

Candidate Profile

Assistant General Manager
Round Hill Country Club Alamo, CA www.rhcountryclub.com



Organization

Round Hill Country Club was originally founded in 1959 as a combination golf course and luxury housing community. The course opened in the fall of 1960, followed by the clubhouse, tennis facility, and pool in 1961. Round Hill, a for-profit private club, offers full-service catering facilities to both members and outside clients.

In August of 1996, Round Hill Country Club opened its 48,000 square foot clubhouse - the ultimate setting to entertain family, guests, and clients. From an intimate dinner for two to a gala banquet for 400, Round Hill offers the same impeccable service and fine food that has satisfied its discriminating membership for over 60 years. Round Hill has recently completed a 9-million-dollar renovation of its 18-year-old clubhouse. Since the renovation, member activity has increased by 1/3 over prior use!

Nestled in the hills of Alamo, the golf course at Round Hill Country Club offers all the beauty and shot value expected from a classic California design. The yardage on the scorecard doesn't tell the story of this challenging yet enjoyable test of golf. Stretching to 6,500 yards, members enjoy using each club in their bag as they navigate the beautiful fairways and immaculate putting surfaces of this par 72 layout. The golf staff honors the traditions of the game by offering exceptional golf events and state-of-the-art instruction. Stop in the golf shop to view golf's latest fashions or test-drive a new driver from some of golf's most recognized manufacturers. This is the best golf experience in the East Bay.

Top professionals recognize Round Hill Country Club as one of the most complete tennis facilities in Northern California. There is a 4,000 square foot tennis clubhouse, which features a 2,800 square foot viewing deck to all of the upper courts, 15 championship tennis courts all with lighting for evening play, 4 pickleball courts, a sports bar-style atmosphere open 7 days and nights a week with a fully stocked bar, food service, the latest tennis merchandise, and 24-hour stringing service. Round Hill's Tennis Club attracts the Bay Area's most competitive and social tennis players, and it is certainly the most active! All the teaching staff members at Round Hill Country Club are USPTA Pro-1, the highest level of certification. Round Hill's experienced professional staff has developed a complete calendar of activities and programs for all tennis levels and ages.

During Alamo summers, member families enjoy many relaxing hours in and around the state-of-the-art Aquatics Facility. Some initiate their children into Round Hill's renowned swim team program and others are avid lap swimmers. The pool remains open year-round.

The Fitness Center is enthusiastically received by the membership. With its state-of-the-art equipment and certified staff, the Fitness Center is the perfect supplement to an active social Membership. Round Hill's staff aspires to exceed expectations in every way by providing a full complement of social activities and unique events, which are all part of the magic of Round Hill Country Club.

Club Facts:

Number of Members: 1350

Gross Dollar Volume: \$18,000,000

Food & Beverage Revenue: \$6,500,000 (50% banquet, 50% ala carte)

Rounds of Golf: 46,000

Position Overview

Serves as the Assistant General Manager of the Club, managing all aspects of the Club including its activities and the relationships between the Club and multiple departments, committees, members, guests, employees, community, government, and industry. Coordinates and administers the Club's policies as defined by its General Manager/COO and the Board of Directors. Develops operating policies and procedures and directs the work of his/her Direct Reports. Implements and monitors the budget, and the quality of the Club's products and services and ensures maximum member and guest satisfaction. Secures and protects the Club's assets, including facilities and equipment. The Assistant General Manager reports to the General Manager/COO and will participate in Board of Directors meetings and on multiple Committees.

The Assistant General Manager has responsibility for the following:

- Operating within the approved annual operating budget.
- Achieving a high level of member satisfaction within food and beverage, culinary, reception, maintenance, member services, events, and valet areas.
- Ensuring the highest quality standards in the provision of services, facilities, and programs, and facilitating excellent communication with the membership and staff.

Direct Reports:

- Event Coordinators (3)
- Executive Chef
- Executive Sous Chef
- Food and Beverage Operations and Service Directors (2)
- Dining Room Supervisors (2)
- Beverage Manager (1)
- Banquet Supervisors (2)
- Receptionists (5)
- Building Maintenance Manager (1)
- Activities and Aquatics Director (1)
- Fitness Director (1)

Duties and Responsibilities

Well-aligned candidates will possess excellent operational, financial, and analytic skills and have experience with shaping and elevating Club programming. Candidates will have an exceptional background with food and beverage operations focused on increased member, guest, and banquet satisfaction and participation. Ensuring that appropriate and necessary internal controls and developing structure around and maintaining standards and operating procedures aligned with Club policies and industry best practices will be critical measures of success. Candidates who can demonstrate an understanding and current use of and success in implementing technology systems and solutions to improve member communications and membership recruitment and retention will be highly regarded.

The new Assistant General Manager must be outgoing, genuine, and personable and will look forward to being engaged with the membership on a regular basis. He/she will interact with the membership, both through the Club's committee structure and through daily contact. Visibility and the genuine enjoyment of building member relationships and being in an active and social environment are key attributes for the next Assistant General Manager. He/she will focus on surpassing member expectations with food and beverage offerings.

Additional Qualifications:

- A strong and passionate leader with strong general club operations and especially strong food and beverage credentials, as well as a proven track record of providing high quality, personalized service in a hospitality or membership constituency setting, and with a personality that is commensurately appropriate to the Round Hill Country Club culture.
- A confident, proactive Team Builder who has a history of attracting, developing, and retaining a high-performance staff.
- An intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff; a truly nice "people person."
- Strong and verifiable skills in developing and growing catering sales and banquets, as well as excellent knowledge of multi-dimensional a la carte dining service.
- A record of developing strong and upwardly successful associates and direct reports.

- Experience with membership marketing, innovative member events, and activities programming, and a good sense of 'consensus building' to larger picture goals and objectives.

Requirements

- B.A. in Business Administration or Hospitality and four to eight years of management experience at a premier property in the restaurant/hospitality industry. Certified Club Manager (CCM) designation is highly desirable.
- A confident, engaging leader with a proven track record of providing high-level service and experience in a premier facility. Highly organized and detail-oriented with strong operational management skills and attention to detail. Ability to foster positive relationships with members and all levels of staff. Exceptional communication skills, both written and verbal, with the appropriate personal presence, diplomacy, and ability to interact effectively with the Board, club members, guests, staff, and vendors.

Competitive Compensation & Benefits

- Salary is open and commensurate with qualifications and experience.
- Benefits package includes health/dental insurance, paid time off, 401k matching program, and life insurance.
- The Club will offer continued Club Manager's Association of America (CMAA) benefits and continued education.
- The Club will offer an incentive plan.
- Relocation assistance

To be considered for this outstanding opportunity all cover letters and resumes should be submitted by December 15, 2021.

Professionals who meet or exceed the established criteria are encouraged to contact:

GSI Executive Search
Terry Anglin, CCM, CCE, ECM
Terry@gsiexecutivesearch.com
901-550-9338

This position is available immediately.