

KOPPLIN KUEBLER & WALLACE

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: HAMPTON HALL CLUB BLUFFTON, SC

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT HAMPTON HALL CLUB

An opportunity such as this one is rare in one of the more desirable locations in the country. The Hampton Hall Club (HHC) is a community known for its special amenities that encompass all types of sports including golf, tennis, pickleball, pools, fitness, and bocce.

The Club is looking for an exceptional, energetic, leader who is a true visionary and can earn and maintain the respect and confidence of the Club's membership and a highly regarded team of associates to serve as its new General Manager/Chief Operating Officer. The Club has a special connection to sports, especially golf, and would be looking for a leader who can manage multiple revenue streams related to the different tiers of memberships at HHC. This individual must have experience in developing and implementing multi-million-dollar capital plans and working with HOAs.

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

ABOUT HAMPTON HALL CLUB

Hampton Hall Club is located within 1,000 pristine acres in the heart of Bluffton, SC, in a beautiful Lowcountry setting very close to beaches and rivers. The community is welcoming and inclusive, with a spirit of grace and comfort, as well as modern luxury and timeless traditions.

Members enjoy a variety of amenities including the stunningly unspoiled natural beauty of Hampton Hall's private links-style 18-hole golf course from the legendary architect, Pete Dye in addition to a practice facility and a full menu and bar at Pete's Grill.

The racquets and bocce enthusiasts benefit from a full calendar of clinics, mixers, and social events. The full-service fitness center offers everything to live well including a lap pool, weights, and experienced sports trainers and fitness instructors plus a full-service spa.

The heart of the community is the 24,000 square foot Clubhouse, inspired by a unique combination of Mediterranean and low country design, it is the perfect place for members and guests to come together. Offering multiple indoor and outdoor dining options, there is something for every mood and every family or friend-filled gathering. Members can choose to dine in the formal Brasserie dining room, with vaulted ceilings and intricate wood detail, or in the Tavern Bar or Library Room for a more casual atmosphere.

HAMPTON HALL CLUB BY THE NUMBERS:

- The Club enjoys an annual operating budget of approximately \$9.3M
- F&B operations revenues are approximately \$1.5M annually
- This community is golf optional (unbundled).
- There are approximately: 944 Social, 247 Full Golf Residents, 66 Full Golf Non-Resident, 58 Young Professionals and 31 Prestige Golf members.
- Membership fees are \$23,000 for mandatory social membership with an additional \$12,000 for golf, increasing to \$17,000 on July 1st. There is also a one-time capital contribution of \$1,275 paid at closing.
- Annual Social dues are \$5,100 annually; optional golf dues are \$6,420 annually
- The club is currently debt free.
- There are approximately 58 full-time employees plus several third-party contracted service providers.

- The average age of members is approximately 62.
- There are 944 homesites of which 51 homesites are unimproved.
- There are 7 Full Board Members; 5 Golf Board Members; 5 ARB Board Members. Board members serve 3-year staggered terms.
- There are 11 standing committees: Executive, Governing Documents, Long Range Planning, Finance, Insurance, Master Plan Sub Committee, Nominating Ad Hoc, Golf Restoration Ad Hoc, Golf Strategy Ad Hoc, Architectural review Appeals, Election/Ballot Ad Hoc
- There are 11 Advisory Groups: Community Services, Safety and Security, House, Fitness and Aquatics, Membership, Social & Entertainment, Golf, Greens, Golf Handicap, Golf Tournaments and Events, Infrastructure
- There are approximately 40,000 rounds played annually
- The club uses Jonas for POS and Accounting
- The club transitioned from developer-owned (Declarant) to member owned in 2018.

HAMPTON HALL CLUB WEB SITE: www.hamptonhallclubsc.com

GENERAL MANAGER/CHIEF OPERATING OFFICER POSITION OVERVIEW

The General Manager/Chief Operating Officer (GM/COO) of Hampton Hall Club (HHC) reports directly to the Club President and manages all aspects of the club's operations. He/she coordinates and administers the club's policies as defined by the Board of Directors, develops operating policies and procedures, and directs the day-to-day work of all departments; to include golf operations, course maintenance, HOA/POA operations, member services, food and beverage, fitness and aquatics, security, accounting/budgeting and human resources, community service, social & entertainment, infrastructure as well as being actively involved in membership marketing efforts. Specific emphasis should be in delivering the highest quality standards to enhance the experience for members and their guests.

