



Timothy
Gallant

PRIVATE CLUB PROFESSIONAL

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PERSONAL MISSION

I seek to create an environment in which clients (members and guests) enjoy enlightened, personalized service; my employees have the support and leadership to excel both at work and at home and my peers have a trustworthy, dependable partner in success. In all aspects of my life, I seek to understand the needs of others and I gain satisfaction from exceeding their wants and needs.

HIGHLIGHTS

Certified Sommelier

Court of Master Sommeliers, America

Active CMAA Member

New York State Chapter
BMI Food & Beverage
BMI Leadership Principles

Official Judge

New York State International Wine Competition

EDUCATION

Diploma

South Shore Charter School. Norwell, MA
2006

REFERENCES

Cheol Kessler

Assistant General Manager | Oak Hill CC
585-586-1660 | ckessler@oakhillcc.com

Robert Seth, CCM, CCE

Chief Operating Officer | Saturn Club
716-908-6855 | rsseth@saturnclub.org

Additional References Provided
Upon Request

EXPERIENCE

Club Manager | Locust Hill Country Club

Pittsford, NY | June 2022 - Present

Starting as Assistant Club Manager, I took over the head position within two months. In the last year I have:

- Increased member satisfaction by 23% and resolved concerns around consistency of service.
- Created and implemented new member recruiting, onboarding and orientation processes that engaged different members and departments.
- Decreased labor spend by 12% over PY while increasing employee retention and job satisfaction.
- Increased club events and member participation through coordinated marketing strategies.

Director of Food and Beverage | The Saturn Club

Buffalo, NY | June 2020 – June 2022

Lead multiple departments and worked to realign the clubs' business model with member needs during the COVID-19 pandemic. This included.

- Decreasing costs and waste,
- Training to uphold high service standards with less staff and,
- Increasing member engagement with the club through numerous small, tailored events.

Senior Food and Beverage Manager | Oak Hill Country Club

Rochester, NY | June 2016 – June 2020

Lead a staff of up to 30 people including two assistants. Consistently exceeded financial targets (\$121k revenue increase over PY) while improving member satisfaction (9.85 in top box overall satisfaction).

Dining Room Captain & Club Sommelier | Black Rock Country Club

Hingham, MA | May 2013 – May 2016