

# KOPPLIN KUEBLER & WALLACE

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## CLUB MANAGER PROFILE: MYOPIA HUNT CLUB SOUTH HAMILTON, MA

(Click the link at the end of this file to apply.)

### THE CLUB MANAGER OPPORTUNITY AT MYOPIA HUNT CLUB

A unique opportunity exists for candidates with a successful track-record of leading high-quality food and beverage operations in private clubs or luxury hotels. We are conducting the club manager search for Myopia Hunt Club, located on the North Shore of Boston in the town of South Hamilton. The candidate will be an integral part of a high-performing team at this hallowed and historic, family-focused, and multi-faceted country club and will collaborate closely with the controller, director of golf, club superintendent, director of racquets, and director of equestrian.

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

### MYOPIA HUNT CLUB

Myopia Hunt Club (Myopia) fosters close relationships and a strong sense of community that spans generations. As one member stated, *"Myopia has a lot of history and a lot of soul."* Founded in 1882, Myopia is one of the oldest and most historic country clubs in the country. The name "Myopia" is due to some founding members having come from the Myopia Club in Winchester, which had been founded by four brothers with poor vision (myopia).

Myopia's golf course was designed and built by Herbert C. Leeds in 1894 who worked at the club for over 30 years. It is the only golf course in the United States to have been listed by *Golf Magazine* as having two of the United States' top 100 signature holes: Myopia's fourth and ninth holes. The club has hosted four U.S. Open Championships and two Massachusetts Amateur Championships.

Myopia is also known for its equestrian sports which include polo, showing, and foxhunting and features one of the oldest continually running polo fields in the nation – Gibney Field held its first official match in 1888. Polo matches take place from May through October.

Another activity that has been part of the club fabric for over 100 years is the hunt. The club hosts drag fox hunts (the hounds follow a laid scent). Hunt events occur primarily in the spring and fall but some events do take place in the summer months. The club also hosts horse shows (dressage, jump, etc.) including the three-day "Myopia Horse Show" which takes place at the end of August.

Myopia has a strong, year-round racquets program. Facilities include seven Har-Tru tennis courts, three paddle tennis courts, and two international squash courts.

Myopia also has a popular pool and snack bar which are open from Memorial Day to Labor Day.

Myopia Hunt Club has two clubhouses – the Main Clubhouse and the Lower Clubhouse which offer formal and casual *a la carte* options. Dining in the Main Clubhouse includes the Winthrop Terrace (the club's main dining area) which seats 70, the Men's Dining Room (seats 35) and the Ladies Dining Room (seats 50). The Lower Club House offers casual dining. Also, there are five overnight rooms located in the Main Clubhouse.

The Main Clubhouse also has several rooms for private dining and events including the Ballroom which seats up to 160 people. The club typically hosts up to five weddings a year. The largest annual member events include Mother's Day and Easter when 240-250 people participate.

Myopia is open year-round. The Main Clubhouse is usually closed for the month of March for preventative maintenance work, but the Lower Clubhouse is available for casual dining during that time. Peak season is mid-May through October although the shoulder months can also be busy with smaller member events.

### **MYOPIA HUNT CLUB BY THE NUMBERS**

- 1882 year established
- 377 members in all categories
- \$7.6M gross volume
- \$4M annual dues volume
- \$1.4 F&B revenue
- 65 employees in season; 45 employees off season
- 5 overnight rooms

**MYOPIA HUNT CLUB WEB SITE:** [www.myopiahuntclub.com](http://www.myopiahuntclub.com)

### **CLUB MANAGER POSITION DESCRIPTION**

The club manager (CM) at Myopia Hunt Club has two areas of focus: clubhouse operations and communications. The CM manages all aspects of house and pool operations including dining, events, activities, security, and housekeeping. He or she also manages the relationships between the club and its committees, members, guests, employees, and vendors as well as with the community, town, and Essex County.

