

GENERAL MANAGER PROFILE: THE POINT SARANAC LAKE, NY

THE GENERAL MANAGER (GM) OPPORTUNITY AT THE POINT

A unique opportunity exists for an exceptional candidate with a successful track record of full scope, business executive leadership, and luxury operations management experience in very high-end luxury resorts, private clubs, hotels, and high-end restaurants. We are conducting a search for the General Manager (GM) for The Point in Saranac Lake, New York.

The primary focus of the role is delivering an unparalleled anticipatory, personalized guest experience for individuals, their families, or business associates. The ability to consistently be forward-looking in planning, innovation, organization, and departmental leadership is the critical skill set required for success in this position. Also important is the ability to intuitively embrace the need to be flexible, visible and appropriately interactive with guests and staff; leadership in this area begins and ends with approachability and accessibility.

The General Manager will ensure the goals of the food and beverage department, lodging and amenities use are being met through proactive leadership and full-scope management while strategically planning for the future. Paying attention to all the details that contribute to overall success is a crucial attribute and a necessary intuitive style of the successful General Manager.

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

ABOUT THE POINT

The first Relais and Châteaux property in North America, The Point is an intimate, lakefront, private Adirondack estate on Upper Saranac Lake that was originally built as a Great Camp for William Avery Rockefeller II, completed in 1933. Today, The Point offers 11 distinct guest rooms and a “house party” atmosphere where visitors receive access to all 75 acres of the secluded property and the staff anticipates guests’ every need.

A fanciful log mansion retreat full of priceless art and fine antiques, The Point personifies the 19th Century romantic notion of “roughing it” in great comfort, style and luxury. The resort is one of the few Adirondack Great Camps from the Gilded Age open to the public. The Point welcomes guests 21 years of age and above to gather as the high society of the Gilded Age once did. “Each meal is an event, each day an adventure, each night a celebration.”

The Point has been the proud recipient of many of the hospitality industry’s highest awards and is one of the few properties in the world to consistently receive Forbes Five-Star designation for: “flawless service and the finest of amenities.” The Point has received this Five-Star designation for twenty-six consecutive years.

Days at The Point unfold with boating, fishing, tennis, waterskiing, croquet, bocce, pickle ball, archery, badminton, swimming, wake surfing, kayaking, paddle boarding, biking and hiking in the summer and fall. A Hackercraft tour of the lake to discover other Great Camps is another popular excursion. Winter activities include snowshoeing, cross-country skiing, ice skating, ice fishing, ice biking, winter hiking and curling.

As at any “house party,” guests of The Point dine together most frequently in The Great Hall in the Main Lodge. Other popular dining options are snow barbecues at the Point of The Point, luncheons on the terrace and island picnics and cocktails via the Elco boat. Social dining is often the aspect guests love most about their stay. If preferred, they may dine in the privacy of their room, in The Pub or at another location based on seasonal availability. Many life-long friendships have been forged around The Point’s dining tables.

Proud to offer guests truly world-class cuisine, the executive chef and his talented team prepare each meal as an exciting occasion taking into account dietary restrictions, along with the likes and dislikes of each guest. For dinner, guests gather at 7 p.m. for cocktails and then move into the Great Hall for a multiple course dinner paired with premium wines from the private cellar. Cocktail attire (*Jacket and tie for gentlemen*) is worn each evening. Black tie formal dress for gentlemen and women is worn for the seven-course tasting menu dinners served on Wednesday and Saturday evenings in accordance with the tradition of elegant Great Camp dining.

THE POINT BY THE NUMBERS:

- Total Revenue - \$8.5M
- # Room Nights – 2046 projected 2023
- F&B Revenue - \$2.5M
- # of Full Time Equivalent Employees – 27, seasonal – 45-60
- POS – Opera (Oracle) and Accounting System – Netsuite (Oracle)

THE POINT WEBSITE: www.thepointresort.com

GENERAL MANAGER (GM) POSITION OVERVIEW

The General Manager has responsibility for all day-to-day operations of The Point. S/he directs and administers all aspects of the operations to include lodging, aesthetics, amenities, staff, and all programs and activities to ensure outstanding service and guest satisfaction.

PRIMARY RESPONSIBILITIES

Guest Services:

- Consistent sincere and significant engagement of guests, and high visibility to guests and staff in the dining areas and public spaces of The Point is of importance. The General Manager is ultimately responsible to ensure that all guest dining and events are well-conceived and executed.
- Provide quality leadership in a positive and upbeat manner for the guests and staff.
- Create and maintain a first-class anticipatory service culture throughout the property.
- Address and resolve all guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the General operations.

