

CANDIDATE PROFILE

General Manager
Racquet Club of Philadelphia
Philadelphia, PA

www.rcop.com



[Watch a short video here.](#)

The Organization

Located in the heart of Rittenhouse Square, the Racquet Club of Philadelphia stands among the oldest and most distinguished private clubs in Philadelphia, with a legacy dating back to its founding in 1882 and incorporation in 1889. The Club's iconic five-story clubhouse, constructed in 1907, was designed by renowned Gilded Age architect Horace Trumbauer with structural contributions from the Roebling Brothers. A landmark of architectural and engineering significance, it was among the first reinforced concrete structures built in Philadelphia and is home to the world's first above-ground swimming pool. Its red-brick Georgian design reflects the character of historic Philadelphia, and the building was proudly added to the National Register of Historic Places in 1979.

Spanning approximately 110,000 square feet, the clubhouse supports one of the most active and prestigious racquet sports programs in the country. The Racquet Club is one of only eleven venues in the United States where Court Tennis is played and one of just seven in North America offering Racquets. In addition, the Club is widely regarded as a premier squash institution, with one of the strongest programs in the region and a storied place in the history of American squash as the founding site of Doubles Squash.

Beyond its racquet traditions, the Racquet Club of Philadelphia is a truly distinctive athletic and social institution that blends timeless tradition with modern relevance. Amenities include a full-service fitness center open 24/7, swimming pool, barber shop, business center, cigar lounge and speakeasy, and overnight accommodations featuring 13 elegantly appointed guest rooms and suites. The clubhouse also offers ten separate banquet rooms and two exceptional dining venues for the membership: The Gold Leaf Café and the recently renovated 1889 Pub & Grille.

RACQUET CLUB OF PHILADELPHIA DETAILS:

- Gross Dollar Volume: \$5M (Approx)
- Dues Volume: \$2.1M
- F&B Volume: \$1.15
- Memberships: 800

- Average Member Age: 45 - 50
- Initiation Fee: \$5,000
- Dues: \$6,160
- Board Members: 15
- Committees: 5
- Direct Reports: 7

Direct reports to the General Manager include: Controller, Athletic Director / Head Professional, Assistant General Manager / Food & Beverage Director, Membership Director, Catering Coordinator, Director of Maintenance and Executive Chef.

There are 5 Standing Committees: Athletics, House, Membership, Finance, Entertainment, Elective and other ad hoc committees as needed.

Position Overview

The General Manager (GM) of the Racquet Club of Philadelphia (RCOP) will be a visible, approachable and highly engaged leader, fostering strong relationships with both members and staff. The GM will oversee all aspects of Club operations with a clear focus on delivering an exceptional and highly personalized member experience, aligned with the strategic priorities established by the Board of Directors and its committees.

Serving as a trusted partner and advisor to the Board, the GM will provide thoughtful leadership, practical insight and data-driven recommendations on matters affecting the Club's long-term success. The role requires a professional who understands current industry trends, upholds the highest operational standards and enables the Board to remain strategically focused through strong day-to-day management of the Club.

Reporting directly to the President and working closely with committee chairs and department directors, the GM will have full responsibility for the Club's daily operations, including staffing, amenities and programming across all areas of the Club. The GM will collaborate with active member committees while ensuring consistent service delivery, operational excellence and a culture of continuous improvement.

This role calls for a leader with exceptional presence, discretion and an innate commitment to hospitality. The GM must lead by example, setting the standard for personalized service and meaningful member engagement. A deep appreciation for the Racquet Club of Philadelphia's history, traditions and its connection to the Philadelphia community is essential, as is the ability to thoughtfully balance heritage with evolution.

Responsibilities

- Provide visible, approachable and effective leadership that reinforces a premier, member-first service culture while positively representing the Racquet Club of Philadelphia to its membership, guests, and the broader community.
- Partner closely with the Board of Directors, Executive Committee and committee chairs, keeping them informed of significant matters and offering thoughtful, data-driven recommendations that support sound governance and strategic decision-making.

