



Wianno Club – Osterville, Massachusetts

Assistant General Manager

The Wianno Club is a private seasonal club located on 156 acres overlooking Nantucket Sound in Osterville, Massachusetts. Since 1916, the Club has been dedicated to providing its members and their families with a wide range of social and athletic activities. The Club features a quintessential “Shingle Style” New England clubhouse that is listed on the National Register of Historic Places and an 18-hole Donald Ross golf course. The par 70 course measures 6,042 yards and hosts 13,000 rounds annually. Other amenities and programs include tennis, beach, dining, junior activities and guest rooms. The Club is currently near completion of year three of a four-year Master Plan.

The Clubhouse is 50,634 square feet and offers informal and formal seasonal dining opportunities with various event spaces. The Club is open from May 17th through October 14th; the golf course is open from mid-March to mid-December, weather permitting. There are currently 675 members of which 435 have full privileges. Gross revenue is \$7.8 million with \$1.9 million derived from food and beverage sales; approximately 15% of food and beverage sales are generated from private events. There are approximately 18 year round employees and 225 seasonal employees.

Reporting to the GM/COO, the Assistant General Manager (AGM) will directly supervise the Facilities Manager, Front Desk, Housekeeping, Junior Activities and Beach Manager, and Bell-Valet services ensuring consistent and excellent service is delivered to members and guests in an impeccably maintained environment. This position is also the lead sales and marketing person responsible for the management of all group and event bookings and will oversee the Club’s lodging component including 47 overnight guest rooms. The AGM will work closely with the GM/COO and CFO in the development and implementation of strategies to increase guest room usage, especially in the shoulder seasons. In addition, the AGM will work cooperatively with other department heads, leading on any communications (creating a system to do so) necessary to ensure that all parties are properly informed of member and guest plans and preferences with regard to their stay and related activities as well as for any changes in operations, policies or service standards. This position will also be responsible for preparing his/her respective departmental budgets and holding staff accountable to budget compliance.

While food and beverage is not a main responsibility of the AGM, the successful candidate should have experience with and solid knowledge of food and beverage operations in a high-end setting and feel comfortable assisting in that area when on the floor. An acute sense of attention to detail in housekeeping, rooms, and grounds is critical as is experience managing capital improvements and general maintenance of multiple facilities.

Candidates must have a minimum of five years of experience in luxury hotel or resort and private club management at a senior level, ideally in a seasonal environment, and a track record of success in hiring, training and developing a service-oriented staff; J-1 hiring experience is highly desirable. Successful candidates will ideally have experience in overseeing marketing strategies and be savvy with current technology, website and social media tools in order to communicate and market effectively to the membership. Must possess strong member, guest and staff relationship skills with a passion for service and hospitality. Experience overseeing guest room operations is critical as well.

Candidates must demonstrate a desire, interest and commitment to live in Cape Cod and embrace the New England culture and climate. Candidates must also be eager and willing to work in a seasonal club environment with availability to work on the weekends and evenings as needed. A formal education with a degree or concentration in hospitality management is strongly desired, although candidates with demonstrated equivalent training and education may be considered.

Compensation: The Club will offer a competitive compensation plan, along with standard benefits and perks.

Interested and qualified candidates should complete the online candidate profile form and submit a compelling cover letter specific to this opportunity and resume for consideration at <http://denehyctp.com/submissions/>. If you have any questions or need further assistance, please email Alison Savona at alison@denehyctp.com.



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