies and improve service levels; creativity and a forward thinking management style with a constant desire to identify areas of improvement is highly desired in this role.

Candidates must have significant and relevant experience in upscale food and beverage operations with a successful track record of building and developing a high functioning team. Ideal candidates will have a solid foundation in high volume fine dining, wine service, and the desire, drive and openness to learn more.

This role requires excellent customer service skills and the ability to communicate with members, guests, business contacts and staff with English fluency and sophistication both orally and in writing. A formal education including a bachelor degree or a related hospitality degree is strongly preferred, although candidates with demonstrated equivalent training and education may be considered. A desire to progress one's career in club management is highly desired.

Compensation: The Club will offer a competitive compensation plan, along with standard benefits and perks.

Interested and qualified candidates should complete the online candidate profile form and submit a compelling cover letter specific to this opportunity and resume for consideration at <http://denehyctp.com/submissions/>. To request additional information or to recommend a candidate, please contact Kirk Reese, CCM in our Los Angeles office at 310.409.8957 or by email at kirk@denehyctp.com.



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