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## ASSISTANT GENERAL MANAGER PROFILE: GREENWICH COUNTRY CLUB GREENWICH, CT

### THE ASSISTANT GENERAL MANAGER OPPORTUNITY AT GREENWICH COUNTRY CLUB

A unique opportunity awaits an exceptional candidate with a proven track record of accomplishment, leadership, and high-quality operations management experience in private clubs, hotels, high-end restaurants, or resorts. We are currently searching for an Assistant General Manager (AGM) at Greenwich Country Club, renowned as one of the finest clubs in the country. The successful candidate will play a vital role within a high-performing team at a Club known for its innovations, quality work environment, and commitment to continually raising standards for its members and staff.

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

### ABOUT GREENWICH COUNTRY CLUB

Founded in 1892 this one of the oldest clubs in the United States. Julian W. Curtiss served as the Club's first president, his capacity for organization and his love for sport inspired his efforts in bringing golf to the United States through his work with the A. G. Spalding Company.

In 1909 the organization's name was changed to the Greenwich Country Club, reflecting its expansion of facilities to include various sports and social activities. Throughout its long and storied history, the Greenwich Country Club has grown from a modest five-hole backyard venue to a sprawling campus covering more than 152 acres. The club now offers a diverse array of year-round amenities, catering to the interests and preferences of its members.

In 2018, the club embarked on a significant project to enhance its golf course, enlisting the services of the world-renowned golf course architect Beau Welling. The renovation included the installation of USGA spec bent grass greens and the redesign of bunker complexes. Additionally, the practice area was improved with an expanded short-game facility and driving range to better serve golf enthusiasts.

Greenwich Country Club prides itself on providing its members and guests with a home away from home, offering world-class amenities for all interests combined with a team that delivers exceptional hospitality and service.

### GREENWICH COUNTRY CLUB BY THE NUMBERS:

- Approximate Members – 648
- Average Age Membership – 51
- Initiation Fee – \$140k
- F&B Minimum – \$1,700 annualized
- Total Gross Revenue – \$17.2M
- Total FB Revenue – \$ 3.8M
- Total Food Revenue – \$2.7M
- POS System – Jonas
- Food Cost – 42%
- F&B revenues are 65% a la carte and 35% catering.
- 3 Kitchens (Main Clubhouse – Pool – Grill)

- Average 5 weddings per year
- Employee Housing On property (J-1 – H2B)
- Club Closure – February

**GREENWICH COUNTRY CLUB WEBSITE:** [www.greenwichcountryclub.org](http://www.greenwichcountryclub.org)

#### **ASSISTANT GENERAL MANAGER POSITION OVERVIEW**

The club desires an Assistant General Manager (AGM) that functions in a proactive, highly engaging fashion, working very closely with the COO, and other team leaders. This “lead by example” AGM will be coming into a high-functioning team of diverse backgrounds, experiences, and tenure. The primary goal will be to fully immerse themselves into the food and beverage operations, build relationships, and create a foundation for collective buy-in. The AGM will continue to look to enhance and elevate the overall membership and staff experience in partnership with the senior leadership team. The AGM will handle all operational matters and be an active thought partner on strategic and policy matters, but approachable and “actively listen” while providing transparency to direction and operations throughout.

Significant to the new AGM’s success is the ability to understand and have deep knowledge of luxury hospitality and multi-outlet large-scale, large-volume food and beverage operations. Certainly, a key to his/her success is “putting members first,” and recognizing that the foundation of providing staff support, mentorship, clear direction, “walking the talk” and “being present” in his/her natural, sincere, and engaging style.

The ability to “manage expectations at a high level of dynamic leadership and reasoning” is critically important, but a fair amount of that is accomplished simply by being present, approachable, accessible, diplomatic, and by having the necessary “gravitas” to be viewed with confidence and “trusted” by all constituencies.

“Paying attention to the details” of maintenance, SOPs, overall member experience, staff culture and other key areas of success is critical, as the Club and Community have great curb appeal at present and have been well-maintained throughout. Clearly, outstanding communication skills, especially the demonstrated ability to “listen and respectfully respond diplomatically” are essential for success.

#### **KEY ATTRIBUTES, CHARACTERISTICS, AND EXPERIENCES OF THE SUCCESSFUL NEW AGM:**

- Possess a deep knowledge of active club operations, with exceptionally strong F & B skills as well as strong financial acumen, and an appreciation of modern “performance management systems” and technology. Being financially astute and able to effectively guide a large operation, including working to further develop financial reporting areas, dashboards, and KPI and metric transparency is necessary.
- Possessive of a strong record of 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. Being a natural mentor is important.
- Actively participating and “thought partnering” with the COO, F&B Leaders, Executive Chef and Committees, and others that contribute to GCC’s success.
- Naturally outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so. Being respectfully confident and “connected” to the membership and team is critical, as is having a personal style of “listening, considering, and reflecting” before reacting to inputs.
- Active involvement in Industry organizations (CMAA, National Restaurant Association, etc.) Where he/she has a strong network of peers, and can stay actively abreast of the industry, trends, and opportunities for Greenwich to stay relevant and proactive for its members and staff.
- The ability to collaboratively lead and navigate with political savvy, while creating an environment of trust in a busy and operationally complex multi-outlet/location Club.

The Assistant General Manager will be expected to take over additional departments (Activities, Locker Rooms, Valet) within 12 months and phased as development opportunities and credibility is established.

A high-performing candidate should expect to grow and be promoted within this role and the club, increasingly gaining responsibilities over the next 3-5 years.

## CANDIDATE QUALIFICATIONS

- A minimum of 3-5 years of progressive leadership/management experience in a multi-outlet hotel, resort, private club, or corporate food and beverage operation.
- The Club will consider well-mentored individuals for this role who come from other sides of the hospitality industry, so long as they are able to allow verification of the relationship side (versus a transactional aptitude) of current and past success.
- A verifiable record of strong relationships and intuitive mentoring and development of senior leadership staff.
- 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.
- Technologically proficient with a thorough understanding of best practices in the use of technology to improve 'high touch' service delivery to members and to more effectively manage and lead operations.

## 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 offers an excellent bonus and benefits package including association membership. *Salary Range: \$150,000 - \$170,000*

## 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 Mr. Keith Armstrong, General Manager/COO,** 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 GCC and the Greenwich, CT 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 May 15<sup>th</sup>, 2024, Candidate selections will occur in mid-May with first Interviews expected in early June and second interviews a short time later. The new candidate should assume his/her role in late June.**

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter - Greenwich"

(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 Bethany Taylor: bethany@kkandw.com

**LEAD SEARCH EXECUTIVES**

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