



director of outlets

THE COUNTRY CLUB OF VIRGINIA

about the club

The Country Club of Virginia (“CCV”) is a world-renowned country club and one of America’s oldest and finest private, member-owned clubs located in **Richmond, Virginia**. The Club has consistently ranked among the nation’s top clubs by the Club Leaders Forum and is currently ranked the **8th Platinum Club of America**.

The Club features two campuses: the traditional full-service country club offered at Westhampton, with a historic clubhouse built in 1908, and the golf-centric clubhouse offered at James River. CCV offers 54 holes of golf with 18 holes at Westhampton and 36 holes located at James River.

Westhampton Campus amenities include a clubhouse (70,000 sq. ft.); a Fitness/Racquet Sports Complex (100,000 sq. ft); a four-acre resort-style Aquatics Complex featuring five pools; platform tennis, squash, and indoor and outdoor tennis and pickleball courts; event lawns; youth activity areas; a Fitness Center, group exercise and Pilates studios, and a spa.

The **James River Campus** hosts the Dominion Energy Charity Classic in October as part of the PGA TOUR Champions Charles Schwab Playoffs. James River is located seven miles from Westhampton and offers dining and event space (36,000 sq. ft. clubhouse), a Men’s Grill, a state-of-the art Golf Performance Center, and locker rooms to complement its two championship golf courses. Additionally, the Club features a boat landing on the James River with storage for boats, paddle boards, and kayaks. Two exciting outdoor event venues are located on the James River property – the Red Brick Barn and the Farmhouse.





about the club

The Country Club of Virginia is open daily year-round and provides five notable restaurant facilities – **Ollie's**, **The Grill**, **Cool Springs Cafe**, and the **Poolside Cafe** at Westhampton, and the **James River Dining Room** – along with several snack bars. The Poolside Café operates from Memorial Day to Labor Day. The Club opened the Cool Springs Cafe as a fast-casual dining concept as part of its \$19.6 million expansion of the Fitness and Racquet Sports facility in the summer of 2018. The Westhampton Clubhouse is one of Richmond's most highly regarded event venues, with its two large ballrooms hosting many events that serve as the centerpiece to the social fabric of the Club's 8,000+ members. CCV's banquet revenues exceed \$4 million, averaging over 35 weddings a year. Holiday covers in excess of 1,200 are not uncommon. F&B accounts for \$11.2 million of total revenues, with 42% of revenue is from private events.



the position

The newly created **Director of Outlets** is set to **lead** and **transform** all **front-of-house food and beverage operations** across both campuses. With 150 staff members, including 6 direct reports and 17 managers, this position is key to delivering an **unmatched member experience**.

initial priorities

ELEVATE SERVICE & PERFECT OPERATIONS

Continue the evolution of quality service levels and fine-tune standard operating procedures (SOPs). Deliver world-class member experience across both campuses.

IGNITE TRAINING & ONBOARDING

Review, develop, and maintain innovative training materials for front-of-house excellence. Lead an impactful onboarding experience for new hires.

CRAFT AN UNFORGETTABLE BEVERAGE PROGRAM

Innovate and manage the beverage program, from strategy to vendor partnerships. Collaborate with Communications and Restaurant Managers to craft standout beverage offerings.

DRIVE BUDGETS & SHAPE CLUB POLICIES

Play a critical role in shaping and executing operational and capital budgets. Partner with the CCV Staff & Committees to create dynamic policies, programs, and events.

LEAD WITH EXCELLENCE & INSPIRE TALENT

Cultivate future leaders while ensuring exceptional experiences for members and guests. Maintain a spotless, safe environment with top-tier, platinum-level service.

ENGAGE & CONTRIBUTE

Actively participate in weekly meetings, training sessions, and club-wide initiatives. Take on additional responsibilities as needed to drive the club's success.



the ideal candidate

The ideal candidate will have over six years of hospitality experience, including three in a managerial role overseeing managers. Experience in private clubs is preferred, though candidates from luxury hotels, resorts, or high-end hospitality settings are also welcome. A stable career with significant achievements and a proven track record in building, training, and leading cohesive, service-focused teams is essential.



job requirements

EXCEPTIONAL SERVICE & COMMUNICATION

A pro at delivering outstanding customer service and connecting with everyone from guests to team members.

OPERATIONAL MASTERY

Expertise in developing consistent systems is unmatched.

DYNAMIC LEADERSHIP

An engaging, energetic approach and high political acumen.

PASSIONATE EXPERT

A love for hospitality, food, wine, and guest experiences that runs deep.

DETAIL-ORIENTED & ORGANIZED

A sharp eye for detail, exceptional organizational skills, and the ability to hold oneself and others accountable.

TECH & ANALYTICAL SAVVY

Proficient in Microsoft Office, Internet applications, and Club POS software, with project management and analytical skills.



CCV is currently ranked as the No. 8 Platinum Club of America and No. 56 Platinum Club of the World by the Club Leaders Forum.



The Country Club of Virginia was named a Top Workplace Richmond and a Top Workplace USA.

dining outlets

OLLIE'S - an upscale informal dining area with 70-110 seat capacity serving dinner Tuesday - Saturday.

