

6/11/2018



SPHM
HOSPITALITY

CLUB HOUSE



By: | Agustinus Agus Purwanto, SE MM



Series 500

Club House

Job Descriptions

JD-501

- A. Position. Clubhouse Manager
- B. Essential Function. This position is primarily responsible for assisting the General Manager in the management of the club and implementing authority as prescribed. The Clubhouse Manager is directly responsible for the club's food and beverage operations, spa treatment operation, personal concierge service, locker rooms, valet services, and clubhouse security. Additionally, the Assistant General Manager is responsible for all club facilities and operations during the General Manager's absence.
- C. Duties and Responsibilities
 - 1. Manages all aspects of the club in the absence of the General Manager.
 - 2. Monitors the budget and directs corrective action procedures as necessary to help assure that budget goals are attained.
 - 3. Functions as an administrative link between departments.
 - 4. Monitors internal cost control procedures.
 - 5. Assists the General Manager in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts and budgets.
 - 6. Develops an operating budget for the departments revenue outlets; after approval, monitors and takes corrective action as necessary to help ensure that the budget goals are attained
 - 7. Monitors safety conditions and employees' conformance with safety procedures; updates emergency plans and procedures and assures that effective training for these programs is conducted in all departments. Investigates all accidents at the Club.
 - 8. Monitors and approves weekly scheduling and payroll
 - 9. Manages physical inventories and verifies and provides updated information to accounting
 - 10. Approves and properly codes all product invoices before submitting to accounting.
 - 11. Assures that all standard operating procedures for revenue and cost controls are in place and consistently utilized
 - 12. Monitors purchasing and receiving for products and supplies to ensure proper quality, quantity and price
 - 13. Researches new products and develops analysis of costs/profits on a monthly, or bi-monthly or as needed basis
 - 14. Works with human resources department staff to develop long-term staffing needs for the clubhouse department.
 - 15. Assists in the planning of facility improvements, remodeling, construction and repair and interacts with applicable club committees for this purpose.

16. Serves as an *ad hoc* member of appropriate club committees.
17. Monitors labor; evaluates scheduled and actual labor hours and costs for the direct and indirect reports.
18. Oversees club operations on a daily basis.
19. Serves as a club representative within the community.
20. Undertakes special projects as requested by the General Manager. Completes other appropriate assignments made by the general manager.
21. Advises General Manager about the development and revision of club bylaws and policies; consistently enforces all policies.
22. Assures that the effective orientation and training for new staff and professional development vehicles for experienced staff are planned and implemented and maintained.
23. Helps plan the organizational chart, staffing and scheduling, job descriptions and specifications for all department staff and manages the long range staffing needs of the department
24. Maintains department records of tardy, absent and misc.
25. Recruits for and manages the club's internship program
26. Plans and coordinates training and professional development programs for himself or herself and club personnel. Conducts training and other meetings with department staff.
27. Monitors and enforces member dress codes as applicable.
28. Monitors employee appearance, dress and performance according to club standards, policies and procedures
29. Consistently reviews all staff with appropriate performance reviews
30. May serve as a departmental manager in that manager's absence.
31. Attends management and staff meetings as scheduled.
32. Counsels with other managers and employees about employee grievances and complaints; directs problem correction where possible.
33. Works with department heads to plan professional development programs for applicable staff.
34. Ensures that all legal requirements are consistently followed.
35. May perform clubhouse opening and closing duties, including those related to security.
36. Participates in on-going facility inspections throughout the club to assure that cleanliness, maintenance, safety and other standards are consistently attained.
37. Helps plan and approve external and internal marketing and sales promotions
38. Maintains contact with members and helps to assure maximum member satisfaction.
39. Interacts with members answering questions, solving problems, overseeing services and cleanliness and showing the club facilities to visitors.
40. Greets guests and oversees actual service on a routine, random basis

41. Receives and resolves complaints from club members, guests and employees.
42. Develops wine lists and all wine programs
43. Develops ongoing professional development and training programs for food production, service, bar service and all service personnel
44. Addresses member and guests complaints and advises the GM about appropriate corrective action
45. Develops new interesting and innovative ideas for promoting club functions, special events, and banquets
46. Maintains appearance, upkeep, cleanliness and general maintenance of all facilities in department.
47. Ensures correct handling procedures to minimize china, glass, silverware breakage and food waste.
48. Approves menus proposed by Executive Chef.
49. Other duties as assigned.

