

## Candidate Profile

General Manager  
Racquet Club of Philadelphia  
Philadelphia, PA 19102  
[www.rcop.com](http://www.rcop.com)



### Organization

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The Racquet Club of Philadelphia, located in the Rittenhouse Square area, was established in 1882 and incorporated in 1889. The Racquet Club is one of the oldest and most reputable clubs in the Philadelphia region, as well as nationally, enjoying Platinum Club of America designation and ranked among its Top 20 Athletic Clubs. The current clubhouse, built in 1907, was designed by acclaimed Gilded Age architect Horace Trumbauer, with structural help from the Roebling Brothers. It is one of the first reinforced concrete structures designed and built in Philadelphia and includes the world's first above-ground swimming pool. The buildings' red-brick Georgian design is evocative of historic Philadelphia and the clubhouse was placed on the National Register of Historic Places in 1979.

The clubhouse is a five-story, 110,000 square foot facility that offers an incredibly active racquet sports program, including two of the oldest racquet sports: Court Tennis and Racquets. The Club is one of only eleven places where court tennis is currently played in the United States and one of only seven places in North America where one can play Racquets. In addition to these distinctive games, the Racquet Club is regarded as a top squash club with the best programming in the region. The Club has a storied history in the annals of squash in the United States, including the founding place for the game of Doubles Squash.

The Racquet Club is a unique athletic and social club in the heart of Philadelphia that makes Old World pleasures new. In addition to its highly regarded racquet sports programs, the club also offers other amenities: a full-service Fitness Center open 24/7, swimming pool, barber shop, business center, overnight accommodations that include 13 elegantly appointed rooms and suites, 10 separate banquet rooms, and two beautifully appointed dining facilities for the membership: The Gold Leaf Café and the 1889 Pub & Grille.

Annual average gross revenue for the club exceeds \$6m. There are approximately 800 members, with an average age among the active membership of 45 years old (slightly higher if one includes non-Resident members). The Club's food and beverage revenues exceed \$1.7m and are projected to grow. There is a 15-member Board of Governors. Direct reports to the GM include Controller, Food & Beverage Director, Executive Chef, Membership Coordinator, Facilities Manager, and the Athletic Director. There are 4 Standing Committees: House, Membership, Elective and Athletic. Additional committees include Finance, Food & Beverage, Entertainment, and Fitness.

Please control-click below for a short video.

<https://youtu.be/DpJytjgXCiw>

## Position Overview

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The successful General Manager at the Racquet Club of Philadelphia 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 exceptional member services in support of the priorities established by the Club's Board of Governors and Committees.

The GM at the RCOP will report to the President and have responsibility for all day-to-day operations of the Club, including coordination of staffing, amenities, and activities across all 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.

This position requires a high degree of grace, visibility, and a strong eye for 'personalized service', which is critical for all team members to emulate. The GM should sincerely engage with members and their guests. The role of GM at the RCOP requires a strong embrace of community values and enjoyment of a highly desirable community like Philadelphia.

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

- Provide proactive, high-quality leadership and a positive image for the Racquet Club of Philadelphia, its facilities, and its amenities to the membership. Ensure that members receive premier service and treatment in all RCOP undertakings
- Coordinate with the department heads to optimize the member experience across all events.
- Work with chairs of key RCOP member committees to ensure activities are coordinated across the entire club.
- 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.
- 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 RCOP.
- Coordinate with the Executive Committee of the Board 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 the Club newsletter.
- 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 and Board of Governors, Coordinate with committee chairs to develop and manage budgets for individual programs and events.
- Maintain high-functioning management information systems, and work with staff to deliver robust reporting of relevant performance metrics.
- Negotiate and recommend contracts for Board approval, seeking competitive bids for larger projects.
- Provide a hands-on, visible presence, and operational leadership throughout all Club departments.
- Become an adept user of Club management technology as well as website management and other appropriate social media to facilitate membership communication.
- Continuously strive to operate the Club within the guidelines set forth by the Board of Governors, and at the same time, please the membership.
- The active promotion and positive representation of the Club to the community, reciprocal network, and all members and their families.
- Initiating directly and through department managers the emphasis of a "member first" service culture

that ensures, tradition, member patronage and maximizes the use of the Club's facilities.

- Develop annual capital expenditure budgets for submission to the board.

### Attributes and Responsibilities

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- An outgoing and friendly personality with a high potential to identify with and embrace the Club's unique culture.
- Ability to envision the Club's future and support the drive for membership growth.
- Leadership skills with the ability to motivate staff with a commitment to quality and excellence.
- Highly energetic; a self-starter with a "hands-on" approach to management.
- Excellent communication skills at all levels.
- A strong sense of service with proven staff development and training skills.
- 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.
- The General Manager is expected to set and uphold the standards expected, 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 daily; actively soliciting members' opinions and input as to the Club's facilities and service.

### Requirements

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- 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 General Manager in a similar position at a club or within a hospitality environment. A very strong and mentored Assistant General Manager at a similar club would be considered.
- A Certified Club Manager (CCM) designation or working towards is considered a plus.
- A career path marked with 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 Jonas 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.
- The ability to operate a computer to enter, retrieve or modify data utilizing Microsoft Word, Excel, Outlook, PowerPoint, email, ADP, 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

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- Competitive compensation/salary and an excellent performance bonus and benefits package commensurate with qualifications and experience.
- Medical insurance, Dental, Vision, Life Insurance
- Short- and Long-Term Disability and Paid Vacation.
- Participation in the Club's 401(k) plan.
- Professional dues, educational allowance expenses, and other standard perks.
- Relocation assistance if required.

To be considered for this outstanding opportunity all cover letters and resumes should be received as quickly as possible. 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 the Search Committee outlining their qualifications, experience, interests, and why the Racquet Club of Philadelphia 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](mailto:mannyg@gsiexecutivesearch.com)  
732-618-8665

This position is available immediately.