

BISHOPS BAY
COUNTRY CLUB®

CLUBHOUSE MANAGER

StrategicClubSolutions.com | 262.661.2582 | [@StrategicClubSolutions](https://www.instagram.com/StrategicClubSolutions) | 10556 N Port Washington Rd, Suite 202, Mequon, WI 53092

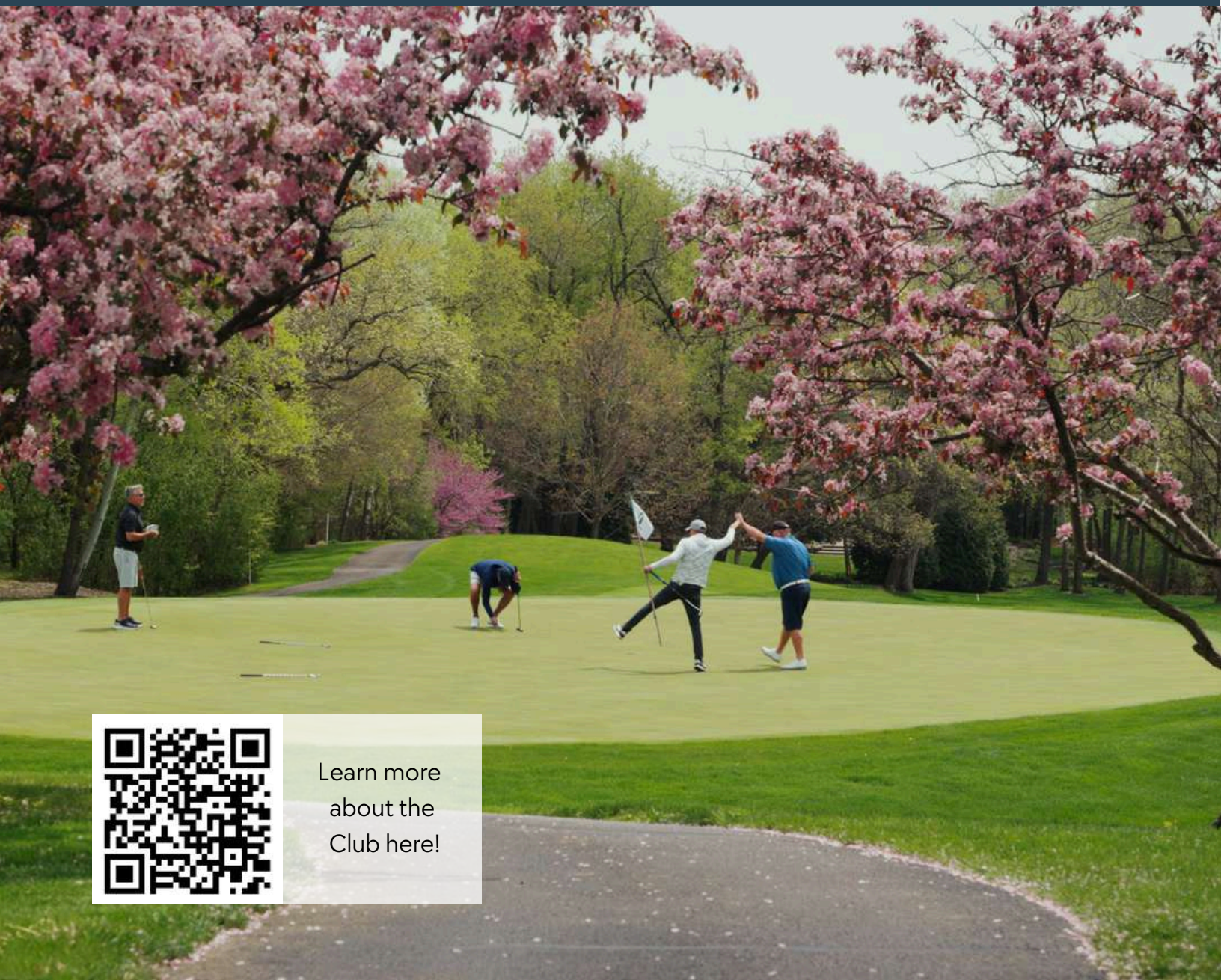


STRATEGIC CLUB SOLUTIONS

BISHOPS BAY COUNTRY CLUB

Bishops Bay Country Club is a family-oriented private club located just outside of Madison, Wisconsin, on the shores of Lake Mendota. Founded in 1995, the Club is housed in The Manor, a 1933 historic property that has been renovated to blend its original character with modernized dining and event spaces, including a lakeside patio and outdoor 'pizza' patio. The Club offers a full complement of amenities beyond golf, including aquatics, tennis and pickleball, a golf simulator, an outdoor ice rink, and lake access with a member-use boat. Food and beverage operations span the dining room, bar, patio, pool snack bar, and event spaces.

www.bishopsbay.com



Learn more
about the
Club here!



