

## **ASSISTANT GENERAL MANAGER PROFILE: WASHINGTON GOLF & COUNTRY CLUB ARLINGTON, VA**

### **THE ASSISTANT GENERAL MANAGER OPPORTUNITY AT WASHINGTON GOLF & COUNTRY CLUB**

An amazing opportunity exists for candidates with a successful track-record of leadership and high quality food & beverage operations management in the private club or high end establishments in the hospitality industry. We are conducting the Assistant General Manager search for the historic Washington Golf & Country Club located in Arlington, Virginia. The candidate will be an integral part of a high-performing team at a historic club located in close proximity to the Nation's Capital. The position will prepare the candidate for the next career phase, General Manager.

[Click here to view a brief video about this opportunity.](#)

### **WASHINGTON GOLF & COUNTRY CLUB & COMMUNITY**

Washington Golf & Country Club is located in Arlington, Virginia, which is situated on the south bank of the Potomac River directly across from Washington, DC. Arlington is also the location of headquarters to many departments and agencies of the federal government, national memorials and museums, including Arlington National Cemetery, the Pentagon Memorial, the Marine Corps War Memorial, and the United States Air Force Memorial.

The club has a rich history dating back to 1894 when it was founded by prominent Washingtonians and incorporated as the Washington Golf Club. The Club became known as the Club of the Presidents. Taft, Roosevelt, Coolidge, Harding, and Wilson were all active golfing members of the Washington Golf & Country Club. The present modern clubhouse was built in 1958, completely renovated in 2004, and has served the membership ever since.

Situated on over 131 acres, the Washington Golf & Country Club complex also features a state-of-the-art golf driving range, putting and practice greens, swimming pool, ten outdoor tennis courts, a five-court indoor tennis facility, and a well-equipped fitness center. The Georgian-style clubhouse sits on one of the highest points in historic Arlington, Virginia. The spectacular view overlooks one of the most beautiful and challenging 18-hole golf courses in the region and reaches across the Potomac River to the skyline of Washington, DC. A staff of highly experienced professionals is responsible for full programs for golf, tennis, fitness, swim and dive enthusiasts of all ages and genders.

The clubhouse features formal and informal dining rooms, a tap room, men's grill, men's and ladies locker room, barber shop, ladies lounge, various outdoor dining areas, cocktail lounge, fire pit, full service 70 seat driving range open year-round (The Turn), meeting and party rooms accommodating groups of 18 to 60 persons, and a large, attractive ballroom with a capacity of 300-400. Washington Golf & Country Club's cuisine, service, location and atmosphere offers one of the premier special function experiences in the area. The variety of facilities can accommodate weddings, birthdays, anniversaries, business meetings and many other special occasions. The current lower level, which houses the Grill proper and the lower-level kitchen, is under construction and is anticipated to open in late April. Several large-scale major projects are currently being pursued in both F&B areas and Tennis.

### **WASHINGTON GOLF & COUNTRY CLUB BY THE NUMBERS:**

- 825 Members, active, and 1492 in all categories with a 6 year wait list.
- \$110,000 Initiation fee
- \$21M Annual gross volume
- \$10.4M Annual dues volume

- \$6.1M Annual food & beverage volume
- 425 Employees
- 32,000 Rounds of golf annually
- 54 Average age of members

**WASHINGTON GOLF & COUNTRY CLUB WEB SITE:** [www.washingtongolfcc.org](http://www.washingtongolfcc.org)

## **GM PROFILE**

The AGM will be working with and reporting to a fifteen-year-tenured General Manager, Patrick Tobey, CCM, CCE, CEC who has been at the helm while Washington Golf has gone through a significant transformation of facilities and growth, nearly doubling its F & B operation during his term. Prior to WG&CC, Patrick was the AGM at Forsyth Country Club in Winston Salem, NC, and Food & Beverage Director at the Polo Club in Boca Raton, FL. Prior to those roles, Patrick came up through the ranks in multiple club and resort properties as an Executive Chef. Patrick has a mentoring leadership style that has prepared the previous two AGM's for their first General Manager roles upon leaving WG&CC. Additionally, the service culture at WG&CC is member focused and integrity driven.

## **ASSISTANT GENERAL MANAGER POSITION OVERVIEW**

### **PRIMARY RESPONSIBILITIES**

#### **Member Services**

- Consistent sincere and significant engagement of Members, highly visible to all Members and staff. The AGM is responsible for ensuring that all Member amenities and Club events are well conceived and executed.
- Provide quality leadership, demonstrating honesty and integrity in a positive and upbeat manner for Members, guests, and staff. Leads by example.
- Create and maintain a member-focused, first-class service culture throughout the Club property.
- Address and resolve all Member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the Clubhouse and amenity areas.