- Lead, develop and support the Club's management team and staff, fostering strong working relationships, accountability and a culture of professionalism, hospitality and mutual respect.
- Oversee all day-to-day operations of the Club, ensuring seamless coordination across departments, amenities, programs and events to deliver a consistently high-quality member experience.
- Establish, implement and uphold operating standards, service protocols and policies that emphasize attention to detail, consistency and excellence in every aspect of Club operations.
- Direct all staffing and human resource functions, including recruitment, compensation, performance management, scheduling and disciplinary matters, in coordination with the Executive Committee and in accordance with Club policies.
- Collaborate with department heads and committees to develop, manage and monitor the annual operating, capital and dues budgets, as well as program- and event-level budgets, demonstrating strong financial acumen and a clear understanding of the Club's financial position.
- Maintain effective management information systems and ensure timely, accurate reporting of operational and financial performance metrics to the Board and appropriate committees.
- Negotiate and manage vendor relationships and contracts, seeking competitive bids when appropriate and making recommendations to the Board for approval on major expenditures and initiatives.
- Encourage innovation and entrepreneurial thinking that enhances member enjoyment, supports tradition and identifies responsible opportunities for revenue growth and increased utilization of Club facilities.
- Leverage Club management systems, website platforms and appropriate digital communication tools to support internal operations, enhance member communication and reinforce the Club's brand and culture.

Attributes

- Highly visible and engaged with members and their families, actively promoting the Club while seeking feedback to continually enhance facilities, services and the overall member experience.
- A collaborative leader who works seamlessly across departments, fostering teamwork, alignment and a shared commitment to excellence throughout the organization.
- Demonstrates sound judgment and strong decision-making skills, evaluating challenges from multiple perspectives and acting thoughtfully, decisively and with integrity.
- Goal-oriented and resilient, setting clear priorities, adapting to changing circumstances and consistently delivering high-quality results.
- Cultivates a positive, professional and inclusive team culture, addressing challenges constructively and supporting staff growth, accountability and morale.
- An articulate and polished communicator with excellent written and verbal skills, capable of clearly conveying expectations, policies and priorities to staff, members and guests.
- Service-driven and highly responsive, with a strong sense of follow-through and an intuitive ability to anticipate and address member needs with discretion and care.
- Forward-thinking and innovative, continuously identifying opportunities to enhance the member experience while thoughtfully stewarding the Club's future and traditions.
- Brings warmth, approachability and an appropriate sense of humor to leadership, contributing to an engaging and welcoming club environment.

Requirements

- Bachelor's degree in Hospitality Management, Business or a related discipline preferred; substantial and progressive private club or hospitality leadership experience may be considered in place of a degree.
- A minimum of 5–7 years of senior leadership experience as a General Manager or in a comparable executive role within a member-owned private club or similar hospitality environment.
- Certified Club Manager (CCM) designation strongly preferred; Certified Chief Executive (CCE) designation or demonstrated progress toward certification considered a plus.
- Demonstrated financial acumen, including experience with operating and capital budgets, financial reporting, forecasting and fiscal oversight.
- Broad operational knowledge of Food and Beverage, Banquet and Catering and member-facing events and programming.
- Proven leadership, communication and interpersonal skills, with the ability to build trust, foster collaboration and effectively engage staff, members and volunteers.
- Strong organizational and execution skills, with experience implementing performance metrics, operational controls and continuous improvement initiatives across key member touchpoints.
- Familiarity with racquet operations and a solid understanding of current private club industry trends and best practices.
- A professional track record reflecting stability, upward progression and meaningful accomplishments in club or hospitality management.
- High personal integrity and character, with an energetic, personable leadership style and a clear commitment to the profession.
- Proficiency with standard business and communication software, including Microsoft Word, Excel, Outlook and PowerPoint; experience with Jonas Club Management Software is preferred but not required.
- Ability to provide outstanding professional references; all finalists will be subject to a comprehensive background check and reference review.

Competitive Compensation

- Competitive compensation/salary, a performance bonus and a benefits package commensurate with qualifications and experience
- Medical Insurance, Dental, Vision and 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 from outside the area)

To be Considered

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:



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