Employee Relations:

- Oversee the recruiting, hiring, and development of personnel. Oversee ongoing training programs complete with up-to-date training manuals to ensure exceptional service in all parts of The Point's operation.
- Provides for training and future development of all subordinate managers and supervisors subject to budget approval by the owner. Instill the concept of being "team players" in all employees. Continue to coach, counsel, and evaluate departmental staff.
- Ensures that a positive spirit and healthy work environment exists throughout the property, one that is free of safety risks and all forms of employee harassment.
- Maintain a communication program where employees are treated in a fair, structured and consistent manner.
- Function as the administrative and communication link between departments.
- Guarantee that all employees are regularly trained and certified in areas that help guard the safety and well-being of the guests and other employees including, but not limited to, responsible alcohol service, safe food handling, adherence to precautionary measures related to all activities, etc.
- Help to facilitate a team environment with high ethical standards.

Financial Management:

- Works jointly with the financial team and department heads to prepare the annual operating and capital budgets for all operations and assists in managing and controlling the operations to attain the desired results.
- Monitors the budget each week/month and directs the taking of corrective action as necessary to assure that the budgeted goals are attained.

- Provides input to all personnel regarding annual budgets, capital spending plans, fiscal controls and operational guidelines.
- Monitors payroll records to control overtime and maintain labor costs within budgetary guidelines.
- Supervises the purchasing, receiving, safekeeping and disbursement of operating supplies and equipment to maximize quality and profitability.

Personnel Management:

- Recognize, respect, and support the contributions of key managers and staff. Ensure that appropriately skilled and competent departmental managers are in place for all key positions and that each of them does the same in their respective areas of responsibility. Set performance standards for all departments, and hold them accountable for maintaining these standards, especially in guest service areas.
- Displays a very hands-on approach and leads the staff by example. Must be approachable to staff and guests.
- Assists in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts and budgets.
- Involved in the recruitment and retention of all staff.
- Responsible for the hiring, discipline, termination and documentation of all staff.
- Reviews all accidents, completes accident reports and implements improved procedures.
- A warm personality, a sense of humor and the ability to work effectively with all levels of the internal staff and guests.
- Maintain an environment and overall atmosphere for management/staff that promotes and values appropriate and responsible contributions to The Point's success. Ensure that all staff are focused on positive, supportive relationships amongst themselves and with the guests.

Operational Responsibilities:

- Understands and abides by The Point policies and departmental procedures.
- Provides content for and manages communications and marketing materials for The Point.
- Assures that The Point is run in accordance with all applicable local, state and federal laws.
- Research new products/services/vendors and develops an analysis of their costs/benefits.
- Ensures that the properties' preventive maintenance and energy management programs are on schedule and in use.
- Disseminates information effectively and coordinates activities between departments on a timely basis.
- Keeps the Owner informed of all potential problems and activities related to the smooth operation of The Point.
- A sharp eye for detail in the overall management and presentation of the operation.
- Responsible for regularly reporting of performance and financial data to the financial team.

DIRECT REPORTS:

Direct reports to the General Manager include the Assistant General Manager, Culinary Director/Executive Chef, Operations Director with oversight of Rooms Division, Building & Grounds, Facilities and Administration.

CANDIDATE QUALIFICATIONS

- Is a servant leader with strong hospitality credentials and a proven track record of providing exceptional premier-level hospitality services, with a personality that is commensurately appropriate for The Point culture.
- Has a fundamental understanding of what constitutes a Forbes Five Star / Relais & Chateau property experience and the proven ability to execute to that level.
- A professional career track record of hospitality achievement and stability with experience in a high-end, highly respected club, resort, or hotel.
- Is a highly motivated individual, confident in his or her abilities and yet humble in personality; a person who can share the credit with their staff for achievements made as well as take responsibility when standards are not met.
- Has a positive attitude and is professional in nature with a high degree of integrity and a strong work ethic.

- Is a proven hospitality leader who can manage his or her time and establish priorities, to which he or she is accountable to execute against.
- Has a verifiable track record of successfully leading a multi-amenity operation including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives.
- A “relationship” person who successfully finds solutions with all constituencies in mind.
- Exhibits a continuous desire to improve him/herself and a track record of developing strong and upwardly successful associates and direct reports.
- Possessing financial acumen to understand financials and manage budgets.
- An overriding sense of quality consciousness that pervades every part of the operation. This includes a high-quality, courteous and efficient staff.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment, OSHA and the full range of employee benefits.
- Strong verbal and written communication skills.
- Must have excellent computer skills, including extensive use of Microsoft Office programs.

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 luxury resort, 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.

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. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Mr. and Mrs. Pierre & Laurie Lapeyre, Owners - The Point, 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 The Point and the Saranac Lake area will be beneficial to you, your family, your career, and The Point if selected.

You must apply for this role as soon as possible but no later than Friday, July 7, 2023. Candidate selections will occur in mid-July with the first Interviews expected in early August and second interviews a short time later. The new candidate should assume his/her role by early to mid-Fall 2023.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter The Point

(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

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