

James O. Terry, C.E.C., C.C.A.

863 Fairdale Ct
Castle Rock, CO 80104
(815) 735-3288
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Assistant General Manager

With over two decades of diverse experience, I have served as an Assistant General Manager and Executive Chef, establishing a strong foundation as a cross functional Hospitality Leader. As a seasoned industry professional, I bring exceptional leadership skills fostering the creation, guidance, and maintenance of high-performance teams. A people manager who understands and practices the theory of serving internal customers so they can best serve external customers. In challenging and high-pressure situations, I excel as a problem solver, responding promptly and thoughtfully with sound solutions. As a visible manager who earns respect, I infuse a sense of fun and humor into daily interactions, positively influence staff, colleagues, and members.

General Management Strengths

Member Relations	Food and Beverage
Culture Development	Staff Mentoring
Cost Control Strategies	Profit and Loss Responsibility
Marketing / Membership Sales	Project Development and Implementation

Professional Experience

COUNTRY CLUB AT CASTLE PINES, Castle Rock, CO

2020-2024

Membership:	700 + waitlist
Total Revenue:	\$13 Million
F&B Revenue:	\$3 Million

Private, member- owned country club; 18 holes designed by Jack Nicklaus that is adjacent to the newly renovated 30,000 square foot clubhouse; a tennis facility with 3 Har- Tru courts; a fitness club and work out facilities; outdoor swimming pool and café with mountain overlook.

Assistant General Manager (January 2023 – January 2024)

Responsible for overall operation of club facilities and cultural development of 130 employees. Considerable time spent as the face of the operation interacting with both staff and membership to ensure continual improvements are made in member experience and employee satisfaction.

- Assisted department heads in controlling expense and understanding the general ledger
- Drove F&B revenues from \$2 million to \$3 million with the addition of an aggressive social calendar
- Consistently evaluate schedules, salaries, and hourly rates to ensure employees receive proper compensation and the Country Club at Castle Pines remain the employer of choice
- Hired and developed key department heads including: Director of People and Culture, Director of Food and Beverage, Executive Chef, Catering and Events Manager, Communications Manager, and Club Concierge
- Introduced Humm feedback system to manage member feedback for food and beverage improvement
- Utilized Facility Dude app software for efficiency in reporting maintenance issues
- Implemented Tock reservation application
- Implemented Reserve catering software
- Assisted with the development of the 2024 budget
- Received several national awards, including Platinum Club, Top Clubhouse Renovations, and Best Proshop

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- Filled in for additional operating roles of Catering and Events Manager and General Manager

Executive Chef (June 2020 – January 2023)

Assembled and led a culinary team with 3 food service outlets and 28 associates during peak business periods. Provided continual training and mentoring to culinary team members and front of house staff resulting in a team environment. Created elaborate food service stations and buffet presentations.

- Played key role in managing design and operation for Club's total clubhouse \$25 million renovation
 - Worked directly with architect and builder during design and build phases of the project
 - Led concept design for the new dining rooms and kitchens, including the budgeting for new banqueting equipment, china, glassware, and smallware
- Manage time efficiently to maximize production levels throughout operation
- Meet with members and plan their private events
- Provide unparalleled, exceptional 5-star customer service to membership
- Created operating S.O.P.s for all kitchen positions
- Completed total redesign of country club foodservice program (\$3 million annual revenue)
- Temporarily held the positions of Catering and Events Manager and Clubhouse Manager

Executive Chef, Butterfield Country Club (Oak Brook, IL)

(March 2013 – June 2020)

Led a culinary team with 5 food service outlets and 48 associates during peak business periods. Worked closely with architects and builders during the redesign of the main kitchen and the Poolside Café kitchen. Mentored 5 sous chefs that left the club to become executive chefs. Created a "culinary feeder" program with local culinary schools to provide entry level kitchen staff to the club. These students received comprehensive on the job training that prepared them for future roles in the industry.

