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## **CLUBHOUSE MANAGER PROFILE: MOUNTAINTOP GOLF & LAKE CLUB CASHIERS, NC**

### **THE CLUBHOUSE MANAGER OPPORTUNITY AT MOUNTAINTOP GOLF & LAKE CLUB**

The Clubhouse Manager (CHM) role at Mountaintop Golf & Lake Club (Mountaintop) is an opportunity to work hand in hand with the current CEO/GM to lead a club that is truly unique in its approach to becoming the “Ultimate Family Club.” The Club is eager to find a strong, competent support leader who will work with the very well-regarded team of professionals that are committed to continue elevating Mountaintop’s already prominent position in the Highlands-Cashiers region. This is a great opportunity for the right individual to take their career to the next level in club management. This is a highly seasonal role with Memorial Day to Labor Day enjoying significant member activity, with growing ‘shoulder seasons’ in Spring and Fall, and an opportunity to enjoy an off season of planning and organizing.

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

### **ABOUT MOUNTAINTOP GOLF & LAKE CLUB AND COMMUNITY**

The Club Community is located in the Highlands-Cashiers region of the Carolina's Blue Ridge Mountains which has been a cherished summer mountain retreat for Southern families since the late 1800's. Mountaintop Golf & Lake Club is a Private Equity Membership Club with a requirement to own property to become a member and membership is by invitation only.

A unique feature of a Mountaintop membership is an extended family feature whereby once a couple become members their parents, grandparents, children, and grandchildren all become members of the Club. This feature makes Mountaintop the “Ultimate Family Club” with a wide variety of amenities for all age groups and in 2014 was named “Best of the Best” in *Links Magazine*.

A resident of neighboring Hendersonville, Tom Fazio designed the 18-hole course at Mountaintop and spent countless hours personally walking the terrain ensuring the course flows seamlessly with the natural topography of the dramatic mountaintop terrain.

At Mountaintop, members enjoy all the luxuries of a modern, private mountain club including a 43,000 sq. ft lodge-inspired Clubhouse, spa and fitness, lifestyle concierge assistance, private Lake Club offering boating and other water recreation, Kids Camp facility, Tennis Courts, an Activity Center with indoor basketball court, pickleball, croquet and a spacious dog park, as well as several smaller outlets designed to provide exceptional service to the Club’s members.

Time spent dining with friends and family is a central element to life in the Blue Ridge Mountains. Mountaintop embraces this tradition, offering members dining options, ranging from relaxed lakeside picnics, and casual dinners in the clubhouse, to formal gourmet fine dining. The clubhouse even provides a private dining room which may be reserved for private gatherings and special occasions. Mountaintop’s culinary team is skilled at creating unforgettable dishes that range from regional delights and homemade comfort foods to private club classics and elegant gourmet cuisine, all prepared using the freshest ingredients and the finest cuts of meats. Dinner will be served seven days a week during golf season. Lunch is served daily during golf season (May-October) along with a full breakfast.

Dining Opportunities at Mountaintop:

- 1 - Formal Dining Room that seats 56
- 4 - Outdoor Dining that seats 200
- 1 - Lake Club that seats 50
- 1 - Lounge/Bar that seats 60
- 1 - Men's Grill that seats 24
- 1 - General Store that seats 24
- 1 - 9th Hole that seats 12

## **MOUNTAINTOP GOLF & LAKE CLUB BY THE NUMBERS**

- There are 350 members and 4 social members – membership is currently at capacity
- Full Equity Membership - \$150,000
- Annual Dues – \$20,000 for Golf Members
- 18 holes of Tom Fazio design supports nearly 14,000 rounds of golf annually
- Overall operating budget is approximately \$14.0M
- Food and beverage volumes are approximately \$1.9M, with approximately 95% from a la carte dining
- Direct reports: executive chef, 3 F&B managers, 3 F&B supervisors
- Average age of members is 55
- The Club is open May 1 through January 1, but the role is year-round with significant off season planning and maintenance

**MOUNTAINTOP WEB SITE:** [www.mountaintopgolfclub.com](http://www.mountaintopgolfclub.com)

## **CLUBHOUSE MANAGER - POSITION OVERVIEW**

The main area of focus initially will be food and beverage operations with a great opportunity for growth and to take on greater responsibilities. Food and beverage is incorporated into all aspects of the club from the Clubhouse, Lake Club, Activity Center, General Store, Swimming Pool and On-Course.

