

# KOPPLIN KUEBLER & WALLACE

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## **ASSISTANT GENERAL MANAGER PROFILE: SUNNINGDALE COUNTRY CLUB SCARSDALE, NY**

### **THE ASSISTANT GENERAL MANAGER OPPORTUNITY AT SUNNINGDALE COUNTRY CLUB**

An exceptional opportunity exists for a candidate with a successful track record of accomplishment, leadership and high-quality operations management experience in private clubs, hotels, or resorts. We are conducting a search for the Assistant General Manager (AGM) at Sunningdale Country Club (SCC) in Scarsdale, NY. The successful candidate will be an integral and critical part of a high-performing team at this thriving Club, one acknowledged for its supportive membership, quality work environment, and focus on continually 'raising the bar' for its members and staff.

The initial focus of the role is delivering an exceptional Food and Beverage experience, which is of primary importance to the social fabric and culture of the Club. The ability to be consistently organized and innovative and mentoring 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 visible and highly interactive with members and staff; leadership in this area begins and ends with approachability and accessibility.

### **ABOUT SUNNINGDALE COUNTRY CLUB**

Located in Westchester County New York, Sunningdale Country Club has distinguished itself by fostering a family-centric culture that places a high emphasis on specialized experiences. When making one's way through the Sunningdale campus you will find stunning vistas throughout the property. The clubhouse is a charming presence that enhances the feeling that one has arrived at a wonderful place. This unassuming, warm setting that the Club's forefathers created over a century ago still exemplifies Sunningdale today.

Sunningdale's golf course is a continuation of this essence. When playing the course members and their guests appreciate its beauty and the variety of holes laid out across the land's natural features. The flow and variety of the holes along with its splendid greens provide continual challenges for all golfers. It's a course that members never tire of playing.

The racquets program with 8 Har-Tru courts, platform tennis, and pickle ball, offers a full range of social and competitive events for men, women, and juniors throughout the season.

Sunningdale's pool facility is one of the Club's more prominent amenities and an active area in the summer. The full-size lap pool is adjacent to a spacious manicured lawn, where members relax in the shade of the Club's majestic maple trees. The state-of-the-art pool house provides bistro-style casual poolside dining, as well as exceptional locker room facilities. This facility is a center of family activity featuring a kiddie pool, playground, and counselor programs.

### **SUNNINGDALE COUNTRY CLUB BY THE NUMBERS:**

- Approximately 337 members
- \$75,000 Initiation Fee
- \$23,840 Annual Dues
- Approximately \$10.5M Gross Volume
- Approximately 16,000 Rounds of Golf
- Approximately \$2.0M Food and Beverage Revenue
- F & B revenues are 70% a la carte and 30% banquet generated
- The Club is organized as a 501(c)(7) and is a not-for-profit corporation
- 56 years is the average age of Members
- A full clubhouse renovation is in progress as of November 1<sup>st</sup>

## **ASSISTANT GENERAL MANAGER POSITION OVERVIEW**

The AGM is responsible for the general operation of clubhouse functions relating most importantly to Food and Beverage but also including Valet, Housekeeping, Laundry, Clubhouse Maintenance, Pool, Paddle Tennis and Fitness ensuring that all services exceed members' and guests' expectations. The AGM is responsible for all aspects of the Clubhouse operation in the absence of the GM/COO and performs specific tasks as requested. He/she will also prepare an annual food and beverage budget. He/she will develop an awareness of the "club culture" and is responsible for the dissemination of hospitality, friendliness and goodwill among members, guests and staff. His/her goal is always to help members and guests enjoy the facilities and events of the club. The AGM reports directly to the GM/COO.

## **PRIMARY RESPONSIBILITIES**

### **Member Services:**

- Consistent sincere and significant engagement of members, highly visible to members and staff in the dining areas of the club is of premium importance. The AGM is ultimately responsible to ensure that all member dining and banquet and catering events are well-organized and executed.
- Provide quality leadership in a positive and upbeat manner for the members, guests and staff.
- Create and maintain a first-class service culture throughout the club property.
- Address and resolve all member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the clubhouse operations.

### **Employee Relations:**

- Oversee the recruiting, hiring and development of clubhouse personnel. Oversee ongoing training programs complete with up-to-date training manuals to ensure exceptional service in all parts of the club's operation.
- Provide for training and future development of all subordinate managers and supervisors subject to budget approval by the GM/COO. Instill the concept of being "team players" in all employees. Continue to coach, counsel and evaluate departmental staff.
- Ensure that a positive spirit and healthy work environment exists throughout the clubhouse, one that is free of safety risks and all forms of employee harassment.
- Maintain an effective communication program where employees are treated in a fair, structured and consistent manner.
- Function as an administrative and communication link between departments in the club.
- Guarantee that all clubhouse employees are regularly trained and certified in areas that help guard the safety and wellbeing of our members, guests and other employees including, but not limited to responsible alcohol service, safe food handling, etc.
- Help to facilitate a team environment with morale, high ethical standards and efficient use of resources to position SCC to be a preferred employer of choice in the community.

