

## Candidate Profile

Assistant General Manager (AGM)  
Venice Golf & Country Club  
Venice, FL 34292  
[www.venicegcc.com](http://www.venicegcc.com)



### **ASSISTANT GENERAL MANAGER PROFILE: VENICE GOLF AND COUNTRY CLUB Venice, Florida**

#### **ASSISTANT GENERAL MANAGER AT THE VENICE GOLF AND COUNTRY CLUB**

An amazing opportunity exists for candidates with a successful track-record of leadership operations management in private clubs or high-end establishments in the hospitality industry. We are conducting the Assistant General Manager search for Venice Golf and Country Club, an extraordinary private club with a traditional sense of neighborhood just minutes from the Gulf of Mexico beaches Venice, Florida. This is an opportunity to grow the organization, with a focus on creating value and ensuring high member satisfaction and operational efficiency. The Club has a stable management team led by the current GM of 20 years. There is an opportunity for career growth as the current GM will be retiring in a couple of years. This is a debt free club with a robust 30-year capital plan in place for future growth.

#### **THE VENICE GOLF AND COUNTRY CLUB**

The Venice Golf and Country Club is a private gated country club located in Sarasota County in southwest Florida. The Club was formed in 1991 and has been member owned since 1999. Venice Golf and Country Club offers a wonderfully manicured championship 18-hole golf course, a full golf range, short game practice area, putting green and chipping green. 4 outdoor Har Tru tennis courts, a Junior Olympic pool, baby-pool, 11-person spa and several dining options. Our tennis program is excellent and we are very competitive in the local leagues. Socially, the club is extremely active with a robust tournament schedule, entertainment, specialty dining event, outstanding wine club, Venice U educational enrichment programming and many other Clubs within the Club. This Club is the social hub of the community. The members and the staff have a special bond that promotes the Club as a family. The Club is recognized as a "Best Workplaces" in Sarasota and Manatee Counties.

The clubhouse overlooks the 18<sup>th</sup> green and fire pit with newly added open-air covered dining. The clubhouse was expanded this year and features a new kitchen with state-of-the-art cooking equipment, a new bar was added, and all interior spaces were remodeled. The old kitchen is utilized as a banquet / prep kitchen and will be completely updated next summer. The 7200 square foot Wellness Center opened in June and is fully stocked with the latest Technogym Fitness Equipment. Spa services, physical therapy, personal training, and a multitude of classes are offered.

#### **MISSION STATEMENT**

To deliver premier golf, dining, recreational and social experiences that consistently exceed our members expectations by employing a service-oriented staff and ensuring a strong club for current and future members

## **GOALS**

- Provide a relaxed atmosphere and spirit of camaraderie in a respectful environment
- Deliver relevant and engaging programs to members and their families
- Provide a fulfilling environment for staff, encouraging retention, and empowering them to meet members' service expectations
- Operate the Club with financial discipline – breakeven operations

## **CLUB BY THE NUMBERS**

- 604 members
- \$35,000 Golf Initiation fee
- \$8,000 Annual dues
- \$6.7M Gross volume
- \$3.7M Annual dues volume
- \$1.7M F&B volume
- 90 Employees in-season; 80 off-season
- 9 Board members
- 8 Committees
- 68 Average age of members

VENICE GOLF AND COUNTRY CLUB WEBSITE: [www.venicegcc.com](http://www.venicegcc.com)

## **ASSISTANT GENERAL MANAGER OVERVIEW**

Directs Venice Golf and Country Club's Food and Beverage, Banquet Sales, Facilities Maintenance/Housekeeping, Tennis, and Wellness operations. Responsible for upholding quality standards in Member/guest service, products, and facilities. Builds a culture of teamwork, enthusiasm, and superior service amongst the staff. Plan and implement budgets, supervise the staffing, scheduling, training, and professional development of department members. Responsible for the planning, execution and completion of capital expenditures related to the Clubhouse. Collaborates with other Club leaders to ensure alignment and coordination of resources, timing, and priorities. Functions as the General Manager in his absence.

Assistant General Manager reports directly to the Chief Operating Officer/GM, and supervises the Food and Beverage Managers, Executive Chef, Catering Manager, Facilities Manager, Director of Tennis, and Director of Wellness.

## **RESPONSIBILITIES**

### **1) Member/Team Relations**

- Must have a Positive, Dedicated, and "Can Do" Attitude
- Put members first - go above and beyond their expectations to satisfy their needs and provide the highest quality service
- Always convey a professional attitude and demeanor towards Club and team members
- Always treat Club and team members with the utmost respect and dignity
- Always maintain a positive attitude and look for positive outcomes in all opportunities
- Embodies the persona of ultimate coach and motivator. Must be able to bring out the best in those around him/her by setting clear goals and expectations, providing consistent feedback and support, and who is respectful and professional in all interpersonal dealings.