#### **Employee Relations**

- Participate in the recruiting, hiring, and development of the Clubhouse staff. Oversee ongoing training programs complete with up-to-date training manuals to ensure exceptional service in all parts of the Club's operation.
- Plan and execute training and employee development of all subordinate managers and supervisors subject to budget approval by the GM/COO. Instill the team-player concept in all employees. Coach, counsel and evaluate departmental staff. Take care of the team by supporting and advocating for them. A servant leadership approach will be most effective.
- Build and maintain a positive spirit and healthy work environment throughout all operational areas, one that is free of safety risks and all forms of employee harassment.
- Build a stable and healthy work environment; one based on honesty, trust, and fairness.
- Be the administrative and communication link between departments, under direction, in the Club.
- Confirm that all Clubhouse employees are regularly trained and certified in areas that help guard the safety and wellbeing of the Members, guests and other employees including, but not limited to CPR, AED, responsible alcohol service, safe food handling, etc.
- Facilitate a team environment with morale, high ethical standards, and efficient use of resources to position Washington Golf & Country Club to be a preferred employer of choice in the community.

#### **Financial Management**

- Joint responsibility with CFO and GM/COO to prepare, manage and control the annual operating and capital budgets for all departmental operations to desired metrics.
- Assists the GM/COO in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets.
- Monitor all budgets; be responsible for directing corrective action to assure metric.

- Provide input to all departmental personnel regarding annual budgets, capital spending plans, fiscal controls and operational guidelines.
- Be responsible for all labor cost payouts within the constraints of the budget and through close coordination and with approval from the GM/COO and CFO.
- Safekeeping and disbursement of operating supplies and equipment to maximize quality and profitability.

### **Personnel Management**

- Hands-on management of staff and must be approachable to staff, Members, and guests.
- Collaborate with Human Resources to develop long-term staffing needs for areas of responsibility.
- Be responsible for the hiring, discipline, termination, and documentation of all F&B and Clubhouse staff.
- Further their own continued development as a club management professional as a member of CMAA. With the assistance and approval of the GM/COO, participate in appropriate seminars/training programs, thereby enhancing skills, experience, and quality of services to Washington Golf & Country Club.

### **Operational Responsibilities**

- Understand and abide by Washington Golf & Country Club policies and departmental procedures. Recommend strategic and operational changes and possibly direct implementation of change.
- Organized and has the ability to drive creative initiatives and can produce amazing results.
- Provide content for and manage communications and marketing materials for departments under purview.
- Manage Clubhouse/departments in accordance with applicable local, state, and federal laws.
- Research new products/services/vendors and develop an analysis of their costs/benefits.
- Disseminate information effectively and coordinate activities between departments.
- Keep the GM/COO informed of all potential problems and activities related to smooth operations.
- Exhibit a sharp eye for detail in the overall management of the operation.
- Be responsible for regularly reporting performance and financial data of all departments under management to GM/COO.

### **CANDIDATE QUALIFICATIONS**

- Is a passionate leader with strong credentials and work ethic, a proven track record of providing premier-level hospitality services.
- Has a personality that is commensurately appropriate for Washington Golf & Country Club culture and will invest in staff and member relationships in a genuine and meaningful way.
- Is a proven leader who can manage their time and establish and manage priorities.
- Has a verifiable track record of successfully leading and growing a dynamic program and departmental operation including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives.
- Believes relationships are of great importance and is successful at finding solutions for all sides.
- Is a person who can motivate, develop, and share credit with their staff.
- Has a positive attitude; is professional in nature with a high degree of integrity; has a strong work ethic, and can handle a fast-paced, high-energy environment among membership and staff.
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff, be truly engaging when interacting with people.
- Has a fundamental understanding of what constitutes a highest-end club and the proven ability to execute to that level.
- A professional career track record in related fields; stability, and experience in high-volume, highly respected clubs, resorts, or hotels.
- Proven leadership qualities with demonstrated abilities to direct, coordinate and manage all facets of a high-end club.
- Excellent computer skills and ability with all Microsoft Office programs.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment and OSHA adherence.

- Strong verbal and written communications skills. Comfortable speaking in front of a wide variety of groups including staff and board.
- Polished communication skills among Members and guests, as well as visibility among Members and guests. These are incredibly important attributes of the incoming AGM.
- Relentless pursuit of being better.
- Sense of Humor is very important.

#### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A Bachelor’s Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications preferred but not required.

#### **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

#### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent bonus and benefits package.

#### **INSTRUCTIONS ON HOW TO APPLY**

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

**Prepare a thoughtful cover letter addressed to Washington Golf & Country Club search committee/Mr. Patrick Tobey, CCM, CCE, CEC General Manager**, and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career, and why WG&CC and the Arlington, VA area will be beneficial to you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible but no later than Friday, April 28, 2023. Candidate selections will occur in early May - 2023 with first Interviews expected in Mid – May 2023 and second interviews a short time later. The new candidate should assume his/her role in June 2023.**

**IMPORTANT:** Save your resume and letter in the following manner:

Last Name, First Name -- Resume

Last Name, First Name -- Cover Letter - Washington Golf & Country Club

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Katy Eliades: [katy@kkandw.com](mailto:katy@kkandw.com)

#### **SEARCH EXECUTIVES**

Sam Lindsley, Search & Consulting Executive

[sam@kkandw.com](mailto:sam@kkandw.com)

216-509-2250 (M) – Medina, OH

Thomas B. Wallace III, CCM, CCE, ECM, Partner

[tom@kkandw.com](mailto:tom@kkandw.com)

412-670-2021 (M) – Strongsville, OH