D. Reports To: General Manager

E. Supervises. Executive Chef, F&B Manager, Concierge, Spa Manager, Locker Room Manager/Staff, Housekeeping and Valet Services.

F. This position is exempt from overtime.

Job Descriptions

JD-502

- A. Position. Director of Maintenance/Facilities Manager
- B. Essential Job Functions. Oversees all mechanical areas of the club facilities and the grounds to keep the club functioning at top efficiency.
- C. Duties and Responsibilities
 - 1. Hires, trains and supervises/maintenance personnel.
 - 2. Schedules hours of work for department staff.
 - 3. Schedules work loads and work orders for all areas of the Club and its equipment.
 - 4. Coordinates with purchasing department to procure parts and items needed for maintenance, completion of work orders and general department supplies.
 - 5. Prepares and monitors budgets for the Maintenance Department.
 - 6. Attends staff meetings and coordinates efforts to schedule work activities.
 - 7. Oversees daily water checks on swimming/whirlpool water and filtering system for positive health protection.
 - 8. Establishes and administers club key control system.
 - 9. Works with planners and coordinates remodeling of various areas of the club.
 - 10. Maintains an on-going energy management program for the property's HVAC and lighting systems.
 - 11. Assists in checking fire protection systems for proper operation and training personnel in their use
 - 12. Promotes an operations plan for implementation of snow removal.
 - 13. Manages the club's on-going preventive maintenance program.
 - 14. Maintains a log for all equipment repairs.
 - 15. Coordinates the servicing and repairing of systems for lighting, heating, ventilating, fire, drainage and plumbing.
 - 16. Monitors all work done by outside contractors and communicates the status of each project to the General Manager.

17. Makes cost estimates for budgeting/contract review purposes.
18. Keeps accurate maintenance records of equipment and machinery.
19. Hires, discharges and supervises employees.
20. Supervises the maintenance parking lots, tennis courts, swimming pools and other recreational areas.
21. Ensures that all building maintenance, repair, cleaning activities are identified, scheduled and completed.
22. Maintains the club house ground's sprinkler system, swimming pool water, lawns, shrubbery and trees.
23. Keeps the work shop areas safe, clean and well-lighted.
24. Ensures that all refuse is properly removed from the club house premises.

D. Reports To. Clubhouse Manager/General Manager

E. Supervises. Facilities Technician, Housekeepers, Utility Porter, Laundry Attendant.

F. This position is exempt from overtime.

Job Descriptions

JD-503

- A. Position. Facilities Technician
- B. Essential Function. The Facilities Technician is responsible for the repair and maintenance of all facilities, keeping all equipment in working order so as not to disrupt the levels of service or inconvenience members and guest.
- C. Duties and Responsibilities
 - 1. Implements the requirements of the preventive maintenance program.
 - 2. Tours club property on a daily basis informing his supervisor of any maintenance needs.
 - 3. Maintains and makes general repairs to the plumbing fixtures, electrical system, carpentry, kitchen equipment, heating and ventilation and all building structures of the club.
 - 4. Maintains the air conditioning, refrigeration, ice machines and all pool pumps.
 - 5. Supervises the filtration and chlorination of the swimming pools.
 - 6. Tests swimming pool water, maintains daily log of water test results for local Health Department inspection.
 - 7. Keeps accurate maintenance records of all equipment and machinery.
 - 8. Performs ongoing Tennis Court maintenance.
 - 9. Performs daily maintenance from Facility Maintenance work order forms.
- D. Reports To. Director of Maintenance/Facilities Manager
- E. Supervises. No supervisory duties are included in this position unless directed.
- F. This position is subject to overtime.

