

Mid Ocean Club - Tucker's Town, Bermuda

Clubhouse Manager

The Mid Ocean Club (MOC) is a highly prestigious private Club situated on 200 acres in picturesque Tucker's Town, Bermuda. The Club's world renowned Charles Blair Macdonald designed golf course, which opened in 1921, has retained much of its classic original character and is consistently viewed as a "must play course" for golf enthusiasts, ranking among the top 100 golf courses outside of the U.S. Mid Ocean has hosted several major golf events, most notably the 2007 and 2008 PGA Grand Slams of Golf. In addition to golf, Mid Ocean has other recreational amenities including beaches, pool and tennis, as well as extensive food & beverage facilities and overnight accommodations. The Club has 1,350 Members, including 520 Non-Resident Members, many of whom are also Members of prestigious overseas private clubs. Resident Members include many multigenerational Bermudians as well as many residents and expatriates who are associated with Bermuda's vibrant financial services industry. The Club also maintains several reciprocal relationships with private clubs in the U.K. and U.S.

The Main Clubhouse overlooks the 18th fairway and houses the main dining room, bar and grill area, two private function rooms, men's and ladies locker rooms, golf shop and administrative offices. The Club's newly renovated cottages include 21 guestrooms and are located adjacent to the Clubhouse. The Beach Pavilion, set on beautiful South Shore with direct beach access, offers Members and their guests a swimming pool, outdoor terraces and restaurant providing on-beach dining and bar service from early May into November. The Club also has two tennis courts and access to several private beaches.

Mid Ocean is operational year round with the height of the golf season occurring from October to June. A significant number of Member oriented social events and functions are held in the Main Clubhouse during these months as well. The Club serves breakfast, lunch and dinner seven days a week with much of the food and beverage service moved from the Main Clubhouse to the full service Beach Pavilion in the summer months. Gross revenues are \$13 million including food and beverage sales totaling \$2.7 million. The Club is also the venue for many private functions, including weddings, throughout the year.

The Clubhouse Manager reports to the General Manager and will be responsible for daily clubhouse operations, and directly supervising all Food & Beverage operations in the Main Clubhouse and the Beach Pavilion (where much of the F&B service shifts from May to October), together with the 21 overnight guest Rooms, including Front Desk operations. Direct reports to the Clubhouse Manager include the Restaurant Manager, Head Chef, and Rooms Manager, with overall supervisory responsibility for 40+ employees across those departments. The Clubhouse Manager is expected to be highly visible to MOC Members and guests through daily interaction and ensuring attentive service is consistently delivered to Members and guests from their first contact at the Front Desk, through their dining experience, while overnights guests' expectations are exceeded during their stay at the cottages. The Clubhouse Manager will also have overall responsibility for numerous private events, including those held in conjunction with golf tournaments, as well as weddings and other Member sponsored private functions. Outside of the primary responsibilities associated with managing daily clubhouse, beach pavilion and overnight accommodations operations, the Clubhouse Manager, in coordination with the General Manager, will be charged with identifying revenue growth opportunities in the areas of food & beverage service and occupancy of the overnight guest rooms, particularly in the "shoulder" seasons, and developing and implementing plans with targeted goals to achieve growth.

The successful candidate will have hospitality management experience at some combination of highly regarded private clubs and/or luxury hotels or resorts. Key experience and skills for this position include leading and developing a service oriented team to achieve Member and guest service excellence, development and implementation of robust service training programs, rooms management, deep food and wine knowledge, and increasing member satisfaction and usage of a la carte dining. It is also critical that the Clubhouse Manager have a humanistic management approach and sensitivity to the Bermudian culture and its diverse workforce. A genuinely warm and approachable style is highly desired along with a leadership approach that is energetic and enthusiastic to motivate and inspire staff. The Clubhouse Manager must be polished and comfortable conversing and building appropriate relationships with Mid Ocean's sophisticated and international membership and guest community. A sharp eye for detail in particular with the food & beverage and housekeeping areas, is required.

The Clubhouse Manager is a member of the Executive Management Team along with the Finance Manager, Human Resources Manager, Chief Engineer, Director of Golf and Agronomy & Golf Course Superintendent, and will be expected to be a team player with a natural willingness to jump in and support other department heads as needed. Experience with, and good understanding of, departmental budgeting is required as is the ability to put into place processes and procedures to create operational efficiencies and organizational enhancements, and internal controls.

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 and resume for consideration at <http://denehyctp.com/submissions/>. For more information or to suggest potential candidates, email Alison Savona at alison@denehyctp.com.



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