

# KOPPLIN KUEBLER & WALLACE

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## **GENERAL MANAGER PROFILE: LAHONTAN GOLF CLUB TRUCKEE, CA**

### **GENERAL MANAGER OPPORTUNITY AT LAHONTAN GOLF CLUB**

A unique opportunity exists for an exceptional candidate with a successful track record of full scope, business executive leadership, operations management experience in high-end luxury resorts, private clubs or hospitality venues. We are conducting a search for the General Manager (GM ) for Lahontan Golf Club in Truckee, California.

The primary focus of the role is delivering an unparalleled anticipatory, personalized member experience for individuals, their families and guests. 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 that all goals of the club 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.](#)

### **LAHONTAN GOLF CLUB**

Started in 1996, Lahontan Golf Club (Lahontan) is located in the gated Lahontan Community to the north of Lake Tahoe on land that was once home to the Washoe Indians in the spectacular Martis Valley. The trout-laden waters of Martis Creek meander through the 906-acre property, skirting lush meadows and wetlands on its way back toward Gooseneck Reservoir. As a backdrop, the forested peaks of Lookout Mountain, Sawtooth Ridge, and Bald Mountain add further beauty to an already picturesque setting.

Lahontan offers the finest in hospitality and amenities, placing it firmly in the tradition of Tahoe's stately retreats. The rustically elegant clubhouse, called the Lodge offers members first-class dining options and unparalleled views of the Sierra Mountains. Lahontan has traditionally operated as a seasonal club but there is an increasing interest in expanding dining, programming, and services on a more year-round basis.

In 1998 the club opened its Tom Weiskopf-designed 18-hole championship course and nine-hole Par-3 course with sweeping fairways, stunning vistas, mature trees, and challenges for every level of golfer.

The Fitness Center and Spa, located next to the Lodge provide state-of-the-art equipment, personalized spa services, and fitness training for the membership. The spa features five treatment rooms, and a full array of wellness services, and features his/her steam, sauna, pool areas, and private relaxation areas.

One of the many special attributes of Lahontan is Camp Lahontan. Camp Lahontan provides nearly boundless family fun. It is a recreation and activity center covering five acres on the shores of Gooseneck Reservoir. The Camp is an ideal setting for outdoor picnics and activities including volleyball, badminton, basketball, shuffleboard, tennis, bocce, pickleball, horseshoes, and swimming. Swimmers of all ages are well served with a full-sized recreation pool, children's splash pool, lap pool, jetted spa and locker rooms with showers available in the Camp Pavilion. The Camp Pavilion also provides a meeting and recreation area for the entire family.

## **VISION STATEMENT**

Lahontan is a renowned golf club and lifestyle community providing our members and guests with an unsurpassed quality experience in an atmosphere of casual mountain elegance.

## **LAHONTAN BY THE NUMBERS**

- 350 Golf Members, 75 Social
- \$40,000 Social initiation fee
- \$21,700k Golf, \$10,850k Social annual dues
- \$12.5M Gross Volume
- \$8.4M Gross Annual Dues
- \$1.4M annual F&B
- 12,000 Annual rounds of golf
- 40 (year-round FTE) 100 (Seasonal)
- 9 Board Members with four-year terms
- Jonas POS
- 501c7

**LAHONTAN GOLF CLUB WEBSITE:** [www.lahontangolf.com](http://www.lahontangolf.com)

## **GENERAL MANAGER – POSITION OVERVIEW**

The General Manager has full responsibility for all aspects of operations at Lahontan, effectively managing all resources and reporting to the Board of Directors and the Club President. The General Manager will lead the management team, directly supervising the Executive Chef, Controller, Tennis Professional, Golf Professional, Golf Course Superintendent, Building Maintenance, Camp Director, Locker Captain, Spa Director, and Lodge Manager. The General Manager will indirectly supervise all employees of the club while promoting a positive, engaging, and highly competent service culture in all operations.

The General Manager is expected to be an interactive “thought partner” with the Board and Committees, working closely with both groups as collectively they make decisions and set strategic direction for the long-term well-being of the membership. The overriding expectation is to “set the standard for consistent, high-quality member and guest experiences,” recognizing that such outcomes start with strong team development and engagement.

Additionally, the new General Manager must be professional and highly respectful in his/her personal style, demeanor, and presence, and someone who recognizes and is comfortable interacting with all demographics of members, staff, and other constituents who contribute to the success of the Club; name recognition is a foundation of such success and this style must be a core competency of the top executive.