The GM/COO is expected to be a consummate and respectful professional in terms of transparency, honesty, straightforwardness, integrity, accountability, leadership, and dedication. He/She must be able to inspire and motivate a strong team at HHC and earn the respect of the members and employees as well as the community at large. Understanding how to gain and maintain the trust and confidence of these constituencies is a critical success factor as well.

Hampton Hall Club is a busy and multi-faceted operation that requires significant administrative and organizational skills and possessing strong financial acuity is important, as is the ability to analyze and convey important financial information and expectations to various Committees, the Board and the leadership team succinctly and concisely.

Communication, while clearly important at all clubs, is of utmost importance at HHC. The GM/COO must be comfortable and effective in being able to communicate with all levels of staff, with the varying demographics of the membership, with outside vendors and community leaders, and in both one on one and large group settings. Exceptional personal presentation and writing skills are critical in this role as is a sincere and natural front facing, approachable style. Collaborating with the Board, Committees and Senior Staff, the GM/COO must be focused on ensuring that the Club's vision is relevant, topical, and well-constructed, and that all involved know their accountabilities.

CANDIDATE QUALIFICATIONS

- A highly energetic individual with a proven track record as a GM and a passion for service excellence in all facets of club operations providing innovative leadership and sound guidance to club membership and staff.
- A minimum of 5-7 years of progressive leadership/management experience in a private member-owned club, high-end resort operation, or residential club, preferably those with member boards and committee involvement.
- Strong history of success and keen understanding of quality Food and Beverage operations, including revenue growth, training, innovation and creativity, and strong service culture development.
- Proven and verifiable leadership qualities with a demonstrated ability to direct, coordinate and control all aspects of a full-service club and community.

- Demonstrated ability to attract, hire, develop and engage a high-performing cross-functional team, all focused on a “continuous evolution to excellence” in all that they do.
- Strong history of success and keen understanding of golf facilities to ensure the course is maintained to the best possible standards, with capital resources appropriately designated to provide for long-term sustainability and playability of the course while providing a world-class golf experience for members.
- A “transition expert”, recognizing that he/she needs to be a creative problem solver whose ability to convey ideas, suggestions, and solutions in a thoughtful, well-reasoned manner with a high level of integrity in order to gain trust, buy-in and support from both members and staff. This is not a “redo” situation, but rather one where continuous, thoughtful evaluation of enhancements or innovations of activities, programs, experiences and such is an important natural part of the GM/COO’s makeup.
- An organizationally focused individual who recognizes that an “obsessive focus on details and consistency of delivery at a high-level result in high member satisfaction, high levels of quality and an overall exceptional member experience.”
- Financial and budgeting acumen with prior P&L responsibility, as well as a true understanding of the balance sheet, member equity and cash flow.
- Critically important and essential is a leader with “true gravitas” who can diplomatically and effectively convey his/her beliefs with confidence, back them up with reasoned support, and stand firm where necessary because of a strong belief in the overall “betterment of the Hampton Hall community as a whole!” Epitomizes the concept of being a “true thought partner” with the Board and “taking ownership” of the role is critical.
- Marketing and branding experience and expertise.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor’s degree is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, or PGA are preferred.

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

Base salary and performance bonus potential is open and commensurate with qualifications and experience. The club offers standard executive benefits, a full CMAA package to include dues and educational expenses to be determined in each year’s operating budget. Relocation assistance will be provided if needed.

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. Frank Zagar, Search Chairman and the Hampton Hall Club search committee, 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 HHC and the Bluffton, SC 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, June 30, 2023. Candidate selections will occur in early July with the first Interviews expected in at the end of July, with the second interviews a short time later. The new candidate should assume his/her role in October.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Hampton Hall 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 Patty Sprankle: patty@kkandw.com

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