## **2) Communication**

- Maintain open channels of communication and be receptive to all departments and staff members
- Write effectively and concisely
- Convey oral messages clearly and succinctly
- Actively participate in all meetings
- Ensure that the information needed to proficiently operate the club is disseminated and understood
- Must be willing to support all programs and initiatives that have been communicated from the management team of the Club

## **3) Planning, Organization and Administration**

- Exhibit sound time management and organizational skills
- Ensure the supplies needed to operate are properly stocked
- Produce financial reports in a timely manner according to schedule
- Prepare accurate and timely reports for monthly Committee and Board meetings
- Participates in leading the annual budgeting process for Clubhouse departments

## **4) Employment Policies/Safe Work Environment**

- Follow all club policies and procedures as outlined in the handbook
- Ensure all departments are compliant with state/local/federal laws and that workplaces are safe
- Ensures that all workspaces are clean and free of clutter, debris, etc.

## **PRIMARY FUNCTIONS**

- Oversees all business functions of Venice Golf and Country Club Food and Beverage, Catering Sales, Facilities Maintenance/Housekeeping, Tennis, and Wellness operations
- Manages consistent delivery of targeted experiences for a la carte dining, banquets, pool, snack bar, Tennis, and Wellness
- Responsible for developing the sales and promotions for food service operations and general Club events and activities in coordination with the Club's marketing and communications team. Oversees the development of an annual catering sales plan
- Ensures consistent delivery of products and services that align with Venice Golf and Country Club's goals, standards for quality, and brand image
- Performs human capital management responsibilities including employee selection, performance management, coaching, and development. Manages priorities and workload distribution and removes barriers that impede progress. Completes all personnel, salary administration, and reporting duties. Performs operational responsibilities that drive team performance including planning, execution, process improvement and best-practice sharing.
- Coordinates development and management of annual operating budgets and clubhouse capital expenditures. Responsible for the development, management, and implementation of plans for the Clubhouse. Facilitates the needs, priorities, and planning for all capital expenditures at the Club. Ensures the successful implantation of capital expenditure projects based on time and budget.

- Addresses Members and guest complaints and advises the COO/GM about appropriate corrective actions taken
- Develops and implements annual business and workforce plans. Responsible for effective communication regarding these plans while ensuring needed approvals, and/or justifying variances and changes to plans.
- Attends assigned Committee meetings and ensures integration and coordination of actions from committee meetings
- Monitors safety conditions and employees' conformance with safety procedures; updates emergency plans and procedures with the safety committee to assure that effective training for these programs is conducted in their departments
- Communicates and maintains departmental and Club-wide standards, policies, and guidelines. Develops and implements new department standards, policies, and guidelines. Ensures completion of all compliance and reporting requirements
- Assists in the planning of facility improvements, remodeling, construction, and repair, as necessary
- Represents the Club and maintains active membership in their local professional CMAA organization
- Serves as primary back-up and oversees all operations in absence of the COO/GM

#### **CANDIDATE QUALIFICATIONS**

- Minimum of 5 years of management experience in a private country club environment, similar environment, or related management experience
- Demonstrated success in food and beverage operational management
- Minimum of 3 years' people leadership experience
- Proven financial and budgeting acumen including experience managing budgets, maintaining costs and meeting reporting deadlines
- Demonstrated focus and commitment to customer satisfaction
- Demonstrated strong working knowledge of Country Club standard operating procedures and demonstrated ability to manage operational performance, consistency, and compliance
- Demonstrated experience as a team leader with demonstrated ability to collaborate with, develop and lead an efficient and effective management team
- Demonstrated successful sales and marketing experience, including a record of successfully meeting sales and/or growth goals
- Bachelor's degree OR commensurate experience
- A valid driver's license and a driving record that conforms to Club standards

#### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- Bachelor's degree from four-year college or university; preferably with concentration in business or hospitality or commensurate experience
- Certified Club Manager (CCM) designation through CMAA or in current pursuit of this designation

#### **SALARY & BENEFITS**

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent benefit package.

## **INSTRUCTIONS ON HOW TO APPLY**

Please send your updated resume to Ned Welc at [Ned@gsiexecutivesearch.com](mailto:Ned@gsiexecutivesearch.com). Also include a cover letter addressed to Mr. James Schell, General Manager Venice Golf & Country Club. Your cover letter should be specific to Venice Golf & Country Club indicating why you believe to be an excellent candidate for the opportunity.

Ned Welc