

# KOPPLIN KUEBLER & WALLACE

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## **ASSISTANT GENERAL MANAGER PROFILE: HILLWOOD COUNTRY CLUB NASHVILLE, TN**

### **ASSISTANT GENERAL MANAGER AT HILLWOOD COUNTRY CLUB**

Hillwood Country Club is seeking an innovative, driven, team-oriented Assistant General Manager with progressive hospitality and facilities operations management experience in private clubs or reputable organizations in the hospitality industry.

The primary focus of the role is FOH/F&B management with an emphasis on maintaining high standards of culture and service. This Assistant GM position allows the candidate to prepare for the next steps in career advancement to General Manager/COO.

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

### **ABOUT HILLWOOD COUNTRY CLUB**

Hillwood Country Club is a private, member-owned, country club located in Nashville, Tennessee. The club offers championship golf, outdoor and indoor tennis, competition swimming pools, state-of-the-art fitness, fine dining, banquet facilities, and social member events in a family-friendly environment.

Located 2 miles northeast of the main campus is Hillwood Country Club's Whitworth Campus, which is home to indoor and outdoor tennis courts, pickleball courts, a lap swimming pool, and an auxiliary fitness center.

The Clubhouse is open six days per week, 12 months per year, with a brief shutdown at the beginning of January.

### **HILLWOOD COUNTRY CLUB BY THE NUMBERS**

- The Club is organized as a 501(c)(7), not for profit organization
- 12 Board Members; 3-year Term
- 575 Resident (Golf) Memberships, 250 Social Memberships, 990 Total Memberships
- Average age of Membership is 56
- \$14.1M Gross Revenue Volume
- \$5.8M Annual Dues Volume
- \$4.1M F&B Revenue
- 27,000 Annual Golf Rounds
- 250 Employees (FT/PT/Seasonal) in season

**HILLWOOD COUNTRY CLUB WEBSITE:** [www.hillwoodcc.org](http://www.hillwoodcc.org)

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

The Assistant General Manager (AGM) will be responsible for Hillwood Country Club's (HCC) daily clubhouse operations. He/She will direct and administer all aspects of the operations including amenities, staff, and all programs and activities to ensure outstanding service and member and guest satisfaction. He/She is ultimately responsible for all club food & beverage service operations on a daily basis, including its private events, dining options, and relationships between Club members, guests, and employees. Being the "face" of these operations with a hands-on approach to member and staff engagement is critical to success in this position. This managerial position works closely with, and reports to, the General Manager/COO.

While all typical competencies are important, HCC seeks an AGM who enjoys being actively engaged, is proactive in new trends and innovations, who wants to be part of a relationship-based, intimate club environment in a great community, and who has a passion for the industry. Additionally, he/she must be an individual who can recognize what is working well at present and what needs enhancement. We are seeking an individual who can effectively “manage” the transition to a stronger operational model of execution and leadership, and who is eminently adaptable to successfully work through it.

The AGM must have excellent interpersonal skills and bring a positive and respectful attitude to both staff and membership. He/she needs to possess exceptional business, management, and leadership skills to know how to best direct staff and department managers. He/she will be outgoing and understanding with the membership, ensuring that all members and guests have a world class experience.

#### **INITIAL AREAS OF FOCUS**

- Become familiar with the membership, the club culture, and the strategic vision of the operation
- Develop a strategic plan that inspires trust and confidence with the Board of Directors and staff
- Set standards for staff development, training, service delivery, and ancillary programming
- Develop a strong relationship with key Club Team Members and Committees

#### **CANDIDATE QUALIFICATIONS**

The ideal candidate will be an Assistant General Manager, Clubhouse Manager, or Director of Food and Beverage at a club or reputable organization in the hospitality industry, and will have the following qualifications:

- Be the primary coordinator of food and beverage, budgeting, hiring, orientation, coaching, training, menu development, inventory control, creating a culture of teamwork and the supervision of associates to ensure all is done in accordance with approved Club policies compliance with governmental regulations
- Have a strong and highly visible and respectful presence with the membership, be an exceptional communicator, have expert interpersonal skills, and the maturity to instinctively know how to treat members and guests with a high level of service. He or she must be able to communicate these expectations to a staff with diverse backgrounds and motivate them positively to understand and execute to those expectations
- Be an active and dynamic recruiter of team members and someone who inherently enjoys developing and building his/her team and leading them to significant, positive membership satisfaction outcomes
- Have a passion and aptitude for teaching and training. Develop and enhance training programs for all food service personnel, working, as necessary, with the managers directly responsible for those operations
- Ensure that an effective orientation and onboarding program exists in all areas of responsibility, along with consistent professional development and training
- Establish standard operating procedures, systems, and processes for consistent operational execution throughout and across departments
- Be a focused and consistent evaluator of personnel, ensuring that standards of conduct and delivery are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of the clubhouse facilities
- Responsible for the proper accounting and reconciliation of the point-of-sale system and member revenues.
- Hold daily and weekly staff meetings with direct reports to keep them informed of necessary and relevant activities and expectations at the Club. Assist in planning and be responsible for ensuring that special club events are well-conceived and executed
- Be responsive to members’ requests for menu selections, event planning, etc., and strive to find creative ways to accommodate reasonable requests; have a belief in a service philosophy of “the answer is ‘yes,’ what is the question”
- Clearly understand the metrics for successful attainment of financial goals and objectives in Club operations, and consistently review these expectations with his or her direct reports to ensure understanding and ‘buy-in’ from those contributing to their attainment
- Develop and monitor plans, budgets and procedures to provide direction and controls for Club operations; implement corrective procedures as necessary to help ensure that budget goals are attained.
- Recommend, monitor and manage policies, operating procedures and staffing for all F & B areas; recognize the needs and consistently perform to high levels of service in each of these operating areas.

- Be a collaborative team player who is willing to be “hands on” when necessary, but understands when to step back and lead the team
- Involve associates in the decision-making process of how ‘work gets done’ and creates a work environment people want to come to and participate every day
- Establish and consistently enhance operating standards for personnel in areas of responsibility and consistently evaluate knowledge, understanding and execution to these high standards
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals
- Serve as an *ad hoc* member of appropriate club committees
- Ensure that teams clearly understand performance expectations and that assigned tasks are reasonable, well-conceived and appropriately conveyed. Provide resources necessary to allow employees to perform their jobs effectively and create an exceptional ambience for members and guests
- Establish and uphold expectations for dress, decorum and other service standards and consistently monitor for adherence at all times
- Take personal ownership of his or her area of responsibility, with special attention to the physical plant and overall appearance of the operation and understand the need to be consistently “member ready” in both appearance and service

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

- Associate degree or higher with a major in Hospitality Management preferred, or equivalent experience
- CMAA experience working toward CCM certification
- Minimum three (3) year’s senior management experience in upscale hospitality, dining, and/or private clubs
- Food safety certification preferred
- ABC license preferred

#### **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

#### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA 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. 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 the Hillwood Country Club search committee/Mr. Todd Heifner, CCM, PGA, General Manager/COO,** 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 Hillwood and the Nashville 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 Wednesday, December 28, 2023. Candidate selections will occur early January with first Interviews expected in mid-January and second interviews a short time later. The new candidate should assume his/her role in March.***

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Hillwood Country Club”

(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 Katy Eliades at [katy@kkandw.com](mailto:katy@kkandw.com).

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