



Candidate Profile

Club Manager
Pretty Brook Tennis Club
Princeton, NJ 08540
www.prettybrook.com



Organization

The Pretty Brook Tennis Club, located in the historic section of the greater Princeton area in New Jersey, has been in existence since 1929 and is member-owned. The Club was founded to foster enthusiasm for racquet sports in a relaxed atmosphere. The Club today strives to have best-in-class athletic facilities, broad social engagement, compelling sports programming for all ages, excellent food, prudent financial management, and outstanding service to support a flourishing membership. Members of all ages share in the historic traditions of informality, friendship, good sportsmanship, and enthusiasm for racquet sports.

The Club is situated on five secluded acres of natural beauty and through the years has been gradually and tastefully updated where members enjoy excellent facilities. The Club's overall features include a historic clubhouse and dining patio, five outdoor Har-Tru tennis courts with hydro courts technology, one indoor tennis hard court, two squash courts, two heated and lighted paddle tennis courts, a fitness center, an outdoor swimming pool, and a deck area complete with a gated baby pool and lawn and a kid's pavilion.

The Clubhouse is open seven days a week throughout the year, except for Easter Sunday, Thanksgiving, and Christmas Day. The summer season begins with the opening of the pool on the Saturday of Memorial Day weekend and ends on Labor Day. The fall/winter season begins immediately after Labor Day. Lunch, which is served on the terrace and in the adjoining pool area, is offered five days a week during the season and there is a very popular Wednesday night grill tradition at the Club. The Club also permits a select number of sponsored non-member events. The Club utilizes a high-quality outside catering firm that is hired regularly for entertainment events, a la carte, and private events.

The Club's gross dollar Volume is \$1.2m, with dues of \$700,000 and annual Food and Beverage volume exceeding \$120,000. Most of the Club's amenities, such as racquets and Food and Beverage, are completely outsourced so the numbers may seem to deceive. There are currently over 200 family memberships. Initiation fees for a full athletic family are \$10,000 with annual dues of \$4,000. The position reports to the President and the Pretty Brook Board of Directors.

Please control click below for a short video.

[Pretty Brook Tennis Club Video](#)

Position Overview

The successful Club Manager at the Pretty Brook Tennis Club will need to be a visible, hands-on, and accessible leader to both the members and staff alike. The Club 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 Directors and committees.

The Club Manager will report to the President and Board of Directors and have responsibility for all day-to-day operations of the Club, including coordination of staffing, amenities, and activities across entertainment, racquets, and sports programs to ensure consistent service delivery to the membership and their guests. The CM

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.

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 CM should sincerely engage with members and their guests. The role at the Pretty Brook Tennis Club requires a strong embrace of community values and enjoyment of the highly desirable community of Princeton, where activities and relationships, both in the club and outside its confines, are often linked.

The Club Manager's duties are, among other things, to:

- Provide proactive, high-quality leadership and a positive image for the Pretty Brook Tennis Club, facilities, and amenities to the membership. Ensure that members receive premier service and treatment.
- Coordinate with the department heads of the tennis and sports programs to optimize the member experience across all events.
- 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.
- Work with chairs of member committees to ensure activities are coordinated across the entire Club.
- 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, and productivity, and demonstrating a concern for the supervision and development of the staff.
- Establish and maintain effective working relationships with all staff.
- The active promotion and positive representation of the Club to the community, reciprocal network, and all members and their families.
- Oversee the clubhouse staffing and scheduling. Enforce service standards, housekeeping standards, and dress codes, and evaluate house personnel.
- Collaborate with the board and committees to prepare the annual operating, capital, and dues budgets and forecasts.
- Direct the writing and distribution of various communications to members, particularly concerning the Club calendar and events.
- Keep the Board and appropriate committee chairs informed of all significant matters and problems.
- 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 Directors, and at the same time, please the membership.
- Develop annual capital expenditure budgets for submission to the board.

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 short and long 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.

Requirements

- Bachelor's degree in Hotel/Restaurant Management, business, or a related field and experience that provides the required skills and knowledge is preferred.
- Three to 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.
- Membership in CMAA would be considered a strong 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 Jonas, Club Essential, etc. is preferred but not required. The club will be moving toward a club-based software system in the future.
- The professional will be a lifelong learner continuing to research and understand industry trends.
- Excellent verbal and written skills.
- The ability to operate a computer to enter, retrieve, or modify data utilizing Microsoft Word, Excel, Outlook, PowerPoint, email, internet, and other software programs at a high level of proficiency.
- 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
- Paid time off and work/life balance
- 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 December 7, 2022. All information received will be kept in the strictest confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to Kinsey Dyckman, President, outlining their qualifications, experience, interests, and why the Pretty Brook Tennis Club and the Princeton area in New Jersey will be beneficial for you, your family, and your career along with their resume to:

GSI Executive Search

Manny Gugliuzza, CCM, CCE
 Principal and Search Consultant
mannyg@gsiexecutivesearch.com
 732-618-8665

This position is available immediately.