

ASSISTANT GENERAL MANAGER (AGM) PROFILE: THE BEACH CLUB PALM BEACH, FL

The Beach Club is a premiere oceanside private club, situated steps from the Atlantic Ocean on historic Palm Beach Island. The club proudly showcases outstanding clubhouse, pool, beach, croquet, tennis, dining, social, and entertainment activities that provides its Members, families, and guests with first-class social and recreational amenities in an understated, yet luxurious, environment.

The Club is currently in the final stages of a multi-phased more than \$25.0M reinvestment project, having completed much of the outdoor improvements and many clubhouse upgrades. The balance of the project will be completed over the next several months and into 2019.

The club is searching for a new role of Assistant General Manager to work hand-in-hand with the General Manager to lead this active, year-round, highly-regarded south Florida Club. This is a tremendous opportunity to work and live in one of the most iconic club and resort communities in America, and to be part of a team primarily comprised of long standing, well-regarded professionals. With the multitude of capital projects, the GM is actively involved as 'owner's rep' in much of them, resulting in a desire to bring in an AGM who will be an active 'face' of operations and help to continue to enhance services that are continually meeting higher expectation as amenities are renovated and updated. Expectations are that one day, the new AGM would be heir apparent to the current GM.

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

THE BEACH CLUB

One of a very few ocean front clubs in south Florida, The Beach Club on Palm Beach Island is full of history. The Club, which originally opened as the Coral Beach Club, first opened its doors in 1941 and has always been synonymous with an open and relatively informal environment where children are always welcome. The Beach Club is a club for all seasons and keeps its doors open twelve months out of the year while many other clubs in the area close for the slower summer months.

In 1970, with the financial contributions of "The Founders," The Beach Club opened its doors where the original Coral Beach Club sat and since that time has established itself as a premiere private club. The 70,000 square foot clubhouse proudly boasts an Ocean Room and Ocean Lounge overlooking the deep blue of the Atlantic Ocean, and features the charming sun-filled Garden Terrace, and the Beach Club Pool Deck surrounded by swaying palm trees in addition to other dining and banquet venues.

In 2015, a major capital improvement project began and included replacement of the Club's five tennis courts with a state-of-the-art underground hydro system and a new seawall in preparation for the upcoming pool construction project. In the Spring of 2016, the largest renovation in the history of the Club commenced and the new 10' deep, heated salt-water pool design was careful to preserve the classic lines of Palm Beach and provides many new amenities for the membership including a family area with deep wide steps for younger swimmers and a computerized interactive water feature for children – the first of its kind on Palm Beach. A now very active pool bar was added and provides yet another valuable and relevant amenity that has driven greater member usage since its opening.

The summer of 2018 saw additional improvements at The Beach Club with the Fitness Center and Locker Room renovations as well as enhancements to the Banquet Kitchen, all of which will need a coordinated and organized leader to orchestrate once reopened in the next several months.

Coinciding with the above capital improvements, there was a major reorganization of the internal operations. This included complete revamping of the Club's F & B program, implementation of a Governance Program, modernization of the back-office operations, realignment of staffing, and a host of other operating improvements. A nationally recognized Croquet Pro was also added as a new service to the members. The Club enjoys a new international internship program, which has experienced wide acceptance by the membership. The Club intends to continually provide premiere facilities that are attractive, functional, comfortable, and well-maintained. The modernization and upkeep of its facilities is therefore one of the primary objectives of the budget planning process.

The Club understands its historic importance within the Palm Beach community and the special trust placed in it to preserve its natural surroundings. As such, the Club offers the use of its facilities to worthy charities and cooperates with local civic organizations, and is a sought-after destination for many of these seasonally active events.

The Beach Club is an exclusive and treasured asset designed to satisfy the unique needs of its discerning membership through the generations. It is the ultimate goal of the Club to increase the enjoyment of its membership year after year, and with the significant investment being made to its amenities, along with the expectation of a very positive impact the new AGM will continue to have on service delivery and overall member experiences, the future is exceedingly bright for the Club.

THE BEACH CLUB BY THE NUMBERS:

- Presently, there are approximately 695 Regular Members and 34 Junior Members.
- Initiation Fee: \$75,000 plus a \$12,000 Special Capital Charge
- Annual Dues: \$7,000 Regular/\$3,950 Junior
- Gross revenues of approximately \$10.3M (including \$2.3M in capital contributions).
- Annual Dues volume is approximately \$4.8M
- Food and Beverage volume of approximately \$2.3M
- Food and Beverage revenue: 60% ala carte – 40% banquets
- The Club is organized as a not-for-profit 501(c)(7) corporation
- The average member age is 65
- At present, there are 16 committees
- There are approximately 65, full-time year-round FTE employees, which expands to a total of approximately 80 employees during the peak season
- 3 croquet courts
- 5 Tennis courts (3 lighted) all recently converted to an underground irrigation system

Please visit the website: www.thebeachclub.net

ASSISTANT GENERAL MANAGER (AGM) POSITION OVERVIEW

KEY RESPONSIBILITIES AND LEADERSHIP STYLE ATTRIBUTES:

Member Services

- Possess sincere and significant engagement of Members, is highly visible to Members and staff in the dining areas of the club during peak dining times listening to their concerns and suggestions, observing, assessing, and evaluating all areas of responsibility and working to implement appropriate and incremental improvements.

