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GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: WESTMORELAND COUNTRY CLUB WILMETTE, IL

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT WESTMORELAND COUNTRY CLUB

The Westmoreland Country Club, a member owned, full service, family focused private club, is seeking a detail oriented General Manager/COO who defines and demonstrates a management and leadership style that promotes a culture of exceptional member experience and employee engagement while consistently meeting the annual and long-range financial and strategic goals of the Club.

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

WESTMORELAND COUNTRY CLUB

Founded in 1911, The Westmoreland Country Club located in Wilmette, Illinois, north of Chicago holds prominence as one of the finest clubs in the Greater Chicago area. The club is especially noted for its family friendly atmosphere, dedicated staff, exceptional golf course and dining excellence.

Through the years Westmoreland has reinvested in its club facilities to offer the finest experience to its member families and their guests. The Colonial Williamsburg Clubhouse has a full array of first class amenities including a multiple dining and event areas in and outside the clubhouse, resort style pool complex, 6 Har-Tru tennis courts, 6 paddle courts and a world class paddle hut with 3 indoor golf simulators. Westmoreland also offers skeet and cross-country skiing in the winter and year-round social activities. Westmoreland is a club of great tradition, yet it's ready to make changes to meet the future needs of its members.

Over the years Westmoreland Country Club has hosted a number of prominent golf tournaments including:

- 1917 Western Open – Jim Barnes
- 1921 Western Amateur – Chick Evans
- 1924 Western Golf Association Junior Girls Tournament
- 1934 Western Golf Association Junior Girls Tournament
- 1936 Chicago District Golf Association Women's Championship
- 1938 U.S. Women's Amateur Championship – Patty Berg

Since the original design by William Watson in 1912 numerous upgrades have been made to the golf course starting in 1920 when William Langford and A. W. Tillinghast executed a redesign of the course. A major renovation of Westmoreland Country Club course was supervised by Arthur Hills in 1993.

WESTMORELAND COUNTRY CLUB BY THE NUMBERS:

- 611 Total Members: 412 Golf, 119 Social, 80 Other
- \$11.7M Gross volume
- \$5.1M Annual dues volume
- \$3.8M F&B volume
- \$80,000 Initiation fee
- 130 Employees (FTE) in-season; 90 off-season
- 11 Board members
- 53 Average age of members

CLUB NAME WEB SITE: www.westmorelandcc.org

GENERAL MANAGER/COO POSITION DESCRIPTION

The General Manager/COO (GM/COO) has responsibility for all day-to-day operations of Westmoreland Country Club (WCC). 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.

BE A VISIONARY

- Must be a courageous thought partner for the Board, recognizing the importance of keeping WCC on the cutting edge of golf club excellence by having 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 while maintaining the brand of WCC.

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 WCC'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.

STRATEGIC PLANNING

- In partnership with the Board, the GM/COO 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.

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 WCC. Must be visible and available to his/her membership. Recognize that the *Member Experience* and meeting the expectations of WCC members is of critical importance to his/her long term success.
- Active participant at Board and Club Committee meetings to set policies and strategies to achieve the Club's goals and objectives.

EMPLOYEE RELATIONS

- Must be a servant leader committed to leading by example, supporting the staff and maintaining a highly visible management style understanding that the staff is the club's #1 asset.
- 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 WCC, most especially in member service areas.
- Maintain an environment and overall atmosphere for management/staff that promotes and values appropriate and responsible contributions to the WC's success. Ensure that all staff are 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 WCC.
- Experience in developing a communication platform using contemporary media (website, apps, social media, etc.) is desirable.

- 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.

FOOD AND BEVERAGE

- Assures excellent food and beverage production and service for all outlets.
- Consistently provides superb dining and other food and beverage experiences for the Club members and guests.
- Develops and enhances consistent on boarding and training programs for all food service personnel, working as necessary with the managers directly responsible for those operations; has a passion and aptitude for teaching and training.
- Establishes and consistently enhances quantity and quality operating standards for personnel in areas of responsibility, and consistently evaluates their knowledge, understanding, and execution to these standards.
- Clearly understands the financial metrics for successful attainment of goals and objectives in F&B operations, and consistently reviews these expectations with his or her direct reports to ensure understanding and 'buy-in' from those contributing to their attainment.

CANDIDATE QUALIFICATIONS

- A minimum of 5-7 years of progressive leadership/management experience having a consistently upward tracking leadership experience in a contemporary business model club or similar hospitality operation known for high service standards. *The club prefers a current GM/COO but will consider both current GM/COOs, as well as those "rising stars" with the necessary potential, but who are currently in exceptional club environments as an Assistant General Manager , Club Manager, or having similar responsibilities.*
- Strong management skills with verifiable strengths in team development, financial performance, diverse recreational amenity management, quality food & beverage programming, exceptional member/guest service programming, strategic planning, renovations, and project management.
- The ability to consistently define and achieve goals and objectives.
- Proven and verifiable leadership qualities with demonstrated ability to direct, coordinate, and control all facets of a busy, full service country club with 90 full time staff members and a \$11.7M operating/capital budget.
- A network of professionals in a wide range of functional skills and disciplines within the hospitality industry that might benefit WCC.
- *A Team Builder.* A person who embodies the persona of ultimate coach and motivator, bringing out the best in others by setting clear goals and expectations, providing consistent feedback and support, and treating others with respect and professionalism.
- A confident, diplomatic, and competent professional who is a *doer* and take-charge person and who recognizes the importance of accountability. A creative problem solver who commands respect through professional interactions and integrity.
- Possessive of strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- A charismatic individual *with a sense of humor* and style that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and team of associates.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications preferred but not required, preferred designations: CCM, CCE, CMC, PGA

CLUB COVID REQUIREMENTS

This club does not require staff to be fully vaccinated as a provision of employment.

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 in your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Westmoreland Country Club search committee/Mr. Bert Fox, Treasurer 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 WCC and the Wilmette 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, September 16, 2022. Candidate selections will occur late September with first Interviews expected in October 2022 and second interviews a short time later. The new candidate should assume his/her role in mid November.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter - Westmoreland 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: katy@kkandw.com

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