



## **CAROLINAS CHAPTER**

CLUB MANAGEMENT  
ASSOCIATION OF AMERICA

# CAROLINAS CMAA MENTORSHIP PROGRAM

## OUR MISSION

To provide a mentor mentee platform to introduce our entry and mid-level managers to continuing education in the club industry by way of networking one on one with their volunteer mentor of choice over a one-year period.



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# CAROLINAS CMAA MENTORSHIP PROGRAM



## Mentoring

Mentoring an entry – mid level manager through one specialization of the MID Manager in Development Program on CMAA University or completion of a one-year documented mentorship is a requirement of the CCE Certification.





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# VOLUNTEER CAROLINAS MENTOR

## CAROLINAS MENTOR QUALIFICATIONS

CMAA Carolinas Chapter member in good standing with a strong desire to mentor and interact with your mentee a minimum of two times per month over a twelve-month period.

Phone appointment – recommendation of 30 or more-minute increments

Zoom appointment – recommendation of 30 or more-minute increments

In person visit to your mentee's club to view your mentee in professional action

Mentee in person visit to your club

Network with mentee at a Chapter event

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Carolinas Chapter CMAA  
Mentorship Program | Mentor Questionnaire

The Carolinas Chapter respects and admires your aspiration to volunteer as professional mentor within our Chapter. Please take a few moments to complete your mentor profile, biography and send your professional profile picture to Patricia Calder, Managing Director [patricia@carolinascma.org](mailto:patricia@carolinascma.org)

**Qualification of Carolinas Mentors**  
Must be a CMAA Carolinas Chapter member in good standing with a strong desire to mentor and interact with your mentee a minimum of two times per month over a twelve-month period.  
Communication with your mentee can be a combination of the following:  
Phone appointment – recommendation of 30 or more-minute increments  
Zoom appointment – recommendation of 30 or more-minute increments  
In person visit to your mentee's club to view your mentee in professional action  
Mentee in person visit to your club  
Network with mentee at a Chapter Event

**Qualification of Carolinas MID Mentors**  
An MID mentor must be a CMAA member in good standing, have earned the CMAA designation and serve in a position that is subordinate to the CMAA designation.  
(Mentoring an entry – mid level member)  
University or completion of a one-year course

Mentor Name: \_\_\_\_\_  
Current Position: \_\_\_\_\_  
Received CMA designation: \_\_\_\_\_  
CMAA Member since: \_\_\_\_\_  
Name of Club at which you are a member: \_\_\_\_\_  
City and State of Club: \_\_\_\_\_  
Club Experience: \_\_\_\_\_  
City Club \_\_\_\_\_  
Beach Club \_\_\_\_\_  
Yacht Club \_\_\_\_\_  
Social Club \_\_\_\_\_  
Country Club \_\_\_\_\_  
Residential Country Club \_\_\_\_\_  
Troop \_\_\_\_\_  
ClubCorp \_\_\_\_\_  
Other \_\_\_\_\_

Work Phone Number: \_\_\_\_\_  
Mobile Phone Number: \_\_\_\_\_  
Work Email Address: \_\_\_\_\_



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# VOLUNTEER CAROLINAS MID MENTOR

## MANAGER IN DEVELOPMENT MENTOR QUALIFICATIONS

A Manager in Development mentor must be a CMAA member in good standing, have earned the Certified Club Manager (CCM) designation and serve in a position that is superordinate to the mentee.

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**Qualification of Carolinas Mentors**  
Must be a CMAA Carolinas Chapter member in good standing with a strong desire to mentor and interact with your mentee a minimum of two times per month over a twelve-month period.  
Communication with your mentee can be a combination of the following:  
Phone appointment – recommendation of 30 or more-minute increments  
Zoom appointment – recommendation of 30 or more-minute increments  
In person visit to your mentee's club to view your mentee in professional setting  
Mentee in person visit to your club  
Network with mentee at a Chapter Event

**Qualifications of Carolinas MID Mentors**  
An MID mentor must be a CMAA member in good standing, have earned the Certified Club Manager (CCM) designation and serve in a position that is superordinate to the mentee.  
(Mentoring an entry – mid level mentee)  
University or completion of a one-year

Mentor Name: \_\_\_\_\_  
Current Position: \_\_\_\_\_  
Received CCM designation: \_\_\_\_\_  
CMAA Member since: \_\_\_\_\_  
Name of Club at which you are currently serving: \_\_\_\_\_  
City and State of Club: \_\_\_\_\_  
Club Experience: \_\_\_\_\_  
City Club \_\_\_\_\_  
Beach Club \_\_\_\_\_  
Yacht Club \_\_\_\_\_  
Social Club \_\_\_\_\_  
Country Club \_\_\_\_\_  
Residential Country Club \_\_\_\_\_  
Troop \_\_\_\_\_  
ClubCorp \_\_\_\_\_  
Other \_\_\_\_\_  
Work Phone Number: \_\_\_\_\_  
Mobile Phone Number: \_\_\_\_\_  
Work Email Address: \_\_\_\_\_





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# CAROLINAS MENTEE



## CAROLINAS MENTEE QUALIFICATIONS

Mentee must be working full-time in a club as a supervisor, manager or related position below the level of general manager. Mentees are encouraged to select a Mentor within their region to execute club visits to both participants home clubs.



