

General Manager Roles and Responsibilities

- Daily (Key elements for success)
 1. Insure Daily activity report is completed
 - a. Insure drop from DAR is deposited at Bank
 2. Check Daily Event sheets for meetings and cross reference schedule to events to insure coverage or adjust scheduling to needs
 3. Check call-out sheet for staff shortage
 4. Check with Kitchen to insure they are set for events
 5. Meet and Greet POC's of events
 6. Complete a walk-thru of operation and audit performance
 7. Input Flash Report information coming from TLMS and DAR reports
 8. Review daily expenses which include impact card charges

General Manager Roles and Responsibilities

- Weekly (Key elements for success)
 1. Tuesday – Sales and Revenue Meeting
 - a. Forecast Revenue 3 months out for proper scheduling
 2. Tuesday – Prepare BEO (Banquet Event Order) packets for Wednesday meeting.
 3. Wednesday – BEO meeting, all key staff invited.
 4. Scheduling posted and approved by GM on Thursday
 5. Friday review Lost Business Report for the week
 6. Insure daily Banquet managers checklist is being followed
 7. Daily input flash report information and upload.
 8. Daily Productivity review

General Manager Roles and Responsibilities

- Monthly (Key elements for success)
 1. P&L Review with staff at end of month.
 2. Accounts Receivable and Accounts payable review meeting
 3. Sanitation inspection of Food operations in club
 4. Internal Control checklist review of Club operations
 5. Participate and review outside sales call process by sales team to grow customer base.
 6. Employee recognition meeting
 7. Facilities Improvement action plan reviewed
 8. Inventory control meeting review

General Manager Roles and Responsibilities

- Yearly (Key elements for success)
 1. Preparation of Budget to meet benchmark standards
 2. Creation of Business Plan with Marketing
 3. Yearly performance evaluations of employees
 4. Creation of CPMC list in coordination of 3-5 year facility action plan
 5. Meet Customer Service training requirements for staff
 6. Complete a competitive market analysis of competition
 7. Customer appreciation reception for existing and new potential customers

Club GM Motto

- Inspecting what you expect!!!!
 - Thus **inspecting what we expect is painful both for ourselves and for our team members. But the pain that we go through is where the success goes from. People don't do what you expect, they do what you inspect. But it is at this moment that you realize that *at that point the struggle will be the source of great victory.***

