



EXECUTIVESEARCH

CANDIDATE PROFILE

General Manager
The Palmetto Club
Columbia, SC

www.palmettoclub.org



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The Organization

Since its opening on May 15, 1961, The Palmetto Club was immediately accepted in the community and the state of South Carolina as an outstanding facility. The Club has enjoyed a resounding success in the business, professional and social communities of Columbia and the state.

Some of Columbia's outstanding business and professional citizens have served as the Club's chairmen. Together with a dedicated Board of Governors, they have guided the Club through years of providing the city of Columbia with a facility that continues to enjoy the reputation as an outstanding establishment. The Club's downtown location has provided many organizations with a convenient place to meet and/or socialize.

The Palmetto Club and The Summit Club, both downtown business clubs, merged operations in 2010 and together are able to offer Columbia the highest level of personalized service and food quality, along with providing families, business associates and friends with a convenient and unbeatable venue.

Located in the heart of downtown Columbia with abundant parking adjacent to its building, the Club is located on Sumter Street. The Palmetto Club serves breakfast, lunch and dinner and can host family and business events, as it has for generations, for as many as 300 people.

The facilities include a variety of different rooms for a la carte dining and banquets from the casual first floor Tap Room and the more formal Palmetto Room to the McMeekin and Holding Rooms, the Library and the Ballroom. There is one main kitchen and several auxiliary staging areas on different levels. The Programs Department provides members with a full calendar of events and programs throughout the year. The Club is just blocks away from the seat of the South Carolina government and the University of South Carolina, both of which lend to the pulse of activity at the Club.

An added benefit of membership is the reciprocal club program. The Club has reciprocal arrangements with over 150 other clubs throughout 42 states, plus the District of Columbia.

The Club offers Resident, Junior and Non-Resident memberships and has a total membership of about 1130 members.

The Club recently instituted a monthly Capital Dues and has total annual revenue of approximately \$4 million, \$1.7 million of which is operating dues, and \$2.15 million is Food and Beverage. About 75% of the Food and Beverage revenue is from banquets and catering.

The Club is governed by a board of governors which is supported by six standing operating committees.

CORE VALUES FOR STAFF

- Culture
- Professionalism
- Presentation
- Service
- Integrity

Position Overview

The Palmetto Club has a core group of loyal managers, supervisors and staff, some of whom have been with the Club for 40 or more years, and have grown within the Club.

The Club is looking for a General Manager (GM) who has the background and ability to mold the team into a cohesive unit with clear roles and responsibilities for each person and an understanding about how they fit into the unified purpose of providing top notch service for The Palmetto Club membership.

The GM is the link between the Board of Governors and the staff and is the head of the operation and coordinates with the Board, committees and management to maximize service levels and programming which then leads to the increased financial strength and wellbeing of the Club. The GM acts with the highest level of integrity and professionalism in dealing with members, staff and the overall community as they carry out the policies of the Board and the overall mission of the Club.

Responsibilities

- Work with the Board of Governors and committees to guide development of policies and setting of goals to achieve the Club's mission and objectives.
- Work with the Executive Committee and Board to recruit and retain the appropriate management team necessary for successful fulfillment of the Club's mission and goals.
- Coordinate with the Board of Governors, the management team and staff to maximize service levels and to ensure excellence in the member and guest experience.
- Work with the Finance Committee to oversee preparation of the annual budget, incorporating input from all departments and committees.
- Monitor financial reports/statements on a daily, weekly and monthly basis and take effective corrective action when necessary. Develop and report relevant performance metrics to the

Committees and Board so that positive and negative outcomes are predictable if not manageable.

- Create standard operating procedures and document clear policies. Continuously monitor the performance of each department and manage uniform adherence to the SOPs, policies and processes.
- Bridge the diverse backgrounds and experience of the managers and staff to form a true team dynamic in which being of service and assistance to each other is the norm, not the exception.
- In partnership with the Board, lead the development of a strategic plan/business roadmap for the current and future success of the Club.
- Be a catalyst for both identifying new programs/services and enhancing current ones.
- Facilitate effective and relevant communications between all stakeholder groups of the Club.
- Facilitate membership recruitment and retention through an understanding of the local market and economy.
- Ensure adherence to all legal, community and governmental requirements.

Skills, Background & Personality

- A private club background and the genuine desire and ability to “host” your members and their guests.
- A history of positive relationships and people engagement.
- A professional “track record” with verifiable career progress.
- A fluency in the language of club finances and the ability to coordinate the fiscal responsibilities of the position, coordinate communication between the Board and members and lead the staff in achieving goals and protecting the assets of the Club.
- Strong communication skills, both written and verbal, with the confidence and ability to function effectively in meetings, at events and in face-to-face communications with members and staff.
- A record of success in the selection, development, training and motivation of an accomplished, service-oriented staff who demonstrate mutual respect for each other and genuinely enjoy working together for the common good.
- A positive, upbeat attitude combined with a pleasant personality, who is confident and aware of their place in the organization. Must have the ability to work effectively at all levels of the organization.
- Diplomatic, self-motivated, organized and flexible.
- Track record of working closely and successfully with Board and committee members in a leadership role.
- Prior experience in proactively planning for and funding the maintenance, protection and preservation of assets and the continuous improvement of facilities within the guidelines of the Finance Committee and Board. As the stewards of the Club, the GM and Board must keep the Membership aware of what is required to maintain the Club for today and the future.
- Through industry involvement, must stay knowledgeable of “best practices” of top performing clubs and of emerging trends in food, beverage, service and technology.

Competitive Compensation

The Club offers a compensation and benefits package which is commensurate with the Club and the region.

To be Considered

Along with a resume, please submit a cover letter in which you specifically address your desire for this position and stating the reasons you believe you fit the requirements of the job. Submittals are requested prior to September 5, 2025.

A full background check will be conducted on candidates. Professionals who meet or exceed the established criteria are encouraged to contact:



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