#### **CLUBHOUSE OPERATIONS**

The CM at Myopia Hunt Club:

- Oversees all operational and functional areas of the Main and Lower Clubhouses including overnight rooms and pool areas with a primary focus on food and beverage operations, member events, housekeeping, security, and maintenance.
- Works with house managers in planning, coordinating, staffing, and executing dining and special events and activities as well as providing direction to all clubhouse employees. He or she ensures that all club activities are considered when scheduling food and beverage events by coordinating and collaborating with other departments.
- Supervises housekeeping staff regarding daily cleaning and setting up and breaking down special events and functions. He or she sets standards and monitors cleanliness, safety, and sanitation of all clubhouse facilities ensuring house and pool repairs, maintenance, inspections, and upkeep are conducted.
- Seeks out new and innovative ways to meet and respond to the needs and demands of a diverse group of membership. Displays strategic thinking, excellence, passion, and forethought.
- Is a visible and sincerely engaged leader who follows and gives directions and welcomes feedback and constructive criticism. He or she gets along well with co-workers and other department managers and treats all fairly, with respect and courtesy.
- Is responsible for hiring, training, developing, and evaluating staff in all clubhouse capacities. He or she works closely with human resources for new hires, terminations, performance evaluations, and employee relations issues. He or she coordinates house staff compensation, benefits, performance appraisals, disciplinary actions, and other significant personnel actions.
- Assists the controller in budget preparation and adheres to budgetary guidelines in management and operation of F&B operations, including food costing, personnel costs, and revenue projections. He or she ensures that appropriate controls and cost-effective procedures related to employee payroll, purchases, inventories, supplies, and other necessary expenditures are in place.
- Delegates appropriate responsibility to F&B, pool managers, housekeeping, and security while remaining ultimately responsible for those operations; giving credit to the team and taking responsibility for any shortcomings.

## COMMUNICATIONS

The CM at Myopia Hunt Club:

- Is a team player. He or she meets deadlines and follows through on requests and questions from members and team members in a timely manner. The CM believes in the service philosophy: “the answer is ‘yes,’ what is the question?” Additionally, he or she proactively seeks solutions and involves team members in the decision-making process while working closely with other department heads as a collaborator and communicator.
- Communicates effectively with members and non-members in the planning and implementation of private functions and club events.
- Creates and emails the clubhouse schedule and newsletter, develops and distributes flyers and invitations for club events, and other emailed notifications for members.
- Leads web site management and initiatives to promote communication of events and policies, ease of use and connectivity.
- Works with the front office assistant regarding daily and special event reservations, updating the club’s website and calendar, member communications, reservations and billing.
- Collaborates with other department managers and committee chairs to coordinate food and beverage offerings, decorations, and entertainment for social events, tournaments/meets, outings and other activities. He or she collaborates with the controller, director of golf, club superintendent, director of racquets and director of equestrian to coordinate club-wide operations and events.
- Interacts positively, professionally, with poise, and politely with all staff, vendors, and the community to promote a team effort and culture.
- Places great importance on staff communications and interaction; both within the department and with the other departments. He or she conducts weekly staff meetings and pre- and post-event meetings to ensure understanding of the expectations and quality of outcomes for every member experience.
- Keeps the club president and house committee chair informed of all significant or potentially significant operating matters, problem areas, achievements, or other matters of importance. He or she provides proactive, accurate, timely and meaningful reports and analysis.
- Maintains professional association memberships and attends educational offerings that benefit both the club and his or her personal career growth.

