

## **CLUBHOUSE MANAGER PROFILE: THE FOREST COUNTRY CLUB FORT MYERS, FL**

### **CLUBHOUSE MANAGER AT THE FOREST COUNTRY CLUB**

The Forest Country Club, located in one of the most sought-after areas in the United States, Fort Myers, Florida, is seeking a creative, hands-on leader with exceptional communication skills to take on the role of Clubhouse Manager. The Club is looking for a hospitality professional with a strong background in food and beverage who can identify social programs and events to continually increase the member experience. The ideal candidate will have experience in a well-regarded restaurant operation or a successful history in private clubs. This individual will collaborate closely with the General Manager/COO and lead the F&B team and Clubhouse amenities in areas such as budgeting, forecasting, problem-solving, and uncovering new opportunities.

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

### **ABOUT THE FOREST COUNTRY CLUB**

The Forest Country Club, located in South Fort Myers, is home to two award-winning walkable golf courses named best of *Gulfshore Life* for four consecutive years, with two distinctly designed golf courses to challenge and inspire players of all levels. The contemporary-style Clubhouse serves as a stunning centerpiece. Features floor-to-ceiling windows offering panoramic views of the great outdoors. The Club is a private, member-owned and operated Club in a non-bundled gated community offering resident and non-resident memberships. Small enough to know everyone by name and big enough to provide a place and space for everyone to belong. Blending the legendary traditions of golf with modern, upscale conveniences and an array of amenities, including dining, a fitness center, tennis, pickleball, and bocce.

The Club provides a friendly and inviting atmosphere for members and their guests. The Cypress Grill Room offers a sit-down, relaxed atmosphere with various styles of cuisine and theme nights for both lunch and dinner. Members can be seen post-golf, participating in themed nights, or watching their favorite sporting team in the attached bar.

The Gumbo Limbo Outdoor Tiki Bar is one of the Club's social gathering hubs on a Florida afternoon, which features a variety of tropical beverages and fire pits for those cooler evenings. Dining Rooms are equipped to host extravagant member functions for up to 300 to keep members and their guests dancing the night away. Various social events and member tournaments are great places to witness the camaraderie that has given The Forest its warm and welcoming reputation.

### **THE FOREST COUNTRY CLUB BY THE NUMBERS**

- Members: 705
- Initiation Fee: \$62,500
- Annual Dues: \$15,280
- Annual Dues Volume: Approximately \$6.3M
- Gross Payroll: Approximately \$5.9M
- Gross Volume: Approximately \$11.2M
- Food and beverage operations revenues are approximately \$2.5M
- Employees: 98 FTE / 20 seasonal
- 9 Board members, each serving three-year terms
- The Club uses Clubessential
- The Club is organized as a 501(c)(7)
- The average age is approximately 71 years

**THE FOREST COUNTRY CLUB WEBSITE:** [www.theforestcc.com](http://www.theforestcc.com)

## **CLUBHOUSE MANAGER – POSITION OVERVIEW**

The Forest Country Club (FCC) has a strong senior leadership team and desires to attract a verifiably high-performing, achievement-oriented, collaborative new Clubhouse Manager (CHM) who views FCC as a “destination club” for many years to come.

The CHM position has shared responsibility for all day-to-day Club operations and the Club continues to evolve to a stronger focus on the model of organizational leadership. Key to the new CHM’s success is the intuitive sense to be “present” and to sincerely engage with every generation of members and their guests.

The CHM is responsible for the creation, implementation, and consistent execution of all service standards and processes while providing vibrant, innovative, relevant, and respectful leadership to key managers and staff. A primary objective is for the CHM to be highly visible and interactive with members, guests, and staff.

Being a natural mentor to the team also is critically important, as is being a strong advocate for the team’s success. The CHM must be a proactive and assertive leader in the process of strategic planning, talent acquisition and retention, and membership activities/services programming, ensuring that each of these areas of focus considers current and future membership input and demographics. Additionally, they must expect to work to exceed members' expectations and recognize trends, evolving demographics, and what will help support the Club in the future. The new CHM should have a history of success and of recognizing, respecting, and supporting the contributions of key managers and staff, many of whom have been a part of The Forest Country Club for many years.

## **INITIAL PRIORITIES OF THE CLUBHOUSE MANAGER**

A key requirement is to be able to work proactively with the GM/COO who in turn will keep the CHM focused on key goals and objectives that benefit the long-term well-being of The Forest Country Club. Outstanding communication skills, both written and verbal, are necessary. Additionally, a keen ability to listen, engage, build trust, and be highly approachable is also of critical importance. Other key attributes, characteristics, and styles of the successful new leader include the following:

- Detail-oriented to “see” things needing attention, and operations, systems, and facilities expertise.
- An exceptional communicator with the ability to listen to members and staff.
- Has an energetic and outgoing personality and can demonstrate excellent problem-solving skills.
- Organized and has the ability to create standard operating procedures for their team to follow.
- Has the ability to be a strategic thought partner for the GM/COO and senior leadership team.
- Visionary and mission-oriented on behalf of The Forest Country Club; anticipate how the Club will evolve and be at the forefront of trends in clubs.
- Knowledgeable and innovative as it relates to technology; having the ability to leverage high tech to improve ‘high touch’ with members as well as efficiency of the operation and enhanced data capture is critical.
- Outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so.
- Attract, retain, and develop staff at every level.
- Understands the importance of onboarding, especially with seasonal staff.
- Innately understanding, empathetic, reliable, and relatable to members and staff at all levels.

## **INITIAL PRIORITIES OF THE CLUBHOUSE MANAGER**

- Examine and elevate the overall performance management systems in place at FCC, recognizing a continued desire to ensure that goals, objectives, accountabilities, and responsibilities should be evaluated with a focus on relevancy. As part of this focus, review the overall HR functions in the Club to ensure consistency within each department and as it relates to continued staff development
- Observe, listen, ask questions, and learn about the culture and heritage of the Club. The Club is very open to changes and improvements, but you must first understand the culture, overall history, expectations, etc.

- Meet and sincerely interact with and engage as many members as possible. Build trust, schedule interactive times, and follow up on details.

### **CANDIDATE QUALIFICATIONS**

- Being “front-facing” and involved in all operations, especially in member high usage areas/times is important.
- Work closely with the Senior Leaders, Clubhouse, and F&B team to ensure that an appropriate foundation of success is in place in this department, both in the culinary and service execution sides of the operation. F&B operations are of utmost importance to the membership, and meeting a majority of members’ expectations in this area is a critical success factor. Service and culinary standards and consistent delivery thereof are important focuses.
- Spend time with the team (staff in all areas of operations) getting to know them, their abilities, and aspirations, and further their already strong mutual respect and collaborative approach to supporting one another and the Club’s overall mission.

### **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.

### **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and 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 the order listed using the link below. When prompted for them during the online application process, you should have your documents fully prepared to attach. Please be sure your image is not on your resume or cover letter; it should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the **General Manager/COO Kyle Ruch, CCM**. 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 Fort Myers, FL area will benefit you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible but no later than Friday, May 30, 2025. Candidate selections will occur early June, with the first Interviews expected late June with second interviews a short time later. The successful candidate should assume their role in August 2025.**

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

**“Last Name, First Name – Resume”**

**“Last Name, First Name – Cover Letter – “Forest CC”**

(These documents should be in Word or PDF format)

If you have any questions, please email Alice Stevens at [alice@kkandw.com](mailto:alice@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)