The position requires a diverse professional skill set with a focus on effective communication, organization of a multi-faceted operation and practical knowledge of F&B operations. This position also requires strong intrapersonal relationship skills and the ability to work well in a team environment. The ability to provide service at a high level is extremely important.

The CHM will lead the F&B management team, be representative of modern management “best service and member experience” practices, while promoting a positive, engaging, responsive and highly competent service culture.

The CHM is expected to be an interactive “thought partner” with the GM/CEO, working closely with each other to achieve high expectation goals for the long-term well-being of the residents and membership. Unlike many mountain club communities, Mountaintop has a family-focused culture with many new, younger members and families and the balance of young traditions with relevance to today’s member needs and expectations is a critical success factor. All this needs to be done with a sincere, integrity-filled, hands-on style, recognizing the need to be an integral part of Mountaintop both internally and in the external greater Cashiers/Highlands community.

Members recognize the enhanced continuance of an energized, well-trained, committed team is critical for continued success. A sincerely engaged, personally invested, and instinctually ‘front facing’ style is particularly important for one’s success in this role. Being able to have candid, thoughtful discussions with members as member expectations of involvement and conduct are being refined is also critically important.

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

- Must be a “hands on” interactive leader who directly monitors the F&B operation and mentors the staff throughout each day; someone who recognizes and embodies the details necessary for consistency and high levels of satisfaction in all operations and amenities.

- Must possess a personality that is genuine, likable, positive, and upbeat and one that projects attractive qualities that puts people at ease. Honesty, straightforwardness, integrity, accountability, leadership, and dedication. The CHM should be able to inspire and motivate others, earn the respect of the members and employees.
- Energetic with a passion for people and building relationship; a proven record of success in this regard is critical.
- Must be a true leader who can work closely with other leaders in a team concept, supporting and learning from each other.
- Must be confident in their abilities yet possessing natural humility in his/her interactions with others.
- Possess the natural “art of seeing something....” and then either executing a plan to improve, add, eliminate or rally for whatever it is; essentially being naturally “aware” and “proactive.”
- Being creative, innovative, mission oriented and actively ‘networked’ in the industry to the point of being on the forefront of trends in clubs.
- Naturally outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so.
- Must be able to think constructively and solve problems, set priorities, and adjust to changing conditions.
- Comprehensive knowledge and demonstrated experience of world class hospitality and service principles.

#### **CANDIDATE QUALIFICATIONS**

- Ideally, a minimum of 3-5 years of progressive leadership experience in (preferably) a private member-owned country club, or a resort/hospitality operations outside of the club industry in a similar dynamic, progressive and relevant operation.
- A history of treating members, staff and business associates with great respect and consideration always taking the high road in times of conflict.
- A history of professional development of himself/herself.
- Knowledge and ability to utilize appropriate and relevant technology tools and technologically proficient and recognizing of best practices use of technology to improve ‘high touch’ service delivery to members, as well as to more effectively manage and lead F&B operations.
- A natural ‘hands-on’ style with validation of a true engagement with members, staff, and outside contributors.
- Naturally possessive of a professional image and style that embodies and properly represents the culture of Mountaintop.
- Naturally outgoing, energized, motivated with an “authentic” style and a true “servant’s heart.”
- 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.
- A motivator and leader who can bring out the best in others by setting clear goals and expectations, holding them accountable for outcomes, by providing consistent feedback, support and through respectful interaction and professionalism. A “great listener.”
- Someone with a history of innovation, and a champion of new ideas and initiatives, looking to consistent improvement of member experiences and operational efficiency.
- A true, confident, diplomatic, and competent club industry professional who recognizes the importance of accountability, and who has a strong history of success in working with team members.

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

A college graduate is preferred. Commitment to on-going personal development regardless of what stage they are in their career and hold a CCM or equivalent professional designation.

#### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. Mountaintop Golf & Lake Club, along with the typical senior staff benefits, offers an excellent bonus and benefit package.

#### **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.

**Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary. Your letter should be addressed to Christopher Robinson, CEO/GM,** and clearly articulate why you want to be considered for this position at this stage of your career and why Mountaintop Golf & Lake Club and the mountains of North Carolina will be beneficial to you, your family, your career, and the Club, if you have the honor of being selected.

***You must apply for this role as soon as possible, but no later than Friday, February 7, 2020. If you are right for the role and will be in Dallas at the CMAA World Conference, we may request to meet with you with the possibility of moving the process forward quicker as 'season' starts in the Spring.***

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter - Mountaintop"

(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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