## INITIAL CM PRIORITIES

- Work closely with the Board, Committees, and other senior management to ensure a full understanding of Myopia, its history, culture, and traditions before making any significant changes.
- Take ownership of the entire membership experience with a focus on the food and beverage operation which is busy and ever evolving; recognizing that it is the heart of the Myopia experience.
- Establish effective and meaningful relationships with each of the multiple constituencies, including the board, committees, departmental peers and staff.
- Understand the financial model, its history of operational results and the need for adherence by all departments and managers, and clearly understand how Myopia formulates its financial projections.
- Ensure clubhouse cleanliness, overall appearance, and employee, member, and guest safety.
- Become the primary verbal and written communicator on the property; a two-way conduit for information exchange with members and other departments that is consistent and positive.
- Evaluate all club member and staff communication platforms to ensure effectiveness and usefulness. Implement new standards and communication plans and initiatives as needed.
- Access team to ensure a well-developed, energized, well-trained, cohesive team which is critical.
- Focus on driving organizational consistency through process and procedure development, consistent inter-team communication, and peer collaboration.
- Develop a member feedback tracking/issue remediation program for clubhouse operations.

## **ORGANIZATIONAL STRUCTURE**

The club manager reports directly to the Club President and House Committee Chair. There are approximately 50 staff members that report directly and indirectly to the club manager during season including the assistant club manager, executive chef, bar manager, front office assistant, and pool manager. The CM also is responsible for the housekeeping staff, security staff, and Foxes Den (kids camp) counselors. The club manager interfaces with the Executive, House, Golf, Hunt, Polo, Racquets and Pool Committees.

## **CANDIDATE QUALIFICATIONS**

The ideal candidate:

- Has at least six years of F&B management experience in a high-end club, hotel, or restaurant environment.
- Possesses experience in supervising, developing and leading department staff – both front and back of house.
- Is a passionate and highly motivated professional who enjoys member engagement and making each moment special and memorable for members and their guests.
- Has a fundamental understanding of what constitutes a “premier club experience,” and the proven ability to execute to that level.
- Has technology skills including the use of Microsoft Word, Excel, Outlook, PowerPoint, POS systems, and time management systems. Knowledge of Jonas software is preferred.
- Displays a working knowledge of financial acumen, HR policies and regulations, food and beverage, facilities management, and the private club industry.
- Is skilled in recruiting, hiring, supervising, managing, mentoring, and developing high achieving employees. Perpetual training, mentoring and coaching are essential.
- Has an in-depth knowledge of wine, beer, and spirits.
- Remains calm under pressure and maintains the expedient execution of events as well as the prompt resolution of conflicts or complaints. Someone who acts with urgency yet maintains a calming presence. He or she must also have a proven track record of accountability and integrity.
- Is organized, predictable, consistent and detail oriented with the ability to multi-task and prioritize competing or conflicting projects. He or she has strong organizational and time management skills; identifying the details necessary to consistently achieve high levels of quality, satisfaction, and outstanding member experiences.
- Possesses effective problem-solving skills as well as effective verbal and written communication skills, while demonstrating respect and achieving respect of the staff and the rest of the management team.
- Has a patient, friendly, outgoing personality, and a positive attitude. Is personable with members and guests, while maintaining a respectful professionalism.
- Has a verifiable record of successfully leading and growing dynamic clubhouse operations including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives in food and beverage operations.
- Has strong listening skills and can absorb a multitude of ideas and filter to the most important and viable options for action and completion. He or she also has strong collaboration and communication skills and has a high level of emotional intelligence.
- Is a professional with a verifiable, positive career track, someone who has been a positive “difference maker” wherever the candidate has been in the past.
- Is confident in his or her abilities yet humble in his or her interactions.
- Has a professional appearance and demeanor and expects the same from his or her staff.
- Has an appreciation for and understanding of the game of golf.

## **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- Bachelor’s Degree from a four-year university or college in Hospitality Management is preferred.
- Certified Club Manager (CCM) designation by the Club Management Association of America (CMAA) is preferred.

## **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefit package including CMAA membership.

## **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.

Your letter should clearly articulate why you want to be considered for this position at this stage of your career and why Myopia Hunt Club and the north Boston area will likely be a “fit” for you, your family and the club if selected.

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

“Last Name, First Name Resume” &

“Last Name, First Name Letter MHC”

(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 Holly Weiss: [holly@kkandw.com](mailto:holly@kkandw.com)

## **LEAD SEARCH EXECUTIVES:**

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