

# KOPPLIN KUEBLER & WALLACE

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## **ASSISTANT GENERAL MANAGER PROFILE: WYNDEMERE COUNTRY CLUB NAPLES, FL**

### **THE ASSISTANT GENERAL MANAGER OPPORTUNITY AT WYNDEMERE COUNTRY CLUB**

Wyndemere Country Club (WCC) in Naples, Florida is offering a tremendous opportunity for a highly qualified individual willing to provide innovation, energy and vision becoming part of a high performing team as their Assistant General Manager (AGM).

WCC is known for providing its members with an exceptional services and amenities; the new AGM will ensure that the goals of both the food & beverage department and the operations of the Club are being met through proactive leadership and full-scope management while also paying attention to the fine details. These crucial attributes along with a necessary intuitive style will contribute to the overall success of the Assistant General Manager.

Working under the direction of the Clubs CEO, the AGM's primary focus is on the overall member/guest experience, which is of utmost to the fabric of the Club. The ability to consistently "look forward" in planning, organization, and overall departmental leadership is a critical skill set required for success in this position. Equally important is the ability to intuitively embrace the need to be visible and highly interactive with the members and staff; leadership in this area begins and ends with communication, approachability, and accessibility.

The successful candidate will be an integral part of a high-performing team at a club recognized for its superior service, quality work environment and focus on continually 'raising the bar' for its members and staff. Overall Member satisfaction levels with Club activities have been consistently above 93% for the last 5 years.

[Click here to view a brief video about this opportunity.](#)

### **ABOUT WYNDEMERE COUNTRY CLUB**

Wyndemere is consistently viewed as one of the premier member-owned residential country clubs in the greater Naples area. Recognized as one of the top 150 private Platinum Clubs of America since 2018, Wyndemere Country Club is located in a private gated community within 15 minutes of the famous gulf beaches in Naples, Florida. Club amenities include 27-holes of championship golf, casual and contemporary dining restaurants in the Clubhouse and Tiebreaker, a 20,000 square foot Fitness, Wellness and Spa facility, 10 Har-Tru tennis courts, 4 pickle ball courts, and a resort style infinity edge swimming pool with a zero-beach entry. Most recently, the Club completed \$25M in capital improvement projects inclusive of casual dining, grab & go café, the new Fitness, Wellness and Spa building, and a new Turf Center for Golf Course Maintenance. Wyndemere prides itself on ensuring continuous improvement and strategic planning to ensure the Club's vision and mission is consistently maintained. This fall, Wyndemere will begin developing a revised Strategic Plan that will outline facility improvements and amenity additions over the next 5 years.

Naples enjoys a reputation as a desirable tourist destination for travelers from around the world. This international flavor has resulted in a wide variety of dining, shopping, and cultural experiences. Artis-Naples provides a full schedule of concerts, Broadway plays and nationally known entertainers. The Naples Botanical Garden and Naples Zoo have a wealth of family friendly events in their captivating settings. Wyndemere enjoys one of the best, most convenient locations to the exciting and dynamic downtown area, beautiful Gulf beaches and much more.

Families have the advantage of choosing among outstanding public and private schools plus several area universities. Residents enjoy numerous sports programs and community parks, including an elaborate water park. Naples boasts an exceptional children's museum and an extensive library system featuring year-round programming for children and adults.

### **WYNDEMERE COUNTRY CLUB BY THE NUMBERS**

- There are approximately 730 Members at Wyndemere with many choosing to stay year round
- \$125,000 Initiation fee for all membership classes
- \$10,978 annual dues and \$2,663 capital fees
- Approximately 50,000 projected rounds of golf played annually on the 27 holes.
- \$1,200 per year food and beverage minimum
- Approximately \$2.5M food and beverage volume
- Approximately 90% a la carte and 10% Member event/catering
- Food cost approximately 50%
- 150 Employees (FTE) in-season; approximately 90 (FTE) off-season
- Average age of members is 73
- The club utilizes Clubessential software for POS and accounting
- The Club is organized as a Florida, not for profit, 501(C)(7) organization

**WYNDEMERE COUNTRY CLUB WEB SITE:** [www.wyndemere.com](http://www.wyndemere.com)

### **ASSISTANT GENERAL MANAGER POSITION OVERVIEW**

The club desires an AGM who functions in a proactive, highly engaging fashion, working very closely with the CEO and other team leaders. This "lead by example" AGM will be coming into a role and Club that "is not broken," but will continue to look to enhance and elevate the overall membership and staff experience, and to be an "employer of choice" within a highly competitive hospitality community. The CEO is desirous of working with an AGM who handles all operational matters and is an active thought partner on strategic and policy matters, but who is approachable and "actively listens" while providing a transparency to direction and operations throughout.

