

ASSISTANT GENERAL MANAGER PROFILE: THE POLO CLUB OF BOCA RATON BOCA RATON, FL

A rare opportunity exists for an exceptional candidate with a successful track record of accomplishment, leadership and high-quality operations management experience in private clubs, hotels, or resorts. We are conducting a search for the Assistant General Manager at one of the premier residential club communities in South Florida, one which has built a reputation among the finest in the country. The successful candidate will be an integral and critical part of a high-performing team at a nationally recognized club, one acknowledged for its innovations, quality work environment, and emphasis on continually 'raising the bar' for its members and staff.

The primary focus of the role is delivering an unparalleled member experience, which is of primary importance to the social fabric and culture of the Club. The ability to be consistently forward-looking in planning, innovation, organization and departmental leadership is a critical skill set required for success in this position. Also important is a) the ability to intuitively understand the need to be visible and highly interactive with members and staff; and b) the realization that leadership in this area begins and ends with approachability and accessibility.

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

THE POLO CLUB AND COMMUNITY

"The Polo Club of Boca Raton's vision is to be the preferred private country club community in South Florida, and recognized for its exceptional value and quality lifestyle."

Since the Polo Club of Boca Raton opened its doors in 1985, families from across the world have been drawn to the incomparable lifestyle offered in this sunny paradise. For more than three decades, distinguished celebrities, professional athletes, and prominent business leaders have called the Polo Club home. As a premier, private, member-owned, residential community in Palm Beach County, it provides world-class amenities and services to its members in a highly-sought location which promotes a healthy lifestyle that is complemented by a friendly and caring membership.

Located on 1,100 meticulously manicured acres seven miles from downtown Boca Raton and its nearby gorgeous beaches, The Polo Club provides its members with two premier championship golf courses, 26 tennis courts, 4 pickleball courts, and a 35,000-square foot world-class spa and fitness center, plus an extremely popular family pool and restaurant complex, along with a myriad of social, dining and recreational activities, all of which have been incorporated as part of \$45 million in recent renovations.

The 150,000-square foot Clubhouse underwent a major renovation in 2014, and features five restaurants, two card rooms, golf and tennis pro shops, a library, video game room, four meeting rooms and two lounges, in addition to a grand ballroom which can accommodate up to 700 guests.

The Club offers members a wide variety of exceptional dining venues. The American Bistro is a high-energy environment serving comfort foods including hand-crafted burgers, fresh rotisserie items, pizza, and freshly prepared salads and desserts. A recent makeover of Steeplechase reimagined the outlet with a Mediterranean theme, while the newest success is Winner's Circle, with a craft-kitchen inspired menu featuring small plates, charcuterie, and the freshest sushi. Complementing Executive Chef Edward Leonard's creations, The Crown Room is a classic New York-style steakhouse with USDA prime grain-fed beef and an emphasis on fresh, local ingredients, all paired with an extraordinary wine selection.

Other dining venues include the poolside Barefoot Café, a tiki-style bar with flat screen TVs and a high- energy, South Florida casual flair, and Chill, a classic “mom and pop” ice cream shop offering shakes, floats, sundaes, and healthy smoothies.

The Spa, adjacent to the main clubhouse, contains a state-of-the-art fitness facility, massage and skin treatment rooms, an on-site physical therapy clinic, a hair and nail salon. The ground floor of the building contains a 30,000-square foot parking garage.

The Polo Club of Boca Raton offers two distinctly different 18-hole championship golf courses designed by Tim Freeland. The Club Course offers an exciting layout for all skill levels and the newly renovated Equestrian Course is the Club’s 7,000+ yard layout, sporting classic contours, strategically placed bunkers alongside lakes, and exciting greens complexes. The Club’s world-class tennis facility has 26 Har-Tru courts (with 7 lighted for evening play) and 4 pickleball courts. Over the years, the Club has hosted prestigious tournaments such as the Virginia Slims, Pro Celebrity, the USTA Girl’s 12 and Under National Tournament, the ITF (International Tennis Federation) and the Andy Roddick Tournament. In 2010, The Polo Club was voted the #1 private tennis facility by the Professional Tennis Registry.

