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GENERAL MANAGER PROFILE: THE FOREST CLUB HOUSTON, TX

GENERAL MANAGER AT THE FOREST CLUB

The Forest Club (TFC) is a traditional member-owned, private club in Houston, a city that has a vibrant metropolitan area with significant year-round activities. The new General Manager (GM) will be joining a high-performing club operation with a significant history and a differentiated brand. TFC is viewed as “the club” to enjoy fine dining and recreational activities in a friendly and casually elegant environment. TFC boasts a strong and stable financial base and a wide variety of quality amenities.

The General Manager position at TFC is a tremendous opportunity for an individual who is passionate about professional leadership, team development, and building meaningful relationships with members and staff. TFC is seeking a GM who will ensure the long-standing culture of the Club is maintained and held paramount. The GM will be responsible for running the operations of the club and will be an important voice in the strategic direction of TFC as it continues to stay relevant to its membership and differentiate itself from other clubs in the area.

This is the perfect opportunity for an individual with exceptional and natural gravitas, and who is comfortable in a smaller, recreational club environment.

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

THE FOREST CLUB

The Forest Club was founded in 1946 by some of Houston’s oldest and finest families when they came together with the idea of creating a space where they could meet and enjoy each other’s company. TFC’s guiding principle is to provide a comfortable environment where friends and family can gather, dine, and enjoy recreational activities. TFC maintains an easy affability and has grown generationally with its family-focused membership inviting new friends to join. Today, members and their families continue to enjoy the congenial social atmosphere while utilizing the pool and exercise facilities, playing tennis and pickleball, participating in special events, and dining on cuisine considered by many to be the best of all clubs in Houston.

Club amenities include clubhouse dining, racquet sports, aquatics, fitness, youth activities, and social events. TFC has both clay and hard surface tennis courts and tennis programs that invite participation from all levels of play, including a well-developed junior program. The swimming pool and patio nestled among pines offer food and beverage service year-round and are a highlight in the summer for camps and events. Year-round member events have become long-standing traditions and are well attended, including the Forest Fest, Easter Brunch with the Bunny, the Christmas Bazaar and many others.

THE FOREST CLUB BY THE NUMBERS

- Approximate Gross Revenue: \$6.5 M
- Approximate Annual Dues Volume \$2.4 M
- Approximate Food and beverage revenue: \$3.1 M
- Number of Members: 294 full; 25 nonresidents; 9 junior; 61 new senior; 111 senior
- Initiation Fee: \$35,000

- Annual Dues \$5,700
- Full-time Employees: 74
- Seasonal Employees: 25
- Gross Payroll: \$367,000
- The Club is organized as a 501(c)(7)
- Average age of members: 62
- The club uses Clubsoft for POS and accounting
- Standing Committees: Racquet Sports, Food & Beverage, Membership, Ladies Board

THE FOREST CLUB WEB SITE: www.forestclub.org

GENERAL MANAGER - POSITION OVERVIEW

The Board desires a GM who functions in a COO-like fashion, working very closely with the Board of Directors of the Club, and leading a team of professional team members. The GM is looked upon as the “face” of The Forest Club and, in “partnership” with key volunteers, is a primary “visionary” to ensure that TFC consistently executes at an exceptionally high level of personalized service. The GM will continue to look to enhance and elevate the overall membership and staff experience. This individual will continue with the “second home” culture dealing with a friendly membership.

A key to his/her success is putting members first and recognizing that the foundation of staff support is genuine engagement, mentorship, clear direction, and being present to “walk the talk”. Outstanding communication skills, especially the demonstrated ability to listen and respectfully respond, are essential to success at The Forest Club. Other key traits will include a deep focus on overall member experience (quality and consistency), an appreciation and respect for staff culture and overall attention to detail (finances, SOPs, maintenance, etc.).

Direct Reports include Clubhouse Manager, Executive Chef, Service Director, Accountant, Private Events Director, Director of Racquet Sports, Membership Relations Director, Director of Aquatics Fitness Director, and Grounds Manager.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER

- Understand, embrace, and execute the Board’s vision and strategy. Work in clear “partnership” with the Board, keeping them actively abreast of results, and transparency.
- Meet and sincerely interact with, and engage, as many members as possible. Build trust whenever and wherever possible.
- Bring all the Club’s departments together with a clear focus on the “The Forest Club Team” and the Club’s goals and mission. Get to know the Senior Staff, evaluating their abilities, and aspirations, ensuring that they and their respective teams have clear expectations and accountabilities in place.
- Develop a report to provide the Board with a thoughtful “State of the Club” analysis following ninety (90) days of overview and insight. This document will be part of the ‘roadmap’ to success and should include tactics and strategies for short and longer-term goals, including recommendations and opportunities to ensure “first class” delivery of a highly consistent member experience in all areas.
- Aid in the creation of the Club’s Master Plan.
- Review capital projects currently in the planning process, adding insights and perspectives relative to viability and successful outcomes.
- Be a visible, positive, energized, aspirational leader who understands the dynamics of a family-oriented club.

CANDIDATE QUALIFICATIONS

- A minimum of 3 - 5 years of verifiable, progressive leadership and management experience in similar environments. NOTE: Those current Assistant General Managers or Managers at well-recognized clubs, with verifiable records of achievement, will be ***strongly*** considered for this role.
- A verifiable career track that demonstrates tenure and commitment to previous employers where career moves were for enhancement of skills and experiences as opposed to 'unplanned' career changes.
- A record of success in a similar quality club or hospitality venue that has a verifiable history of strong member and or guest satisfaction and support with a passion for maintaining the highest levels of service.
- Strong general leadership skills with verifiable strengths in team development, financial performance, F&B, diverse recreational amenity management (dining, banquets, tennis, pickleball, fitness, family activities, aquatics, and others are especially desirable), quality food and beverage programming, exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.
- Superior communication skills, exuding energy, and creativity.
- Strong leadership and team development experience.
- An experienced hospitality professional who is member-centric and can create an environment where the staff looks forward to coming to work every day.
- A confident, diplomatic, and competent professional who is a *doer* and take-charge person and who recognizes the importance of accountability. A problem solver who commands respect through professional interactions and integrity.
- A track record of results in governance/leadership partnership with active Member Boards.
- Skilled in creating and implementing strategic plans; anticipating how the Club continues to evolve is important and being at the forefront of trends in clubs.
- Possess a deep knowledge of active club operations, with especially strong F&B and banquet skills as well as strong financial acumen and use of technology.
- Possessive of a strong record of selecting and developing talent in club senior leadership roles, and helping those departmental leaders continuously develop themselves and their respective staffs in a desire to create a culture of continuous evolution to excellence in execution and delivery.
- Possessive of strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- Effective financial management skills through oversight of annual operating and capital budgets.
- Uses plans and metrics to set goals, measure, and report on performance, making corrections when needed.
- A charismatic individual *with a sense of humor* and a demeanor that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and team of associates.

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 are strongly encouraged but not required. Working towards these designations and their related continuing education and professional development opportunities is desired.

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 offers an excellent bonus and benefits package including association membership.

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. Patrick Conroy, President, and clearly articulate your alignment with this role; why you want to be considered for this position at this stage of your career; and why The Forest Club and the Greater Houston 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 Wednesday, June 7, 2023. Candidate selections will occur in mid-June with first interviews at the end of June and second interviews in mid-July. The new candidate should assume his/her role in late Summer 2023.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Forest Club”

(These documents should be in Word or PDF format)

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

If you have any questions, please email Alice Stevens: alice@kkandw.com.

Lead Search Executive:

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