

# KOPPLIN KUEBLER & WALLACE

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## GENERAL MANAGER PROFILE: THE WINTER CLUB OF LAKE FOREST LAKE FOREST, IL

### THE GENERAL MANAGER OPPORTUNITY AT THE WINTER CLUB OF LAKE FOREST

The Winter Club is seeking a visible, energetic and hospitality-oriented professional who has strong leadership experience to be their General Manager. The candidate must be one who embodies and demonstrates a confident servant leadership style with strong communication skills that promotes a positive family culture. A leader who can give strategic guidance on the capital and operational side with an emphasis on team development, organizational consistency, process and procedure development and financial management skills while increasing the highest levels of member satisfaction and retention.

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

### ABOUT THE WINTER CLUB OF LAKE FOREST AND COMMUNITY

*The mission of the Winter Club is to provide recreational programs, staff & facilities that encourage the gathering of families, while maintaining a primary focus on the needs of children.*

The Winter Club of Lake Forest is rich in history. In the fall of 1900, Frederick C. Aldrich suggested the formation of a club for winter sports to be located somewhere near the center of the village. In the winter of 1902, The Winter Club was a place kids went to skate on the outdoor rink, toboggan, and curl. The Winter Club rink quickly became the center of all social activities and the season concluded on February 15, 1902, with the first Winter Carnival (which next year will be celebrated for the 120<sup>th</sup> time).

From inception, The Winter Club's programming has provided athletic and recreational activities for its member families. The Winter Club operated primarily as the athletic extension of a local school throughout the 1930's and 1940's. In 1958, the Winter Club's focus changed from providing the year-round athletic activities for members' children to providing supplemental winter and summer seasonal activities for children. The expanded activity program included lacrosse, slot car racing, soccer, field hockey and, of course, tennis. The ice hockey program reached a pinnacle during the 1960's as Winter Club teams participated competitively at national tournaments. In 1965 and 1968 the Winter Club Bantam Hockey team won the State Championship and went on to compete in the National Championship in Lake Placid, New York (1965) and Edina, Minnesota (1968).

Today the club is a fully functioning, year-round operation that has a true family culture environment. The club is situated on four acres and has five buildings on the property: the Clubhouse, the Paddle Hut, the Squash building, GM's house and a rental property. The upstairs of the clubhouse has a newly updated viewing room with a perfect view of the ice and a gymnasium with a stage. The downstairs houses the café, locker rooms, and Preschool complete with a playground. The WC Café is open year-round and has a full liquor license.

The outside of the club is a dream for any child, and parent alike. During the summer, the club has a large pool that offers a low dive, high dive and baby pool. The four tennis courts are available in the spring, summer and fall, with one converting to 3 pickle ball courts. The four platform tennis courts and recently renovated paddle hut are used year-round. Behind the paddle hut is an area geared towards the older kids complete with a climbing wall and ropes course. There is a grass playing field and hill in the back of the complex that is used for everything from bennis, the combination of baseball and tennis, to slip and slide. When winter hits, The Winter Club turns into a magical place for the families. Two, state of the art ice rinks is constructed behind the clubhouse. For over one hundred years the Winter Club has been a place for young hopefuls to hit the ice the old-fashioned way.

Today, the Winter Club serves as the home to a competitive travel hockey program, as well as fielding several house league teams and offering a comprehensive Learn to Skate programs for all ages in both Hockey and Figure skating.

#### **THE WINTER CLUB OF LAKE FOREST BY THE NUMBERS:**

- Approximately 345 memberships in all categories
- Annual dues are currently \$4,932
- Monthly charge for regular members \$411
- Gross Revenues of approximately \$3.12 M
- Employees: Full-time Annual – 15, Winter 40-45; Summer 60-65
- Average age of membership – 40
- There are a total of 12 Board Members, each serving three-year terms
- There are a number of standing committees including: Rinks, Food and Beverage, Pool, Camp, Youth/Preschool, Racquets, and Membership

**THE WINTER CLUB OF LAKE FOREST WEB SITE:** [www.thewinterclub.com](http://www.thewinterclub.com)

#### **THE WINTER CLUB OF LAKE FOREST GENERAL MANAGER POSITION OVERVIEW**

The General Manager is responsible for all day-to-day operations of Winter Club. S/he directs and administers all aspects of the operations to include amenities, staff, and all programs and activities to ensure outstanding service and member and guest satisfaction.

