

ALEXANDER SCOTT

Club General Manager

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PROFESSIONAL SUMMARY

Results-oriented Club General Manager with 5 years of experience in leading high-performing teams and optimizing club operations. Proven expertise in budget management, member engagement, and event coordination. Committed to enhancing member experiences and fostering a vibrant community atmosphere through innovative programming and exceptional service.

WORK EXPERIENCE

Club General Manager Apr / 2021-Ongoing
WidgetWorks Inc. Denver, CO

- 1. Oversaw all aspects of clubhouse and food and beverage operations, ensuring exceptional service and quality standards.
- 2. Implemented club policies and procedures in collaboration with the General Manager to enhance operational efficiency.
- 3. Developed and managed departmental budgets, consistently meeting financial targets.
- 4. Ensured the highest quality of products and services through regular monitoring and evaluation.
- 5. Facilitated communication between staff and committees, including House, Events, and Renovation Committees.
- 6. Established a comprehensive training program for a team of 30, enhancing service delivery and member satisfaction.
- 7. Maintained clubhouse facilities, ensuring a welcoming and well-organized environment for all members.

Clubhouse Manager Apr / 2020-Apr / 2021
Lakeside Apparel Co Chicago, IL

- 1. Directed daily operations of the clubhouse, ensuring smooth execution of events and services.
- 2. Managed financial transactions and prepared monthly budgets to ensure fiscal responsibility.
- 3. Oversaw food and beverage procurement and staff scheduling to align with operational needs.
- 4. Recruited and trained new employees, fostering a strong team culture.
- 5. Provided leadership to staff, enhancing time management and operational efficiency.
- 6. Focused on member satisfaction, addressing needs and feedback to improve services.

EDUCATION

Bachelor of Science in Hospitality Management Apr / 2019-Apr / 2020
University of North Carolina Chicago, IL

Studied hospitality management principles with a focus on operations and guest services.

SKILLS



ACHIEVEMENTS

- Increased member retention rates by 20% through enhanced engagement initiatives.
- Successfully managed a budget of over \$1 million, ensuring financial sustainability.
- Developed and implemented a new training program that improved staff performance by 30%.