



EXECUTIVE SEARCH

EXECUTIVE SEARCH SERVICES FOR THE PRIVATE CLUB AND HOSPITALITY INDUSTRY

Candidate Profile

Club Manager
Gibson Island Club
Gibson Island, Maryland 21056
www.gibsonisland.com



Organization

Gibson Island is one of the most treasured spots on the Chesapeake Bay. Measuring three miles by two miles at its widest part, the island covers approximately 1,000 acres and has seven miles of shoreline along the Chesapeake Bay and the Magothy River. The topography is varied with both low-lying tidal wetlands and rolling hills. Approximately two-thirds of the island is devoted to open space, a natural forest, a bird sanctuary, and recreation. The Gibson Island harbor is sheltered from all sides, offering safe anchorage to boats moored within it. Located on the western shore of the Chesapeake Bay, Gibson Island is within an easy commute of Baltimore and Annapolis and is close to Washington D.C. BWI Airport and the Amtrak train station are less than 25 minutes away.

Stuart Symington purchased Gibson Island in 1921 for development as a private summer community where members could enjoy activities such as golf, sailing, swimming, and tennis. The initial members of the Gibson Island Club were primarily prominent businessmen, socialites, and others from the Baltimore area, although members hailed from Wilmington, Philadelphia, New York, Boston, and other cities. During the 1920s, Gibson Island was touted as "the Newport of the South" and continues to maintain an image of wealth and sophistication.

Water, wildlife, and woodlands create an idyllic backdrop for this exclusive family-oriented, gated community of approximately 200 homes. There are miles of quiet roadways for bicycling and jogging, and residents can enjoy kayaking, canoeing, fishing, and paddle boarding on a peaceful 44-acre spring-fed lake. The Gibson Island Corporation maintains the island's infrastructure, including its roadways, beaches, and areas of undeveloped woodlands. Other services include an on-island police force, a 24-hour manned gatehouse, and a service department responsible for all island maintenance and contracted residential work.

The Club offers casual and fine dining year-round in several beautifully appointed venues. Members also enjoy a spectacular Charles Blair Macdonald/Seth Raynor-designed nine-hole golf course, a nationally renowned yacht squadron with an associated full-service boat works maintenance facility, eight tennis courts, a fully equipped fitness center, and an outdoor swimming pool overlooking the Chesapeake Bay. Other amenities include a croquet court, bocce, a skeet range, platform tennis, junior programs, and various social activities. Newly renovated world-class, on-island lodging is available for members and their guests. The Cottages at the Club are just a few feet away from the Chesapeake Bay and have five single rooms and five suites, plus a standalone three-bedroom Summer House.

The Club's gross dollar volume exceeds \$11m with dues of \$3.6m, annual Food and Beverage volume exceeding \$2m and expected to grow, and gross dollar payroll for the Club of \$5m. There are currently 650 family memberships and the average age of the membership is 55. Direct reports include Director of Private Events, Director of Member Events, Director of Member Dining, Housekeeping Manager, Pool Manager, and Front Desk Associates.

Please control click below for a short video.

[Gibson Island Video](#)

Position Overview

The Club Manager will be a dynamic, visible, and accessible leader for staff and members.

He or she will be responsible for the leadership and coordination of the Food & Beverage Operation, primarily taking responsibility for multiple outlets within the Club and providing the best-in-class lodging experience for guests. He or she will work to maintain and improve operational standards for both the front-of-the-house and back-of-the-house to ensure all guests receive exceptional and genuine service at all times, reflective of traditional service standards.

This position has oversight responsibility for the Front of the House service experience both through a la carte and catered events. The Club Manager will manage the entire Food and Beverage service staff along with the various dining outlets i.e., The Grill Room, Bay Bar, Rotunda Dining Room, Boat House, The Point, and Snack Bar. In addition, this position oversees lodging, housekeeping, and Front Desk Reception for all members and guests. The Club Manager will train, and supervise staff to make sure that consistent and exceptional service levels are delivered as well as implement and monitor departmental budgets with the Island General Manager. The candidate must have the ability to strengthen the “Gibson Island service culture” where member dining consistently exceeds expectations. The Club Manager will “set the pace of service” as an example to all employees. He or she will be proactive (not reactive) to member needs and have a high degree of integrity.

Potential candidates will possess all the requisite skills, leadership qualities, and personal traits suited for a high-level private club environment. A friendly, polished, outgoing personality is a must as is a strong club knowledge of first-class, food & beverage service and management. He or she will be an excellent communicator who drives the service culture of the team while delivering excellent service as a standard. The Club Manager will act as the leader, mentor, and liaison between all department managers. In the absence of the Island General Manager, the Club Manager will participate and sit in and lead various committees at the club such as the house, pool, and lodging committees.

