



Candidate Profile

General Manager
Quogue Field Club
Quogue, NY 11959
www.quoguefieldclub.com



Organization

Since its founding in 1887, the Quogue Field Club has provided a unique home to sports and social activities for the enjoyment of its members and their families. Located in Quogue, New York on the beautiful eastern end of Long Island, the Quogue Field Club is a multi-generational, traditional, member-owned club. The membership embraces the shared responsibility and commitment to preserving the friendly positive and family-oriented spirit that has always been the foundation of the Club.

The QFC has been offering tennis and golf at its current location since 1901. The Junior Sports program began in 1920 and continues as an 8-week summer day camp for children ages 4-14 years old. For decades, children have competed as either Wildcats or Leopards all summer long, culminating with Field Day in late August every year, where the winning team is crowned and traditional awards are presented.

While the traditions, values, and multi-generational culture of the Quogue Field Club have remained constant, the facilities of the QFC have undergone significant upgrades over the past 15 years. In 2006 and 2007, the Club's 14 tennis courts were converted to "hydro" courts substantially increasing their useable time. There are also two platform tennis courts and a paddle hut. Additionally, the 1924 Junior Sports clubhouse of 950 square feet was rebuilt entirely and enlarged to 4,000 square feet. In 2012, the main clubhouse was entirely rebuilt, preserving the look and feel of the original clubhouse, but incorporating modern amenities, a full basement with a fitness facility, and a second story Tap Room and porch with a golf course view. Although the QFC does not have a restaurant, a full commercial kitchen was incorporated in the rebuilt clubhouse for use at events by outside catering services, and dinner is frequently served at entertainment and private member events throughout the season. The golf shop was also rebuilt in 2012 and the 9-hole golf course, which is one of the earliest courses on Long Island, has undergone extensive work to restore it to its original seaside-links design. More recently, the QFC added four pickleball courts and a state-of-the-art croquet lawn.

The Club has 525 memberships and an extensive waiting list. Annual gross revenue at the Club generally ranges from \$3-5 million. There are 13 members of the Board of Governors with 10 committees: Executive, Admissions, Bridge, Croquet, Entertainment, Golf, Greens, House, Junior Sports, and Racquets.

Position Overview

The successful General Manager at the Quogue Field Club will need to be a visible, hands-on, and accessible leader to both the members and staff alike. The General Manager will guide all Club operations with a focus on delivering an exceptional member experience in support of the priorities established by the Club's Board of Governors and committees.

The GM at the QFC will report to the Executive Committee of the Board of Governors (currently four people) and have responsibility for all day-to-day operations of the Club, including coordination of staffing, amenities, and activities across entertainment, golf, racquets, croquet, and junior sports programs to ensure consistent service delivery to the membership and their guests. The GM will receive the support of active member committees in each of these primary areas. It will be essential to balance continued innovation in member services with the preservation of the Club's beloved traditions. The GM position is an annual commitment but it is highly seasonal, with much greater intensity required during the summer months.

The Quogue Field Club currently has no regular food operation but high-quality outside catering firms are hired regularly for entertainment and private member events. The Club also permits a select number of sponsored non-member events in the shoulder season. The Club has a very active beverage operation comprising an Al Fresco Bar that is open during the summer months and a cozy Tap Room that is in high member demand during the extended season.

This position requires a high degree of grace, visibility, and a strong eye for personalized service, which are

critical for all team members to emulate. The GM should sincerely engage with every generation of family members and their guests. The role of GM at the Quogue Field Club requires a strong embrace of community values and enjoyment of the highly desirable community of Quogue, where activities and relationships, both in the Club and outside its confines, are often linked.

