|  |
| --- |
| **Brandon JobNexus – General Manager / Chief Operating Officer** |

**Tel: XXXXXXXXXX;** **Email: brandonjobnexus@jobnexus.com**

**Profile / Summary**

Experienced **General Manager / Chief Operating Officer** with a wealth of experience in passionately delivering continuous, leading-edge service improvements, exemplary member service and generating substantial increases in business revenue for prestigious country membership clubs. Key strengths include: transforming the operational performance and turnover of an organization; hands on, visible management style coupled with the ability to work with different constituencies; cultivating strong team culture with uniform values; strong communication skills; and the demonstrable ability to handle difficult situations.

**Career History / Work Experience**

**2010 to date: Huntington Country Club: Club Manager**

Traditional, member owned, multi-generational club founded in 1910, comprising a 18-hole golf course, 2 Member Dining Rooms, Banquet Room, Men’s Grill, 6 Har-Tru Tennis Courts, Paddle Courts, Racquets Chalet, Halfway House and Winter Snack Bar. (F&B Sales $2m/Total Rev. $7.5m)

* Hired initially to substantially improve service levels to eliminate identified flaws and failures following a major renovation project.
* Manage all operational aspects, 75 in-season staff and 35 permanent employees, collaborating with the Executive Chef, Assistant Manager, Greens Superintendent, Golf/Racquets Pro and Business Office.
* Act as main point of escalation and the onsite liaison for 400+ club members.
* Act as the main point of contact between the club floor and the house chairperson, providing regular progress reports and both staff and customer feedback.

**Key Achievements:**

* Increased food and beverage sales from - $250k PA, to operating in the black for 4 years by drastically improving the dining offering and securing more private functions and golf outings.
* Produced a significant rise in the member participation of family programs, such as Family Halloween (customer increase from 150 to 450) / Kids’ Christmas with Gingerbread Houses (200 to 500 ) / Family Fun Day on July 4th (800 to 1,300) / Easter Egg Hunt and White House Egg Roll (200 to 500)
* Led improvements of food/beverage services, resulting in and increase in sales from $1.4M to $2.4M/46%.
* Implemented digital program to create calendar function for members, parties and outings.
* Mentored staff and retained top talent in a highly competitive field, including the Executive Chef (11 years), Assistant Manager (7 years), Dining Room Manager (16 years), and Head Bartender (5 years).
* Supervised construction of new Halfway House and multiple club renovations.

**2008 to 2010: The Mill River Club: General Manager**

Well-established, Family-oriented club. Amenities include state-of-the-art 18-hole golf, pool, 6 Har-Tru Tennis Courts, Indoor Tennis Facility, summer camp, youth tennis, and golf lessons. (F&B Sales $1.5m/Total Rev. $6m)

* Hired to directly manage 125 employees, overseeing all operations and departments within the club.
* Provided strategy, developed staff, supervised capital improvements, prepared operating and capital budgets, presented feedback to the Club President and created training and development tools for all BOH and FOH.

**Key Achievements:**

* Increased food and beverage sales from £1m to $1.4m.
* Reduced labour and overall operating costs by 10%.
* Supervised $300k dining room remodelling, acting as key contact for architects and sub-contractors.
* Created a substantially improved diner experience with seasoned menus, leading to an 8.3% increase.
* Implemented both a new hiring process targeting seasonal staff on H-2B visas and annual reviews, leading to a much more focussed, customer-centric workforce with significantly increased retention rates.
* Devised and executed family events including July 4th BBQ (1200 guests), Easter brunch/egg hunt, cooking classes, gingerbread workshops, Halloween and Christmas activities.

**Key Skills**

|  |  |
| --- | --- |
| * Account & Territory Management * Brand Management * Budget & Expense Management * Business Development * Hospitality & Catering * Client Management & Engagement | * Club House & General Management * Customer Service * Food & Beverage Operations * Menu Planning * People Management & Training * Event Planning & Scheduling |

**Earlier Career / Work Experience**

* 2006 to 2008: Pine Hollow Country Club: General Manager
* 2004 to 2006: Ardsley Country Club: Assistant General Manager
* 2002 to 2004: Brae Burn Country Club: Assistant General Manager
* 1997 to 2002: Compass Group USA: Regional Food & Beverage Manager

**Education / Affiliations**

* Master of Business Administration (MBA): University
* Bachelor of Arts (BA) in Psychology, Magna Cum Laude: University
* Associate (AA) in Culinary Arts: Culinary Institute of America
* Metropolitan Chapter CMAA (MCMA): Active Member and previous President
* Club Management Association of America (CMAA): Active Member

**Personal Details**

* LinkedIn: www.linkedin.com/in/brandonjobnexus