The Club Manager's duties include but are not limited to:

- Providing proactive, high-quality leadership and a positive image for the Gibson Island Club.
- Providing hands-on, visible presence, and operational leadership throughout all Club departments.
- A passion to deliver superior services and events to the membership.
- A full understanding of front- and back-of-the-house operations with a proven reputation for Food and Beverage excellence.
- Thorough knowledge of food, beverage, and labor costs on how they relate to P&L, budget, forecasting, etc.
- Executing the established vision adopted by the Island General Manager and Board and improving the member experience on an ongoing basis.
- The ability to effectively communicate to the membership regarding the marketing of special events, and an active club calendar.
- Administration and oversight of the financial reporting for all Club operations and be responsible for the P & L of the Club.
- The ability to function in a committee-oriented environment; to respond to the ideas and energies of the Club's Standing Committees. The ability to deal with a variety of personalities.
- Must be a club promoter in the way of increasing private event revenues, weddings, banquets, etc.
- The development and execution of all standards and operating policies, which will be the foundation of a true service culture. The Club believes that great service is in paying attention to the small details.
- The ability to establish and maintain effective working relationships with all staff.
- In-depth knowledge of leadership, coaching, and support techniques.
- Overseeing the clubhouse staffing and scheduling. Enforcing service standards, housekeeping standards, dress codes, and evaluating personnel.
- Initiating directly and through department managers the emphasis on a member-first service culture that ensures, tradition, and member patronage and maximizes the use of the Club's facilities.
- Works with the Executive Chef in analyzing menus, prices, and overall product offering to ensure maximum profitability.
- Ensures Food & Beverage outlets are staffed adequately along with monitoring punctuality and monitoring the department labor budget.
- Handles members' complaints/comments and provides solutions to enhance member experiences. Communicates issues and comments to the Island General Manager in a timely manner

Attributes and Responsibilities

- An outgoing and friendly personality with a high potential to identify with and embrace the Club's unique culture.
- Have a passion and aptitude for teaching and training and the ability to develop and enhance training programs and checklists for all food service personnel and multiple outlets throughout the facility.
- Highly energetic; a self-starter with a “hands-on” approach to management.
- A strong sense of service with proven staff development and training skills.
- The active promotion of the Club to all members and their families. The Club Manager is expected to interact with members daily; actively soliciting members' opinions and input as to the Club's facilities and service.
- Collaboration - Regularly works with other departments or projects.
- Decision Making - Resolves common problems and challenges regularly with high judgment. Looks at problems from many angles.
- Achieving Goals - Determines the best method to achieve goals and maintains the flexibility to ensure effective delivery of work. Continuously delivers high-quality results and is resilient in the face of obstacles.
- Teamwork - Fosters a collaborative team spirit. Actively helps and supports others. Deals with conflict in a positive manner.
- Strategic Thinking - Understands all the key departments and functions and how they work collectively to achieve larger goals. Provides advice, information, and direction to others to support the achievement of team and/or department goals. Recommends optimal approaches to address critical issues in the immediate and medium-term.
- An intelligent and articulate individual who can relate to people at all levels of an organization and possesses excellent written and oral communication skills. Must be able to communicate policies, procedures, regulations, reports, etc., to staff, members, and guests.
- Provides exceptional member service and uses prompt and responsive follow-through. Asks questions to identify members' needs and/or expectations. Ability to respond effectively to the most sensitive inquiries or complaints.
- Able to work in a rapidly changing work environment. Must be able to adapt to changes, manage competing demands, and can deal with frequent changes, delays, or unexpected events. Remain open to others' ideas and exhibit a willingness to try new things.
- Ability to envision the Club's future and continually come up with ways to improve the entire member experience.
- Possesses a good sense of humor and the ability to have fun.

Requirements

- Bachelor's degree in Hotel/Restaurant Management, business, or a related field and experience that provides the required skills and knowledge.
- Five-year minimum experience as Director of Food and Beverage, Clubhouse Manager, or Assistant General Manager in a similar position at a club or within a hospitality environment.
- A Certified Club Manager (CCM) designation or working towards is considered a plus.
- A career path marked by stability and professional achievement.
- A person of exceptional character; motivated, energetic, friendly, and dedicated to the profession.
- A friendly and outgoing personality with strong communication skills and high visibility.
- Proficiency in Club Management Software such as Northstar Club Management Software is preferred but not required.
- The professional will be a lifelong learner continuing to research and understand industry trends.
- Excellent verbal and written skills.
- Impeccable and verifiable references. All candidates will be subject to a thorough background check.

Competitive Compensation & Benefits

- Competitive compensation/salary and an annual performance bonus
- Great Healthcare, Medical, and Dental benefits
- Short Term and Long Term Disability, FSA, HRA
- Paid time off and work/life balance
- Participation in the Club's 401(k) plan with club match
- Professional dues, educational allowance expenses in accordance with the annual budget
- Relocation assistance (if from outside the area)

To be considered for this outstanding opportunity all cover letters and resumes should be received as quickly as possible but no later than November 25, 2022. All information received will be kept in the strictness confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to John Berish, CCM Island General Manager outlining their qualifications, experience, interests, and why the Gibson Island Club and Maryland will be beneficial for you, your family, and your career along with their resume to:

GSI Executive Search

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This position is available immediately.