##### Key Attributes and Areas of Focus

- Ability to act as a thought partner with the Board and its Committees
- Cultural development through strong hiring, training, communication, and fostering a strong team work ethic
- Strong understanding of Seasonal Food and Beverage operations for the club members and guests
- Effective financial management skills through oversight of annual operating and capital budgets
- Sincere and consistent member and staff engagement and visibility to members and staff as the face of the club
- Superior communication skills, exuding energy, and creativity
- Attentiveness to member services, programming, and satisfaction
- Process driven leadership; setting standards of performance and execution including delegation
- Recognizes the club's marketplace, location and culture and works to position the club within the community as a desirable and admired club
- Has a genuine interest in families and children
- A Hands-on leader
- Capital project and renovation oversight experience
- Strong leadership and strategic planning experience

##### Visionary

- Must be a thought partner for the Board, recognizing the importance of keeping Winter Club on the cutting edge of Rink/Hockey programming, Racquets, Dining and Swim club excellence by possessing a keen understanding of current and future trends, demographics, legislative, economic, and social issues. S/he should be decisive and set aggressive goals and objectives to ensure the club's current and future success.

##### Financial Management

- Must have sound financial management skills including the ability to oversee the preparation and management of annual operating and multi-year capital budgets supporting the strategic and tactical initiatives and expectations that s/he has established with the Board.
- Is ultimately responsible to ensure that appropriate safeguards and controls are in place for all of Winter Club's primary assets (membership, staff, amenities, etc.), whether it is for physical safety purposes or for the protection and long-term financial success of the club.

##### Member Retention and Recruitment

- Must understand current trends to be able to report to the board. It is critical that s/he understands the local market and economy. The candidate must be comfortable and competent being an integral and proactive part of developing relationships that lead to membership interest and/or business opportunities and is effective in orienting new members so their initial experience with Winter Club results in constant use of the Club.
- Is a catalyst for identifying new programs/services (including winter) and enhancing current ones for members and their guests to increase club usage, member satisfaction and retention.

#### Food and Beverage

- Assure gratifying food and beverage production and service at the “Café” food services area.
- Develop and enhance consistent training programs for all food service personnel, working as necessary with the F&B staff and chef to together be directly responsible for those operations.
- Ultimately responsible for the marketing of banquet and outside functions to members and guests to ensure they are well-conceived, planned and executed.
- Controls Cost of Sales and has the vision to increase sales.

#### Strategic Planning

- In partnership with the Board, the GM must lead the development of a strategic plan/business road map for the current and future success of the club.
- Must be able to identify issues, needs, goals, and objectives to help ensure the perpetuation and continued viability of the club including existing building and facilities.

#### Member, Board, and Committee Relations

- Ensure that member satisfaction is always the first priority. Provide sincere and visibly engaged leadership and interaction with all facets of the membership and their guests. Be a consistent and positive force behind the creation and continuous enhancement of all aspects of Winter Club. Must be visible and available to his/her membership. Recognize that the *Member Experience* and meeting the expectations of Winter Club members is of critical importance to his/her long-term success.
- Must understand and be able to bridge the differences in the club’s demographics through effective member relations, activities programming and communication.
- An active participant at Board and club Committee meetings to set policies and strategies to achieve the goals and objectives.

#### Employee Relations

- Recognize, respect, and support the contributions of key managers and staff. Ensure that appropriately skilled and competent departmental managers are in place for all key positions and that each of them does the same in their respective areas of responsibility. Set standards of performance for all departments and hold them accountable for maintaining these standards within Winter Club, especially in member service areas.
- Maintain an environment and overall atmosphere for management/staff that promotes and values appropriate and responsible contributions to the success of Winter Club. Ensure that all staff is focused on positive, supportive relationships amongst themselves and with the membership.

#### Communication

- Will be a primary *two-way* conduit for information exchange, and must be consistent, positive, and able to *engage* in this process. S/he must be a true listener who places great importance on personal interactions with all constituencies of Winter Club.
- Is the primary verbal and written communicator of important information to members and staff and recognizes that the ability to convey information in an articulate, well-conceived and well-written manner is of utmost importance.
- Believes in the power of proactive communication (i.e. orienting and culture setting) of members, staff, and guests to ensure the core values of the club are being recognized and achieved.

### **CANDIDATE QUALIFICATIONS**

- Minimum of 4 – 6 years of progressive leadership/top level general management experience or leading resort/hospitality operations outside of the club industry in a similar dynamic, relevant operation.
- The Club will consider well-mentored AGMs, but only from similarly scaled club operations.

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

- A BS or BA degree (or equivalent) from an accredited college or university, preferably in business or hospitality management.

#### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The Club, along with the typical senior staff benefits, offers an excellent benefit package including housing in the GMs on property house.

#### **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 in your LinkedIn Profile.

***Prepare a thoughtful cover letter addressed to The Winter Club of Lake Forest, President Lauren Hirsh*** 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 The Winter Club of Lake Forest and the Lake Forest, IL 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 Friday, August 20, 2021. Candidate selections will occur at the end August with first Interviews expected in early September 2021 and second interviews a short time later. Ideally, the new candidate should assume his/her role in October 2021.**

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

Last Name, First Name -- Resume

Last Name, First Name -- Cover Letter – WCLF

(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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