- Manage daily kitchen operations for private club with \$6.5 million total annual food and beverage revenue
- Collaborate with department heads, committees and members to ensure membership satisfaction
- Consistently meet or exceed annual food revenue and expense budget
- Oversee hiring, training, and supervision of 50+ staff employees
- Creation of all dining, a la carte, banquet, and club event menus
- Accomplishments include:
 - Surpassed food revenues 10% increases annual for 7 consecutive years
 - Generated cost savings in labor and cost of goods by implementing efficiencies & restructuring staff
 - Achieved Platinum Club of America status for the first time in the Club's history (2014)
 - Installed an on-site all organic vegetable garden & reduced oxygen packaging HACCP program

Adjunct Culinary Arts Instructor, Joliet Junior College (Joliet, IL) *(August 2015 – July 2020)*

- Instruct Advanced Cooking Techniques (lecture and lab) to second-year culinary arts students
- Mentor, coach, and advise students in professional conduct and standards

Executive Chef, Glen Oak Country Club (Glen Ellyn, IL)

(October 2010 – March 2013)

- Directed back-of-the-house operations for Club's Centennial Celebration, festivities for 1,100 members and guests
- Implemented a total recreation of a la carte and banquet menus
- Retrained and restructured existing staff to increase efficiencies and lower costs

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- Actively worked with purveyors to increase quality and consistency by creating strict standards for all food products
- Reduced cost of goods sold by 3% and reduced inventory levels by 33%

Executive Chef, Prestwick Country Club (Frankfort, IL) (January 2005 – September 2010)

- Responsible for all daily food production for a la carte dining, banquets, and special events
- Management duties included event planning, menu planning, purchasing, food inventory, and buffet presentation
- Oversaw hiring, training, and scheduling of 16 member kitchen staff
- Received 99% satisfaction in membership dining survey
- Reduced cost of goods sold by 10%
- Collaborated with membership on all aspects of private functions including menu planning, room setup, and staffing needs in order to ensure satisfaction of service

Education, Certifications, and Professional Development

Bachelor's Degree, Hospitality Management Major- New England Culinary Institute (Montpelier, VT) 2017

Associate Degree, Culinary Arts Major – Joliet Junior College (Joliet, IL) 2001

Certified Executive Chef, American Culinary Federation 2016- present

Certified Culinary Administrator, American Culinary Federation 2017- present

Certified Foodservice Manager, Serve Safe 2006- present

Certified Sommelier, Court of Master Sommeliers 2014

Chef to Chef Conferences 2011, 2012, 2013, 2015, 2016, 2019

CMAA World Conference 2020, 2024

CMAA BMI 2024

CMAA Chef's Summit 2021, 2022, 2023

Culinary Program Advisory Board Member, Joliet Junior College 2020- present

Career Highlights

- CMAA Chef's Summit Presenter 2021, 2023
- PGA Tour (Lemont, IL) BMW Executive Suites, Responsible for 800 VIP meals daily (2008 – 2010)
- PGA Tour (Scottsdale, AZ) Hospitality Suite Hole 18, Responsible for 2,000 meals daily (2008 - 2010)
- Super Bowl XL (Detroit, MI) Responsible for all daily food preparation and victory party for Pittsburgh Steelers and their families (2006)
- Club Chefs Association of America, Greater Chicago Chapter
 - President (2012 – 2014)
 - Vice President (2011 – 2012)
 - Treasurer (2010 – 2011)
- Placed 1st in Club Chefs Culinary Exchange, Club Chefs Assn. of America (2005 & 2007)
- Inducted to Les Amis d'Escoffier Society (2012)
- Restaurant Stage at Boka & Graham Elliot, Chicago, IL (2010)

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References

- General Manager, David Whalen, C.C.M. (davewhalen@hotmail.com)
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- General Manager, Scott Azinger, C.C.M. (Scott@Butterfieldcc.org)
(563) 529-3547
- General Manager, Marc Raymond, C.C.M (mraym13514@aol.com)
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- Executive Chef, Matt Southard, C.E.C. (Matthew@Lakeshorecc.com)
(219) 210-2225
- Executive Chef, Chris Kaminski, C.E.C. (cdkaminski1@gmail.com)
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- Chef Instructor and Culinary Arts Department Chair, Michael McGreal, C.E.C., C.C.E., C.H.E., C.H.A.
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