The General Manager's duties include by are not limited to:

- Provide proactive, high-quality leadership and a positive image for the Quogue Field Club, facilities, and amenities to the membership. Ensure that members receive premier service and treatment.
- Coordinate with the department heads of the tennis, golf, croquet, and junior sports programs to optimize the member experience across all events.
- Work with chairs of key QFC member committees to ensure that activities are coordinated across the entire Club.
- Organize and manage the logistics and member experience at major entertainment events.
- Manage a wide variety of social functions at the clubhouse in a hands-on way, including the selection and oversight of caterers, menus, etc.
- Oversee the Tap Room and Al Fresco Bar operations.
- Develop and execute standards and operating policies, which will be the foundation of a true service culture. The Club believes that great service depends on attention to detail.
- Set the standard for effective management, maintaining a high level of ethics, prudence, creativity, productivity, and demonstrating a concern for the supervision and development of the staff.
- Establish and maintain effective working relationships with all staff.
- Recruit and hire staff, including seasonal staff, to support the ongoing operations of the QFC and frequent social events during the summer months.
- Coordinate with the Executive Committee and direct reports on matters of compensation, recruitment, benefits, and performance, including disciplinary and other significant personnel issues.
- Oversee the clubhouse staffing and scheduling. Enforce service standards, housekeeping standards, dress codes, and evaluate house personnel.
- Collaborate with the Controller and committees to prepare the annual operating, capital, and dues budgets and forecasts.
- Direct the writing and distribution of various communications to members, particularly with respect to the Club calendar and events.
- Keep the Executive Committee and appropriate committee chairs informed of all significant matters and problems.
- Manage and report on all operations and key projects to the Executive Committee; coordinate with committee chairs to develop and manage budgets for individual programs and events.
- Maintain high-functioning management information systems; work with staff to deliver robust reporting of relevant performance metrics.
- Negotiate and recommend contracts for Board approval, seeking competitive bids for larger projects.
- Be an adept user of Club management technology as well as website and app management.
- Continuously strive to operate the Club within the guidelines set forth by the Board of Governors, and at the same time, please the membership.
- Oversee the maintenance of the Club's facilities and grounds, including the main clubhouse, junior sports clubhouse, paddle hut, and golf buildings.

Attributes and Responsibilities

- An outgoing and friendly personality and high potential to identify with and embrace the Club's unique culture and traditions.
- Leadership skills with the ability to motivate a seasonal staff with a commitment to quality and excellence.
- Highly energetic; a self-starter with a hands-on approach to management.
- Excellent communication skills, including written communication skills.
- A strong sense of service with proven staff development and training skills.
- The ability to function in a committee-oriented environment and to respond to the ideas and energies of the committee chairs; the ability to deal with a variety of personalities.
- The ability to set the pace for all employees and to actively promote a positive and safe work environment where teamwork and cooperation are emphasized.

- The active promotion of the Club to all members and their families. The General Manager is expected to interact with members on a daily basis, actively soliciting member's opinions and input as to the Club's facilities and service.
- Remains calm under pressure, executes events smoothly, and resolves conflicts or complaints.
- Possesses a good sense of humor and an ability to have fun.
- Understands the culture of the QFC and speaks the language of the membership.
- Has strong organizational and time management skills; identifying the details necessary to consistently achieve high levels of quality, satisfaction, and outstanding member experiences.
- Has a professional appearance and demeanor and expects the same from his or her staff.

Requirements

- Bachelor's Degree in Hotel/Restaurant Management, business, or a related field and experience that provides the required skills and knowledge.
- Experience as a General Manager or an Assistant General Manager in a similar position at a private club or within a hospitality environment.
- A Certified Club Manager (CCM) designation or working towards would be considered a plus.
- A career path marked with stability and professional achievement.
- An exceptional character: motivated, energetic, friendly, and dedicated to the profession.
- A friendly and outgoing personality with strong communication skills and high visibility. Proficiency in Clubessentials management software is preferred but not required.
- Excellent oral and written communication skills.
- Highly proficient in Microsoft Word, Excel, Outlook, and PowerPoint.
- Impeccable and verifiable references. All candidates will be subject to a thorough background check.

Competitive Compensation & Benefits

- Competitive compensation/salary.
- Medical, life insurance, and paid vacation.
- Professional dues and expenses in accordance with the annual budget.
- Relocation assistance.

To be considered for this outstanding opportunity all cover letters and resumes should be received as soon as possible.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter outlining their qualifications, experience, and why the Quogue Field Club and the Eastern Long Island area will be beneficial to you, your family, and your career along with their resume to:

GSI Executive Search
Manny Gugliuzza, CCM, CCE
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This position is available on January 1, 2022.