Transparency, honesty, and direct feedback are highly valued. Attention to detail and having the necessary and appropriate follow-up skills are important personal characteristics. A proven, thoughtful “listener” is desired, as well as someone who is highly approachable, appreciative of input, and able to appropriately “filter” such input to implement the Club’s goals and objectives.

## **KEY ATTRIBUTES AND AREAS OF FOCUS**

The successful General Manager will demonstrate:

- Strong leadership and a strategic approach to management in all areas of the club.
- Proven ability to successfully run a year round / four season club.
- Proven ability to interface with an HOA to create and maintain a positive relationship.
- Experience, understanding, and appreciation for the outdoors, and outdoor activities in a national park-style setting.
- An ability to access and proactively initiate processes and procedures in identified areas of the club operation.
- A collaborative relationship with the board recognizing the need to institute best practices in club management.

- A proactive, member-focused leadership style that promotes staff and membership engagement.
- Show patience, observe, listen, ask questions, and learn about the culture and heritage of Lahontan Golf Club and the surrounding community.
- Superior communication skills, exuding energy, and creativity.
- Disciplined follow-up to complete team goals and objectives in a timely manner.
- Attentiveness to member services and satisfaction while also developing clubhouse staff.
- Strong understanding of superb dining and other food and beverage experiences for the club members and guests.
- Demonstrated financial management experience with effective oversight of the annual operating budget.
- Continual visibility to members and staff as the face of the club.
- Understands the importance of and can leverage web, social media tools to communicate with the staff and membership.
- Ability to effectively lead, mentor, and develop department heads and staff with a continued professional development plan.
- Cultural development through good hiring, training, communication, and developing a strong teamwork ethic.
- Ability to build strong board, POA, and committee relationship, working to create a strong bond and communication exchange of diplomatic openness.

## **DUTIES AND RESPONSIBILITIES:**

### **Member Services**

- Gets to know the members, their families, and their desires.
- Provides quality leadership and a positive upbeat image for the Club and its amenities. Leads with the dictate to provide members with premier service in casual and fine dining, recreational excellence, quality products, and an exciting calendar of club events. Maintains detailed records of events.
- Apply best practices in club organizational management providing process and procedure in identified areas.
- Plans his/her work schedule to be personally visible and readily accessible to members and their guests at the right times and in the right places.
- Assures the smooth, efficient daily operation of the club to provide the members and guests with an environment of excellence in hospitality.
- Oversees a top-rated food and beverage operation, with appealing menus, properly priced, and featuring exemplary service.
- Addresses and resolves member complaints and suggestions, in such areas as general service, athletic programs, employee attitude, maintenance, and cosmetic appearance of the facility.

### **Employee Relations**

- Creates and emphasizes a “one team” culture with all department heads and staff.
- Acts as a mentor and developer of professional talent with the staff.
- Initiates employment programs and recruitment efforts that result in the club being viewed as a sought-after place to work, especially for wait staff and entry-level employees.
- Interacts with department managers pursuant to the appraisal, discipline, and/or discharge, of any employee.
- Provides for the training and further development of all department heads and other personnel. Creates an environment of true team spirit among the staff.
- Ensures that a positive and healthy working environment exists throughout the club, one that is free of safety risks and all forms of employee harassment.

### **Financial Management**

- Prepares annual operating plan and capital budgets and, after Board approval, manages and controls the operations to attain the desired results.
- Provides input to all department heads, professional staff, and key personnel, projecting and developing budgets, capital spending plans, fiscal controls, and operational guidelines.
- Installs controls and cost-effective procedures related to employee payroll, purchases, inventories, and supplies.

- Maintains an up-to-date management information system which can be counted on for timely and accurate information for all parts of the club.

#### Communications

- Develops ongoing dialogue and rapport with club members through recognition, communication, the club's newsletter, and follow-through. Assures satisfactory communications between the club members and employees.
- Coordinates a program for the orientation of new members, Board members, and staff.

#### EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's degree from a four-year college or university; Hospitality Management or Business major preferred
- In lieu of the degree, substantial high-level private club, resort, or hospitality experience will be considered
- Certified Club Manager (CCM) designation or in current pursuit of this designation desirable

#### 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 executive staff benefits, offers an excellent bonus and benefit package. *Salary Range: \$200,000 to \$400,000*

#### 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 the Lahontan Golf Club search committee/Ms. Tracey Warson, President** 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 Lahontan Golf Club and the Truckee, CA 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 July 14, 2023. Candidate selections will occur late July with first Interviews expected in August 2023 and second interviews a short time later. The new candidate should assume his/her role in early September.***

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter - Lahontan Golf 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 return and upload additional documents.

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

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

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