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# MID MENTEE



## MID Manager in Development Program on CMAA University

The completion of one course from the MID modules results in 5 CMI credits. 60 CMI credits if mentee completes all 12 modules. The (MID) was designed as a mentor/mentee program to educate entry - and mid-level managers through exposure to diverse departments within a club operation.





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# MANAGER IN DEVELOPMENT MODULES



## MANAGER IN DEVELOPMENT SPECIALIZATION MODULES

Careers in Club Management  
Communication and Interpersonal Skills  
Financial Management  
Governance - Club and Organization  
Beverage Operations Management  
Club Training

Facilities Management  
Food Operations Management  
Golf, Sports, and Recreation Management  
Human Resources  
Leadership Principles  
Marketing





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# CONNECT WITH A CAROLINAS MENTOR

## MENTOR DIRECTORY



**Skipper, Nicki , CCM**

Cell: 910-465-7230

Email: [nicki@governorsclub.cc](mailto:nicki@governorsclub.cc)



**Reutter, Jessi , CCM**

Email: [jessi.reutter@countrycluboflandfall.com](mailto:jessi.reutter@countrycluboflandfall.com)







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# MENTOR PROFILE CONTACT INFORMATION



### Jessi Reutter, CCM

General Manager | Chief Executive Officer

Country Club of Landfall

Wilmington, NC

Club Experience: Residential Country Club | Country Club | ClubCorp

Work 910.256.8411

Mobile 913.687.3459

Email [jessi.reutter@countrycluboflandfall.com](mailto:jessi.reutter@countrycluboflandfall.com)

Available for MID Mentorship

## AVAILABLE 2023



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# MENTOR BIO

## Jessi Reutter, CCM

General Manager | Chief Executive Officer | Country Club of Landfall | Wilmington, NC

Jessi Reutter, CCM, GM/CEO of the Country Club of Landfall has over 25 years of private club experience. She has worked in both Member-owned and corporate clubs. Prior to becoming a General Manager, she served in several roles including: Membership Director, Private Event Director, Assistant General Manager and club growth positions from server to receptionist to accounting assistant and more. She and her team have successfully grown CCL's operations to over \$20M annually with 1,600 memberships and waitlists totaling over 300. CCL has executed \$25+M in recent capital projects including major renovations at the Drysdale Sport Center, the Landfall Clubhouse, and the Dye Clubhouse, as well as installation of a new course irrigation system and multiple greens complex projects.

Jessi is married to her husband Phil of nearly 20 years. As a team, they support each other and make decisions best for the family with a primary focus on their two children, Emma and Tristin. Phil has fulfilled the role of the stay home parent and household manager for the past decade. Emma is now a young adult growing her career and no longer in the house but visits often to enjoy family time which always includes the beaches, mountains, cards and puzzles. Tristin stays busy through high school sports, studies and work. Jessi finds it critical to achieve work life balance, that you need to schedule time to attend important family events, such as her recent trip to Tristin's Track and Field State Championship.

Jessi is currently the Education Chair and on the Carolinas Chapter Board. She diligently vets' quality speakers to educate Chapter Members through every career stage. She worked with a focus group to create a Women in Club Management initiative for the Carolinas Chapter. She has previously held the following roles within the CMAA Carolinas Chapter: Career Services Chair, 2018; Student Development Chair, 2017; Region Chair, 2016; Region Vice Chair, 2015. Jessi is dedicated to mentoring colleagues that are interested in growing, giving back to ensure our industry flourish at all levels.





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# REACH OUT TO YOUR SELECTED MENTOR

**Jessi Reutter, CCM**

General Manager | Chief Executive Officer

Country Club of Landfall

Wilmington, NC

Club Experience: Residential Country Club | Country Club | ClubCorp

Work 910.256.8411

Mobile 913.687.3459

Email [jessi.reutter@countrycluboflandfall.com](mailto:jessi.reutter@countrycluboflandfall.com)

Available for MID Mentorship

**AVAILABLE 2023**



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# MENTEE MENU

## IN THE BOARDROOM

Breaking down political barriers

## WORK/LIFE BALANCE



## BEING A CLUB MANAGER AND A PARENT

## MID CMAA Manager in Development

A mentor/mentee program offered online through CMAA University. The program is designed to educate entry and mid-level managers through exposure to diverse departments within a club operation.

Member cost per MID module \$50 | Member cost 4 modules \$185  
Member cost if you buy entire package (12 modules) \$500

5 CMI Credits per module 5

60 CMI Credits awarded for 12 modules

Get started now at CMAA University ([www.cmaa-university.org](http://www.cmaa-university.org))  
through the CMAA Professional Development carousel.

The Mentee Menu provided is intended as a guide to your mentor/mentee relationship over the one-year period. Please note that your relationship, education, and networking will take its own unique course as you interact with each other.





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# CAROLINAS CMAA MENTORSHIP PROGRAM

*Comments?  
Questions?  
Suggestions?*