



RCS Hospitality Group
a new generation of hospitality management
2827 Midway Rd SE Ste 106 - #231
Bolivia, NC 28422
www.consultingRCS.com

Position Available:
CLUBHOUSE MANAGER
Old Town Club
Winston-Salem, NC

Old Town Club is a distinguished, member-owned private club with a rich tradition of golf, dining, and gracious hospitality. Known for its world-class golf course, welcoming clubhouse, and strong sense of community, Old Town offers an environment where classic club values are honored while service standards continue to evolve. This is an exceptional opportunity for a hospitality professional who values tradition, takes pride in operational excellence, and enjoys being an active presence within a close-knit club culture.

POSITION OVERVIEW

The Clubhouse Manager is responsible for leading and overseeing all clubhouse operations, with a primary focus on food and beverage, dining service, housekeeping, events, and overall member experience within the clubhouse. Reporting directly to the General Manager, this role serves as a key member of the leadership team and is essential to delivering consistent, high-quality service that reflects the Club's standards and values.

The ideal candidate is a visible, hands-on leader who leads by example, supports department managers, and fosters a culture of accountability, professionalism, and genuine hospitality.

JOB SUMMARY

- Responsible for the general operations of staff functions relating to food and beverage, housekeeping, maintenance/repair, clubhouse, and security, and the supervision of managers in those departments.
- Responsible for the operation of all aspects of the Club in the absence of the General Manager.
- Perform specific tasks as directed by the General Manager.

ESSENTIAL FUNCTIONS

- Responsible for all clubhouse operations.
- Responsible for all aspects of operations for the departments directly supervised by Assistant Clubhouse Managers, to include:
 - Maintaining and monitoring budgets and taking corrective action as necessary to ensure that budget goals are attained.
 - Assures standardized operating procedures for sales and cost control are in place and consistently utilized.
 - Designing effective and creative training for staff development and following up to make sure training is implemented; assures effective orientation and training for new staff.
 - Overseeing staff, including scheduling, payroll, and hiring.
 - Maintaining all documentation of personnel records for retention in the accounting office.
- Inspects to ensure that all safety, sanitation, energy management, preventive maintenance, and other standards are consistently met.
- Assist in identifying and helping to correct maintenance problems.
- Ensures all legal requirements are adhered to, including federal, state, and/or local laws pertaining to alcoholic beverages and child labor.
- Assures that the Club's preventive maintenance and energy management programs are in use.
- Participates in ongoing facility inspections throughout the Club to ensure that cleanliness, safety, and other standards are consistently attained.



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- Responsible for research and recommendation of new products to improve the Club.
- Monitors the ordering and receiving program for products/supplies to ensure proper quantity and price on all purchases for the clubhouse.
- Serves as an ad-hoc member of appropriate club committees.
- Continually works to ensure correct handling procedures of china, glassware, and other items to minimize breakage.
- Responsible for the monthly beverage inventory.
- Maintains contact with members and helps assure maximum member satisfaction.
- Work with Assistant Club Managers on weekly training classes for staff.
- Assists in planning and implementing procedures for special Club events and banquet functions.
- Oversees dining room operation in the Assistant Clubhouse Manager's and/or Banquet Manager's absence.
- Responsible for the cleanliness of all clubhouse areas.
- All other special projects assigned by the General Manager.
- Responsible for working with the pool management company and the Director of Racquets in maintaining the standard and quality of the pool area.

QUALIFICATIONS

- Serves as a daily on-site troubleshooter, quelling confusion and smoothing ruffled feathers when departmental conflicts arise.
- Must have a clear idea of the Club's overall organizational goals as well as an understanding of the responsibilities of each department and the duties of each employee.
- Possess firm, organizational focus, diplomacy, attention to detail, and flexibility.
- A degree in hospitality management or extensive previous experience in hotel, resort, restaurant, or catering is necessary.

REPORTS STRUCTURE

The Clubhouse Manager reports directly to the General Manager.

Supervises:

- Assistant Clubhouse Managers
- Housekeeping Manager
- Dining Room Manager
- Banquet Manager
- Men's Grill
- Valets
- (Indirectly supervises Dining Rooms, Kitchen, Security, Pool, and Maintenance)

COMPENSATION & BENEFITS

- **Salary:** \$125,000 annually, commensurate with experience. Bonus potential.
- Relocation assistance is negotiable.
- **Benefits:**
 - 401K
 - 100% Medical premiums are covered by the employer
 - Dental and Vision Insurance available
 - Life, short-term, and long-term disability insurance
 - Vacation, holiday pay, and paid time off
 - Professional association dues (such as CMAA) and continuing education



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CLUB DETAILS

- \$11.4M Total Gross Revenues
- \$5.5M Annual Dues Revenues
- \$3.8M Total F&B Revenue (\$2.6M a la Carte/\$1.2M banquets and events)
- 680 Members
- Amenities: golf, dining, tennis, pickleball, platform tennis, fitness center, outdoor pool
- Four dining outlets
- Website: <https://www.oldtownclub.org/>

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