

Assistant General Manager Country Club at Springford Country Club, Royersford, PA

An Assistant General Manager (AGM) at a Country Club with a proven record in sales and customer satisfaction will be a key player in ensuring the smooth operation and continued success of Springford Country Club.

.

Here's a breakdown of the role, highlighting the aspects related to sales and customer satisfaction:

Key Responsibilities:

- **Overseeing Operations:** Assisting the General Manager (GM) in managing various club operations, including Food & Beverage, facilities, events, and member services.
- **Member Relations & Customer Service:** Acting as a liaison between club management and members, addressing concerns, inquiries, and feedback promptly and professionally to ensure high standards of service are maintained.
- **Driving Sales & Revenue Generation:** Contributing to the club's financial success by assisting with budgeting, monitoring expenses, and implementing strategies to increase sales and revenue, particularly in Food & Beverage, membership acquisition, and event bookings.
- **Staff Leadership & Training:** Mentoring and developing staff to deliver excellent customer service and sales results, fostering a positive team environment.
- **Event Planning & Coordination:** Assisting with the planning and execution of club events and functions, ensuring member and guest satisfaction.
- **Developing & Implementing Strategies:** Working with the GM to develop and implement property-wide strategies to enhance member satisfaction, sales, and overall club performance.

Required Skills and Abilities:

- **Excellent Business Acumen:** Strong supervisory, leadership, analytical, decision-making, and problem-solving skills.
- **Customer Service & Sales Focus:** A sense of urgency regarding customer service and sales results, combined with proven negotiation skills.
- **Strong Communication & Interpersonal Skills:** Ability to communicate effectively with members, staff, and leadership.
- **Organizational & Detail-Oriented:** Highly organized with the ability to manage multiple tasks and prioritize responsibilities effectively.

- Leadership & Team Management: Ability to inspire and motivate staff, build a strong team culture, and provide coaching and development.
- Financial Literacy: Ability to understand and analyze financial reports, manage budgets, and contribute to financial goals.
- Customer Relationship Management: Experience in building and maintaining relationships with members and clients.
- Problem-Solving & Conflict Resolution: Ability to effectively manage conflict and resolve issues to ensure positive outcomes for both employees and members/guests.

Relevant experience:

- Experience in hospitality, resort, or private club settings, preferably with a focus on sales and customer service.
- Proven track record of accomplishment in leadership and operations management.
- Experience in Food & Beverage management is often a plus.

COMPENSATION:

Competitive within the industry and commensurate with experience and qualifications.

In summary, a successful Assistant General Manager in a Country Club setting with a focus on sales and customer satisfaction will be a leader who is passionate about delivering exceptional member experience, driving revenue growth, and building strong relationships with both members and staff.

For further information please contact:

Bucky Scott
General Manager
Springford Country Club
Email: bucky@springfordcc.org
Cell: 484-529-1877