



CLUBHOUSE DINING MANAGER PROFILE

POSITION OVERVIEW

The Clubhouse Dining Manager is a key member of the Club's Food & Beverage leadership team, responsible for overseeing the daily dining operations of the Clubhouse dining venues. This highly visible position plays an integral role in delivering the exceptional service, hospitality, and dining experiences that define our member experience.

The Clubhouse Dining Manager is responsible for ensuring the seamless execution of all dining services while maintaining the highest standards of quality, professionalism, and member satisfaction. This individual will lead by example, cultivating a culture of service excellence and fostering a positive, team-oriented environment that supports both employee engagement and operational success.

The ideal candidate is an accomplished hospitality professional with exceptional attention to detail, strong organizational abilities, and outstanding communication and interpersonal skills. They will be a hands-on leader who is passionate about creating memorable experiences for members and guests while effectively managing the day-to-day operations of a dynamic and multifaceted dining program. In addition, they will play an active role in supporting banquet operations to ensure seamless execution of private member events and Club events.

This position oversees a team of approximately 40 employees during the peak season and 20 employees during the off-season, providing leadership, training, coaching, and performance management to ensure consistent service excellence throughout the year.

This is a full-time, year-round position offering a competitive compensation package, excellent benefits, and the opportunity to contribute to one of the region's premier private club environments.

ABOUT THE CLUB

Indian Hill Club "IHC" is in the village of Winnetka along Chicago's North Shore. Since 1914, IHC has been a family focused club where "games and play and entertainment of all kinds may be practiced and pursued...". There are currently more than 690 Members in all categories who enjoy golf, tennis, pickleball, swimming, paddle tennis, a la carte, social, and banquet amenities. The Clubhouse recently underwent a significant renovation and reopened in August 2025.

ORGANIZATIONAL STRUCTURE

Indian Hill Club operates under the General Manager/Chief Operating Officer organizational structure. The Clubhouse Dining Manager reports directly to the Assistant General Manager and works with the Food and Beverage Management Team.

CORE RESPONSIBILITIES

- Responsible for the overall operations of the Clubhouse and its multiple dining venues.
- Ensure that service standards are consistently maintained.
- Lead daily floor operations during service, acting as the primary point of contact for servers and bartenders to ensure smooth execution and exceptional member and guest satisfaction.
- Acts as a backup to the Assistant General Manager regarding all operational areas of the Club and communicates deficiencies and concerns when they become known and takes appropriate action to address and correct.
- Oversee all aspects of recruiting and training the front of house service.
- Ensures effective orientation and training for new staff while maintaining standard operating procedures.
- Develop weekly labor schedules and daily shift reports.
- Assist the Assistant General Manager with the recruitment, coordination, and onboarding of the Club's H2B and J1 visa candidates.
- Assist the Assistant General Manager in the recruitment, hiring and onboarding of seasonal summer interns and contribute to their continued growth and development.
- Oversee staff opening and closing side work to ensure all dining rooms and events are set properly.
- Conduct daily pre-shift meetings to communicate menu updates, service enhancements and operational priorities.
- Promote a team culture rooted in professionalism, accountability, continuous improvement, attention to detail and exceptional hospitality.
- Maintain the POS system with new menu items and dining reservations.
- Oversee the ordering and inventory levels of Clubhouse supplies and ensuring appropriate par levels are maintained to support efficient daily operations.
- Works closely with the AGM and members of the management team to ensure the success of all Club and private member events.
- Assist the AGM in supervising Locker Room staff and Housemen to ensure all areas are maintained in acceptable condition and properly staffed.

LEADERSHIP CHARACTERISTICS

- Exceptional relationship-building skills, with the ability to foster positive and collaborative relationships with members, guests and professional staff.
- Consistent professionalism, a strong sense of urgency and a keen attention to detail in all aspects of leadership and service delivery.
- Demonstrated ability to effectively execute responsibilities while proactively identifying opportunities for improvement and operational excellence.
- Strong organizational and planning capabilities, with the ability to anticipate needs and align priorities with the Club's event calendar and dining volumes.
- Creative and strategic problem-solving approach, characterized by foresight, sound judgment and the ability to develop effective solutions while anticipating the needs of members and staff.
- Excellent time management skills, with a highly organized, self-directed and proactive approach to leadership and decision-making.
- Proven integrity, honesty and accountability, serving as a trusted and respected leader within the organization.
- Strong work ethic and adaptability, with the ability to thrive during peak operational periods while maintaining a continuous-improvement mindset through thoughtful evaluation, planning and refinement during the off-season.

EDUCATION & EXPERIENCE

- Experience in top-tier hospitality is highly desirable (Restaurants, Hotels, Private Clubs, etc.)
- A degree in Hospitality Management is preferred

SALARY & BENEFITS

- Competitive base salary plus performance bonus.
- Medical, dental, vision, life insurance
- 401k with up to a 5% match after one full year of service
- Paid time off
- Employee meals
- Professional development
- Employee and child scholarship opportunities

HOW TO APPLY

- Prepare a cover letter that addresses why you are interested in the Clubhouse Dining Manager Position at Indian Hill Club and why you believe that you are a good fit for the position.
- Attach an updated resume.
- Send your Cover Letter and Resume to Christina Crow, Assistant General Manager at ccrow@indianhillclub.org