### **Financial Management:**

- Work jointly with the Controller and GM/COO to prepare the annual operating and capital budgets for all clubhouse operations, assists in managing and controlling the operations to attain the desired results.
- Monitor the budget each week/month and directs the taking of corrective action as necessary to assure that the budgeted goals are attained.
- Provide input to all clubhouse personnel regarding annual budgets, capital spending plans, fiscal controls and operational guidelines.
- Responsible for all labor cost payouts and maintains them within the constraints of the budget and through close coordination and with approval from the GM/COO and Controller.
- Monitor payroll records to control overtime and maintain labor costs within budgetary guidelines.

### **Personnel Management:**

- Display very hands on approach and leads the staff by example. Must be approachable to staff, members, and guests.
- Assist the General Manager in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets.
- Responsible for the hiring, discipline, termination and documentation of all FOH F&B staff.

- Attend meetings of senior management and carries out directives because of these meetings and any other requests of the GM/COO in a timely manner. Serve as an ad-hoc member of appropriate club committees.
- Work with committee heads/clients to develop function sheets prior to each event, makes appropriate notes following an event and file information for future use.
- Work with Executive Chef on menu development.
- Further his/her own continued development as a club management professional as a member of CMAA. With the assistance and approval of the General Manager participate in appropriate seminars/training programs, thereby enhancing his/her value and quality of services to Sunningdale Country Club.

#### **Operational Responsibilities:**

- Understand and abide by Sunningdale Country Club policies and departmental procedures. Suggest changes and may direct the implementation of change.
- Provide content for and manage communications and marketing materials for department.
- Assure that the Clubhouse 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.
- Disseminate information effectively and coordinates activities between departments on a timely basis.
- Keep the GM/COO informed of potential problems and activities related to the smooth operation of the clubhouse.
- Oversee inventory management throughout the F&B department and complete a periodic china, glass, and silver inventory to maintain par levels.
- Possess a sharp eye for detail in the overall management of the operation.
- Responsible for regularly reporting performance and financial data (i.e., cover counts, event P&L, weekly report to GM/COO).

#### **DIRECT REPORTS:**

- Food and Beverage Staff, Housekeeping, Clubhouse Maintenance, Pool Director.

#### **CANDIDATE QUALIFICATIONS**

- Is a passionate leader with strong food and beverage credentials and a proven track record of providing premier - level hospitality services, with a personality that is appropriate for Sunningdale Country Club culture.
- Has a verifiable track record of successfully leading and growing a dynamic food and beverage program and clubhouse operations including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom line goals and objectives.
- Has an in-depth knowledge of wine, beer, and spirits. Has a thorough knowledge of multi-dimensional *à la carte* dining services, training, and service standards and processes as well as strong and verifiable skills in developing and growing catering sales and banquets.
- Has a positive attitude and is professional in nature with a high degree of integrity, strong work ethic, and can handle a fast paced, high-energy environment, and clientele.
- Exhibits a continuous desire to improve him/herself and a track record of developing strong and upwardly successful associates and direct reports.
- Is a confident, proactive team builder with a history of attracting, developing, and retaining high performance staff.
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff; a truly engaging "people person."
- Has a fundamental understanding of what constitutes a "premier club experience" and the proven ability to execute to that level.
- A professional career track record of food and beverage achievement and stability with experience in a high volume, highly respected club, resort, or hotel.
- Proven leadership qualities with proven ability to direct, coordinate, and manage all facets of a club operation.
- Must possess Point of Sale experience, JONAS preferred, and have excellent computer skills, including extensive use of Microsoft Office programs.
- Possess financial acumen to understand club financials and manage budgets.
- An overriding sense of quality consciousness that pervades every part of the clubhouse 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 communications skills. Comfortable speaking in front of a wide variety of groups including staff and board committees. Communication with members, guests, and visibility are incredibly important attributes of the incoming Assistant General Manager.

#### **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.

#### **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, CMC, or PGA are encouraged but not required.

#### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA and PGA benefits, offers an excellent bonus and benefits package.

#### **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. Michael Nyerges, CCM, General Manager/COO, Sunningdale Country Club** and clearly articulate why you want to be considered for this position at this stage of your career and why The Buffalo Club and the Buffalo, PA 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 April 21, 2023. Candidate selections will occur in late April with first interviews expected in early May and second interviews will occur in the middle of month. The new candidate should assume his/her role in June 2023.***

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

"Last Name, First Name Resume"

"Last Name, First Name Cover Letter – **SUNNINGDALE CC - AGM**"

(These documents should be in Word or PDF format)

If you have any questions, please email Patty Sprankle at [patty@kkandw.com](mailto:patty@kkandw.com)

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

#### **Search Executive:**

Michael G. Smith, CCM, CCE, ECM

Search Executive

[michael@kkandw.com](mailto:michael@kkandw.com)

585-794-6150 (M)

[www.kkandw.com](http://www.kkandw.com)