



KAMPALA CLUB LIMITED

JOB DESCRIPTION



Job Title: Head - Club Experience

Reports to: General Manager

Role Summary

The Head - Club Experience at Kampala Club Ltd. is a leadership role dedicated to ensuring the seamless operation of all service areas within the club. Reporting directly to the General Manager, this position focuses on delivering an exceptional and consistent member experience across the club's diverse facilities, including bars, wellness amenities, and social spaces. The Head - Club Experience supervises Bartenders and health club/spa attendants, fostering a culture of excellence, professionalism, and member satisfaction.

Key Responsibilities

1. Operational Management

- Oversee daily operations across all service areas, including bars, wellness amenities (gym, massage rooms, sauna, steam bath), and social spaces (lounge and games areas).
- Ensure all facilities are maintained to the highest standards, reflecting the club's upscale environment.
- Develop and implement standard operating procedures (SOPs) to ensure consistency and efficiency.

2. Member Experience

- Develop and execute strategies to enhance member satisfaction at every touchpoint.
- Address member feedback and resolve issues promptly to maintain a welcoming and inclusive atmosphere.
- Monitor and analyze member usage patterns to identify opportunities for service improvement.

3. Team Leadership

- Supervise, train, and mentor Bartenders and health club/spa attendants to uphold exceptional service standards.



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- Conduct regular performance evaluations and provide constructive feedback to staff.
- Foster a positive and collaborative work environment.

4. Quality Assurance

- Conduct regular inspections of facilities and services to ensure compliance with quality and safety standards.
- Implement feedback mechanisms to continuously improve service delivery.
- Monitor service delivery to ensure consistency in quality across all areas.

5. Event Coordination

- Collaborate with other departments to plan and execute events that align with the club's brand and member interests.
- Ensure seamless coordination of resources and staff for events.

6. Budget and Resource Management

- Assist in preparing and managing budgets for service areas.
- Optimize resource allocation to ensure cost-effective operations without compromising quality.

7. Reporting and Communication

- Provide regular updates to the General Manager on operational performance, member feedback, and staff development.
- Maintain clear communication channels with staff, members, and external stakeholders.

Qualifications and Skills

- Bachelors in Hospitality Management or a related field
- Three years' experience or more in hospitality or club management, with a focus on member services preferred.
- Strong leadership and team management skills.
- Excellent communication and interpersonal abilities.
- Attention to detail and a commitment to delivering high-quality service.
- Ability to multitask and prioritize in a fast-paced environment.
- Proficiency in using management software and tools.