CLUBHOUSE MANAGER

The Clubhouse Manager is a senior operational role responsible for the day-to-day management of the Club, working collaboratively with the General Manager/COO and department heads to align daily operations with exceptional service standards and strategic direction. This is a visible, on-floor leadership position where service consistency and team support are fundamental expectations. The role requires experience managing an operation of comparable volume and seasonal intensity. Bishops Bay operates under a shared values framework (THRIVE) that reflects what matters most to the team: Trust, Hospitality, Relationships, Initiative, Value, and Excellence. The Clubhouse Manager is expected to embody and reinforce these values in how they lead, serve, and show up every day.

Reports to: General Manager/COO

Direct Reports: Executive Chef, Dining Room Manager, Bar Manager, Events Manager, Housekeeping, Maintenance, Aquatics Area



KEY OBJECTIVES:

Food and Beverage Operations

The Club's F&B program generates approximately \$2.6 million in annual revenue, with the majority of activity concentrated within peak season. The Clubhouse Manager is responsible for maintaining and advancing service as well as food quality standards across all outlets.

- Establish and maintain consistent service standards across the dining room, bar, patio, turnhouses, event spaces, pontoon boat, and pool food service outlets
- Oversee coordination between the kitchen and front-of-house, including table spacing and production pacing during peak service periods
- Develop and implement a formal training program in partnership with the Dining Room Manager.
- Provide structured input on menu development in partnership with the Executive Chef.
- Optimize POS system (Jonas) usage for operational impact and reporting.
- Ensure banquets and events are orchestrated at a consistent, high level.

Team Leadership and Development

The Clubhouse Manager fosters a team environment that supports consistent performance and professional growth.

- Develop and lead weekly Food and Beverage leadership meeting, focused on proactive collaboration and service excellence.
- Partner with the Executive Chef on menu development, food quality standards, and kitchen-FOH communication.
- Coach and develop department leaders through regular feedback, performance conversations, and on-the-floor guidance.
- Identify training needs across the hospitality team and implement programs that build skill and service consistency.
- Establish minimum staffing levels and manage payroll within budgeted parameters.
- Foster and maintain a culture of teamwork club-wide.

Club Operations and Strategic Partnership

The Clubhouse Manager works closely with the General Manager as a true operational partner by identifying issues proactively, bringing recommendations to the table, and taking ownership of outcomes.

- Contribute to a leadership culture grounded in accountability, mutual support, and member-first service.
- Identify operational issues proactively and bring forward recommendations in partnership with the General Manager.
- Develop and implement operational standards and processes.
- Own the department budgeting process in partnership with the General Manager, including building and managing the annual operating budget
- Participate in House and Membership Experience Committees; additional committee involvement is welcomed and supported



First-Year Priorities

To be successful in the first year, the Clubhouse Manager will need to establish credibility through consistent presence, honest communication, and a genuine commitment to the team and members of Bishops Bay. Key priorities include:

- Establish consistent service and food quality standards. Assess current practices across all outlets, identify opportunities, and put clear expectations in place that the team can deliver against reliably.
- Build operational fluency quickly. Learn the rhythm of the Club's season, understand Jonas POS capabilities, and establish relationships with all direct reports within the first 60 days.
- In partnership with the Dining Room and Bar Manager, build a shared understanding of service standards, establish a training cadence, and ensure front-of-house performance is consistent heading into peak season.
- Establish a working rhythm with the Executive Chef. Develop a partnership focused on food quality, consistency, menu development, and kitchen-FOH coordination.
- Develop the department budget. Participate actively in the annual budget process with the General Manager, building familiarity with the Club's financial structure and seasonal cost patterns.

Competencies and Qualifications

The successful candidate will demonstrate:

- Minimum of five years of progressive leadership in a private club.
- Direct experience overseeing front-of-house operations, including staffing, training, and service standard development.
- Demonstrated ability to manage and develop department leaders, including direct reports in multiple disciplines.
- Experience owning or contributing to a departmental budgeting process.
- Strong floor presence and table contact as a consistent management practice.
- Collaborative working style with the ability to bring solutions and recommendations rather than simply executing directives.
- Experience in culinary operations, with the ability to provide informed feedback on menu development and kitchen-FOH coordination.
- Familiarity with Jonas POS or comparable club management software.
- Active involvement in CMAA or a commitment to ongoing professional development within the club industry.

Compensation and Benefits

- Salary compensation is commensurate with experience, plus a performance bonus.
- Comprehensive benefits package, including health, dental, clothing and education allowance, vision benefits, and PTO.

Please do not contact the Club directly regarding this opportunity. Interested and qualified applicants should submit their resume in confidence to Michelle Cocita at Strategic Club Solutions: Michelle@strategicclubsolutions.com.



STRATEGIC CLUB SOLUTIONS



10556 N Port Washington Rd, Ste 202
Mequon, WI 53092 | 262.661.CLUB
Results@StrategicClubSolutions.com
www.StrategicClubSolutions.com