THE GRILL AND GRILL TERRACE - casual full-service dining area with 125-250 seat capacity serving dinner Tuesday - Sunday.

THE RIVER - upscale casual with 225 seat capacity serving lunch & dinner Tuesday - Sunday (no a la carte dinner on Saturday).

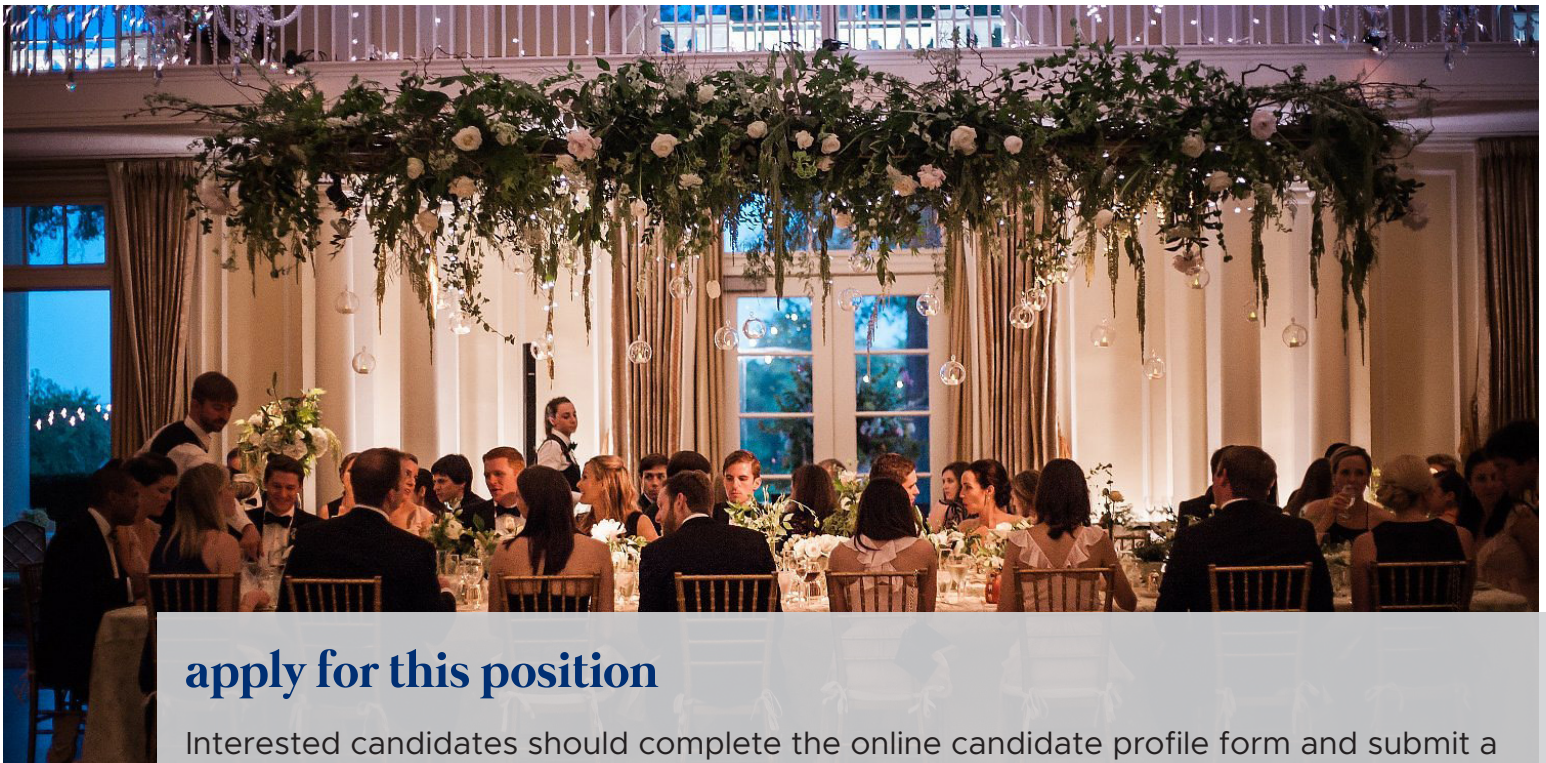
COOL SPRINGS CAFE - a fast-casual dining area serving quick service breakfast, lunch, and dinner seven days per week.

POOLSIDE CAFÉ - lunch and dinner seven days per week in season, Memorial Day through Labor Day.

SNACK BARS (3) - counter service serving breakfast, lunch, and dinner Mon - Sun (1) or Tues - Sun (2)

PRIVATE PARTIES/MEMBER EVENTS - Two beautiful clubhouses with event spaces of various sizes within their 12 event rooms. The Club can accommodate up to 600 guests for a seated event, over 1,000 for standing.

“An evolution to excellence through continuous improvement.”



apply for this position

Interested candidates should complete the online candidate profile form and submit a compelling cover letter and resume for consideration to DENEHY Club Thinking Partners at <http://denehyctp.com/apply-for-a-position/>.

If you have any questions or to recommend a candidate, please contact CTP Karen Alexander at 203.319.8228 or by email karen@denehyctp.com.