Significant to the new AGM's success is the ability to understand the unique nature, likely through current or previous first-hand experience, of residential community clubs. Certainly, a key to his/her success is "putting members first," and recognizing that the foundation of providing staff support, mentorship, clear direction, "walking the talk" and "being present" in his/her natural, sincere, and engaging style.

The ability to "manage expectations at a high level of dynamic leadership and reasoning" is critically important, but a fair amount of that is accomplished simply by being present, approachable, accessible, diplomatic, and by having the necessary "gravitas" to be viewed with confidence and "trusted" by all constituencies.

"Paying attention to the details" of maintenance, SOPs, overall member experience, staff culture and other key areas of success is critical, as the Club and Community have great curb appeal at present and have been well-maintained throughout. Clearly, outstanding communication skills, especially the demonstrated ability to "listen and respectfully respond diplomatically" is essential to success at Wyndemere while overseeing both club and community operations.

Key attributes, characteristics, experiences, and style of the successful new leader include:

- Possess a deep knowledge in active club operations, with especially strong F & B skills as well as strong financial acumen, an appreciation of modern "performance management systems" and technology. Being financially astute and able to effectively guide a large operation, including working to further develop financial reporting areas, dashboards and KPI and metric transparency is absolutely necessary.
- Possessive of a strong record of selecting and developing talent in club senior leadership roles, and helping those departmental leaders continuously develop themselves and their respective staffs in a desire to create a culture of continuous evolution to excellence in execution and delivery. Being a natural mentor is important.

- Actively participating and “thought partnering” with the CEO, Committees, and others which contributes to WCC’s success. Ultimately, the goal is to “allow members to be members,” enjoying their time and volunteer contributions, and not making operating decisions but being policy makers and strategic partners instead.
- Naturally outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so. Being respectfully confident and “connected” to the membership and team is critical, as is having a personal style of “listening, considering and reflecting” before reacting to inputs.
- Active involvement in CMAA or similar organizations where he/she has a strong network of peers, and can stay actively abreast of the industry, trends, and opportunities for Wyndemere to stay relevant and proactive for its members and staff.
- The ability to lead in a very busy operation. The Club plays over 50,000 rounds of golf each year, has a vibrant F & B program and an exceptional number of ‘clubs within the club’ that need focus and attention, as well as a consistently high level of execution.

### **CANDIDATE QUALIFICATIONS**

- A minimum of 3-5 years of progressive leadership/management experience in a private member-owned country club or resort operation.
- The Club will consider well-mentored AGMs for this role as well as those who come from other sides of the hospitality industry, so long as they are able to allow verification of the relationship side (versus a transactional aptitude) of current and past success.
- A verifiable record of strong and intuitive mentoring of staff and having achieved a ‘workplace of choice’ employee environment in the operations he/she has been part of leading.
- Strong history of success and keen understanding of quality Food and Beverage operations, including revenue growth, training, innovation and creativity, and strong service culture development.
- Technologically proficient with a thorough understanding of best practices in the use of technology to improve ‘high touch’ service delivery to members and to more effectively manage and lead operations.

### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A Bachelor’s Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.

### **CLUB COVID REQUIREMENTS**

This club does not require staff to be fully vaccinated as a provision of employment.

### **SALARY AND BENEFITS**

The Club offers an excellent bonus and benefit package, along with the typical senior staff benefits.

### **INSTRUCTIONS ON HOW TO APPLY**

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

***Prepare a thoughtful cover letter addressed to Mr. Ryan Cozzetto, CCM, CEO,*** and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career and why WCC and the Naples, Florida area will be beneficial to you, your family, your career, and the Club if selected.

***You must apply for this role as soon as possible but no later than July 21, 2022. Candidate selections will occur in late July with first interviews expected shortly thereafter, with final interviews in mid-August. The new candidate should assume his/her role as soon as reasonable, ideally in mid- September 2022.***

**IMPORTANT:** Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Wyndemere

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Patty Sprankle: [patty@kkandw.com](mailto:patty@kkandw.com)

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