Job Descriptions

JD-504

- A. Position. Executive Housekeeper
- B. Essential Job Function. Directs the administration of all housekeeping services for guest rooms, public and staff areas; ensures the highest standards of sanitation, safety, comfort and aesthetics.
- C. Duties and Responsibilities
 - 1. Supervises all housekeeping employees, hires new employees as needed, discharges employees when necessary, and writes warning notices when policies have been violated; evaluates employees for promotions/transfers as openings arise.
 - 2. Plans the work of the Housekeeping Department and distributes assignments accordingly; assigns regular and special duties to House persons, Inspectors and Linen Room Attendants; schedules employees and assigns extra days off according to occupancy forecast; maintains a time log record book of all employees within the department.
 - 3. Informs new employees about regulations; trains and assigns them to work with experienced employees; checks the work of these employees occasionally and reviews the reports made by Inspectors.
 - 4. Inspects the housekeeping staff periodically and checks the quantity and quality of their work.
 - 5. Approves all supply requisitions such as spreads and bathroom rugs; maintains the lost and found department and is responsible for all lost and found items; determines the rightful owner when possible and makes arrangements for the return of the lost items.
 - 6. Develops effective strategies to communicate with other departments.
 - 7. Develops departmental budget and, after approval, monitors and takes corrective action as necessary to assure that financial goals are attained.
 - 8. Makes recommendations regarding necessary capital expenditures and special maintenance/repair improvements.
 - 9. Develops and implements linen, supply, and other inventory management programs to control expenses.
 - 10. Plans “deep cleaning” activities and schedules for club’s public and guestroom areas.
 - 11. Participates in on-going evaluation programs to ensure that all club areas meet cleanliness, safety and other standards.
 - 12. Serves as an ad-hoc member of appropriate club committees.

- D. Reports To. Clubhouse Manager
- E. Supervises. Houseperson, Housekeeper (in clubs with guest rooms), Laundry Manager.
- F. This position is exempt from overtime.

Job Descriptions

JD-505

- A. Position. Houseperson
- B. Essential Function. Responsible for maintaining standards of cleanliness for all areas throughout the Club.
- C. Duties and Responsibilities
 - 1. Cleans all member and guest areas, including all outlets, dining rooms, elevator, bar, restrooms, and hallways.
 - 2. Restocks all restrooms with supplies.
 - 3. Vacuums all areas and mops all floors as instructed by Supervisor.
 - 4. Removes trash from all club facilities.
 - 5. Reports any equipment needs or necessary supplies to Supervisor.
 - 6. Dusts and cleans all furniture throughout club facilities.
 - 7. Spot cleans any spills from Food and Beverage functions.
 - 8. Washes inside and outside of all windows.
 - 9. Works from detail cleaning list for each building.
- D. Reports To. Facilities Manager
- E. Supervises. No supervisory duties are included in this position unless directed by the Facilities Manager.
- F. This position is subject to overtime.

Job Descriptions

JD-506

- A. Position. Locker Room Attendant
- B. Essential Function. Responsible for the men's and ladies locker rooms as well as men's and ladies card rooms. Tending to the members and guests, making them feel like they are home, and the most important people there.
- C. Duties and Responsibilities
 - 1. Keeps the locker rooms and restrooms cleaned, stocked, and fresh at all times. This includes restocking all items used (soap, razors, paper products, towels, aftershave, etc.).
 - 2. Daily washing of restroom floors, cleaning mirrors and walls, and lavatories.
 - 3. Performs personal services such as shine shoes, brush clothes, clean inside lockers, and replace golf spikes.
 - 4. Provides for the safety and security of all members and guest personal property.
 - 5. Maintains inventory of supplies, informing Supervisor of any supplies needed.
 - 6. Issues lockers, keys, and towels to members and guests as needed.
 - 7. Maintains a list of occupied lockers, supplying a billing list to supervisor.
 - 8. Cleans and empties garbage cans and towel baskets.
- D. Reports to. Facilities Manager
- E. Supervises. No supervisory duties are included in this position unless directed by the Facilities Manager.
- F. This position is subject to overtime.

Job Descriptions

JD-507

- A. Position. Utility Porter
- B. Essential Function. Responsible for maintaining standards of cleanliness for all of the outside areas of club premises.
- C. Duties and Responsibilities
 - 1. Empties exterior trash containers on club premises every day and places new trash liners in containers.
 - 2. Cleans club receiving area. Pressure cleans loading dock once a week or as needed.
 - 3. Sweeps and dusts exterior verandas daily.
 - 4. Cleans walkways and streets with a grass blower.
 - 5. Relieves Houseperson on days off.
 - 6. Cleans and restocks golf course restrooms on a daily basis.
 - 7. Pressure cleans exterior of buildings when needed.
 - 8. Makes supply runs for the Facility Maintenance department.
- D. Reports To. Facilities Manager
- E. Supervises. No supervisory duties are included in this position unless directed by the Facilities Manager.
- F. This position is subject to overtime.