THE POLO CLUB BY THE NUMBERS:

- Presently, there are approximately 1,700 Social, 720 Golf, 600 Tennis members, totaling 1,708 families in all.
- 150,000 ft² clubhouse with five dining venues.
- Grand Ballroom seating approximately 700 guests
- 36 holes of Tim Freeland-designed golf courses supporting 45,000 annual rounds of golf.
- 35,000 ft² Spa & Fitness Center.
- In season, the Club employs over 550 FTEs in all departments, with over 300 full-time year-round employees. Of these, over 150 are F & B service staff (in-season) and about 55 are culinary team members.
- Tennis facility with 26 Har-Tru tennis courts (7 lighted) and 4 pickleball courts.
- Family Resort Pool Complex with teen and youth facilities.
- Gross revenues of about \$50M (approximately \$44M in operations and \$6M in annual initiation fees).
- Food and Beverage revenues of approximately \$7M, with \$1.8M coming from the banquet/catering operation. The F&B operation receives a subsidy of approximately \$8M through member dues.
- The Club has a solid reserve of capital resources and consistently operates with a balanced budget.
- The Club is organized as a not-for-profit corporation and is governed as a property owners’ association under the Florida Statute 720.
- The average member age is 75, with a near-term trend of members aged 60 to 65.
- Approximately 40% of the members live in the community year-round.
- The membership is predominately Jewish, and a large percentage of non-year-round members have primary homes in the Northeast.

THE POLO CLUB WEB SITE: www.poloclub.net

ASSISTANT GENERAL MANAGER (AGM) POSITION OVERVIEW

KEY RESPONSIBILITIES AND LEADERSHIP STYLE ATTRIBUTES:

The Assistant General Manager will:

- Work closely with the many member committees at the club.

- Have a strong, highly visible and respectful presence with the membership, and possess adroit interpersonal skills while demonstrating the maturity to instinctively understand the members and guests with a constant orientation toward service excellence. S/he must be an exceptional communicator, with the ability to clearly define expectations to a staff with diverse backgrounds, while motivating them positively at all times.
- Have a strong sense of urgency and responsiveness.
- Ensure that all service and quality issues are followed up promptly, corrective action taken immediately, and systems and processes established to avoid any recurrence.
- Be a person of quality and integrity.
- Be an active and dynamic recruiter of team members and enthusiastic about building an exceptional team, and one who consistently strives to lead them to significant, positive membership interactions and outcomes.
- Be a collaborative team player willing to be “hands on” when necessary but understand when to step back and be the leader others look to.
- Involve associates in the decision-making process of how ‘work gets done’ and create a desirable and rewarding work environment.
- Have a passion and aptitude for teaching and training, and develop and enhance training programs for all food service personnel, working, as necessary, with the managers directly responsible for those operations.
- Be a focused and objective evaluator of personnel, ensuring that standards of conduct and member service are met or, preferably, exceeded; this includes oversight of the Polo Club’s high standards of appearance, hospitality, service, and cleanliness of all facilities.
- Establish and consistently enhance operating standards for all personnel and objectively evaluate knowledge, understanding and execution of these standards.
- Ensure that an effective orientation and onboarding program exists in all areas of responsibility, along with continuous professional development and training.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.
- Ensure that associates 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, support, and consistently monitor standards of dress, decorum and service.
- 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.

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 a “mentor/nurture/develop” approach to staff and team. Polo operations are extremely busy in season with multiple operating outlets, events and activities occurring simultaneously, and expectations are high; thus, the ability to manage and lead in such an environment in an organized, thoughtful, mature, and member-centric 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 7 years of increasingly more responsible experience in a high-volume hotel, restaurant or club operation, 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. Brett Morris, GM/COO, of The Polo Club of Boca Raton, and clearly articulate why you want to be considered for this position at this stage of your career and why The Polo Club of Boca 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 February 15th.

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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