- Be ultimately responsible to ensure that all member dining and club events are well-conceived and executed. Important life events of Members are frequently celebrated at the Clubhouse and the AGM will have a critical role in making the parties a success, thereby increasing member satisfaction.
- Provide quality leadership in a positive and upbeat manner for the Members, guests, and staff.
- Create and maintain a first-class 'friendly and capable' service culture throughout the property.
- Address and resolve all member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the Clubhouse operations, essentially possessing a true 'obsession with details' perspective as it relates to presentation and consistent execution of the role.

Employee Relations

- Oversee the recruitment, hiring and development of all Clubhouse personnel, pool operations and year-round/seasonal F&B staff, as well as other areas as determined by the General Manager. Oversee and implement a comprehensive and ongoing training program complete with up to date training manuals to ensure exceptional service in all parts of the club's operation. He/She facilitates annual performance reviews for each staff member under his/her area of responsibility, ensuring that appropriate accountabilities are in place and that there is a thoughtful staff development program throughout the year.
- Schedule and facilitate weekly F&B team meetings with DRM's, Chef and Banquet Managers to ensure that high standards of food and service excellence are maintained, as well as ensuring that strong collaborative efforts are in place and followed throughout all areas of The Beach Club operation.
- Provide for training and future development of all subordinate managers and supervisors subject to budget approval by the General Manager. Instill the concept of being "team players" in all employees while continuing to coach, counsel, and evaluate departmental staff and 'leading by example' in all that he/she does for The Beach Club.
- Attend board meetings as necessary, as well as active involvement in several of the Club's committees.
- Guarantee that all Clubhouse employees are regularly trained and certified in areas that help guard the safety and well-being of Members, guests, and other employees. Oversee the critically important area of pool operations with a strong focus on security, safety and appropriate enforcement of rules.
- Help to facilitate a team environment with morale, high ethical standards, and efficient use of resources to position The Beach Club to be a preferred "Employer of Choice" in the greater Palm Beach community.

Financial Management

- Work jointly with the Comptroller and GM to prepare the annual operating and capital budgets for all Clubhouse operations, assists in managing and controlling the operations to attain the desired results.
- Monitor the budgets as regularly as needed and takes corrective action as necessary to assure the goals are attained.
- Provide input to all Clubhouse personnel regarding annual budgets, capital spending plans, fiscal controls, and operational guidelines.
- Responsible for all labor and food costs and maintains them within the constraints of the budget and through close coordination and with approval from the General Manager and Comptroller.
- Supervise the purchasing, receiving, safekeeping and disbursement of food and beverage, operating supplies and equipment to maximize quality and profitability.

Management

- Understand and abide by The Beach Club policies and departmental procedures. Suggest changes and may direct the implementation of change to ensure that The Beach Club continues to remain relevant in the expectation and lives of its Members.
- Display a very hands-on approach and leads the staff by example. Be approachable to staff, Members, and guests, and will possess a degree of sophistication and "gravitas" to be able to function effectively with Members and their guests as down to the front line of service and support personnel.
- Assure that the Club is run in accordance with all applicable local, state, and federal laws.

- Develop and maintain a Standard Operating Procedures (SOP) for Clubhouse functions, as well as all other areas of the operation where consistent of effort, presentation and process is critical.
- Disseminate information and coordinate activities between departments on a timely basis.
- Keep the General Manager informed of all potential problems and activities related to the smooth operation of the Clubhouse and other areas of his/her responsibility.
- Further his/her own continued development as a club management professional as a member of CMAA. With the assistance and approval of the General Manager will participate in appropriate seminars/training programs, thereby enhancing his/her value and quality of services to The Beach Club.
- Possess a sharp eye for detail in the overall management of the operation. Maintain a clean, neat, and organized appearance of the interior and exterior of the Clubhouse.
- Bring a warm personality, a sense of humor and the ability to work effectively with all levels of the internal staff and Members.

Supervisory Responsibilities

- Maintenance Manger
- Clubhouse Manager
- Director of Catering
- Executive Chef
- Beach Manager
- Head Valet
- Pool Deck/Lifeguard staff

CANDIDATE QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed above are representative of the knowledge, skill, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Very strong F & B skills are necessary, as is an intuitively respectful style and mentoring/nurturing/developing approach to staff and team. The Beach Club is a high expectation club operation with multiple operating outlets, host to many charitable events as well as events and activities occurring simultaneously; the ability to be able to manage and lead in such an environment in an organized, thoughtful manner is critically important.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A Bachelor's degree (B.A.) in Hospitality Management or related fields is helpful, plus a minimum of 5 - 7 years of increasingly more responsible experience in a private club, resort, high-volume hotel, restaurant, or an equivalent combination of related education and experience.

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.

Preparing a thoughtful letter of interest and alignment, clearly articulating your "fit" with the profile and the above noted expectations and requirements is necessary.

Your letter should be addressed to Mr. Homer Marshman, Beach Club President and Search Committee Chair, and clearly articulate why you want to be considered for this position at this stage of your career and why The Beach Club and the greater Palm Beach County area will likely be a “fit” to you, your family and the Club if selected.

Expressions of interest in this manner should be conveyed to our Firm no later than October 5th. Interviews will occur in late October with the successful candidate likely in place in at the front end of the season in 2018.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter”

(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.

For directions on how to upload your resume and cover letter [visit this page](#).

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

If you have any questions please email Patty Sprankle: patty@kkandw.com

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