Job Descriptions

JD-508

- A. Position. Laundry Attendant
- B. Essential Function. Responsible for processing laundry and the operation of laundry equipment.
- C. Duties and Responsibilities
 - 1. Separates dirty laundry by type of fabric.
 - 2. Monitors weight of all laundry loads.
 - 3. Operates washer/extractors.
 - 4. Operates driers.
 - 5. Folds clean linen and stores on shelves.
 - 6. Maintains laundry room in a neat and orderly manner.
 - 7. Delivers and picks up Golf and Locker room towels.
 - 8. Fills in for Houseperson as necessary.
- D. Reports To. Facilities Manager
- E. Supervises. No supervisory duties are included in this position unless directed by the Facilities Manager.
- F. This position is subject to overtime.

Job Descriptions

JD-509

- A. Position. Concierge
- B. Essential Function. Greets members and guests when they enter the facility; Checks in all residents by scanning their membership cards; operates telephone switchboard & relays messages to staff; and takes reservations for events and programs.
- C. Duties and Responsibilities
 - 1. Greets members and guests, checking for valid membership cards and scanning member into system to log usage.
 - 2. Answers the main line of the Club's phone system; takes messages as needed; directs calls to correct staff extensions.
 - 3. Takes reservations for Club sponsored events using the RSVP sheets and applicable fees. Ensures that all information requested on the RSVP sheet is taken and correct.
 - 4. Completes opening and closing responsibilities to ensure Club is clean, safe and presentable. Equipment must be turned on/off, doors locked/unlocked, alarm activated/deactivated.
 - 5. Provides schedule and other Club information to members and guests to promote Club programs. Maintains supply of Club activities information to make available to members.
 - 6. Operates Point (POS) of Sale device. Gets member signatures for all charges. Issues receipts.
 - 7. Sorts and distributes incoming mail.
 - 8. Reminds members of attire guidelines.
 - 9. Makes membership cards for new residents after verification of residency.
 - 10. Maintains appearance of reception area.
 - 11. Performs mid-day cleaning responsibilities including, but not limited to, windexing windows, picking up towels, straightening newspapers, making new coffee, and check fitness room.
 - 12. Starts pot of coffee and hot water pot for resident and staff usage.
 - 13. May maintain postage meter & supplies, and lost & found program.
 - 14. Performs other duties as assigned.
- D. Reports To: Member Services Coordinator
- E. Supervises. No supervisory duties are included in this position.
- F. This position is subject to overtime.

Job Descriptions

JD-510

- A. Position. Club Assistant Manager
- B. Essential Function. Manages day-to-day operations of the facility through close interaction with department heads to ensure maximum member and guest satisfaction. Assists in the implementation of programs and social events, monitoring of the Club's revenues and expenses, overseeing personnel development, and ensuring proper Club maintenance.
- C. Duties and Responsibilities
 - 1. Conducts oneself as a representative for the company's management team, by visibly supporting and implementing policy and demonstrating high standards of ethics and integrity with residents, members, peers, and employees.
 - 2. Hires quality employees. Ensures that pre-employment screening, background checks, and the interview process are properly completed.
 - 3. Assists in the recruitment, selection, and development of qualified Department Heads to understand the relationships between value, Member satisfaction, and Member retention/attrition.
 - 4. Monitors and submits schedules and payroll for all Club employees.
 - 5. Maintains exceptional Member Relations and facilities by creating a quality environment through communication, committees, staffing, programming, service operations, and maintenance.
 - 6. Audits assets, maintenance procedures, and safety practices in each area through the staff of department heads to assure a secure, safe environment is maintained.
 - 7. Ensures all expense control systems are in place with close monitoring of all department expenses including revenue to payroll ratio. Assist in the appropriate forecasting systems.
 - 8. Ensures the maximum utilization of the Club through private rentals. Maintains proper records of contracts and insurance.
 - 9. Works with department heads in ensuring that all records for attendance, incidents/accidents, member complaints, scheduling, pool chemicals, and equipment maintenance.
 - 10. Coordinates with the activities department to ensure event participation records are maintained, invoices are submitted, proper payment is received, and event review/summary are filed.
 - 11. Performs other duties as assigned by the General Manager.
- D. Reports To. General Manager
- E. Supervises. Member Services Coordinator, Sports Coordinator, Activities Coordinator, and Maintenance Supervisor
- F. Full-Time Exempt.