

KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

ASSISTANT GENERAL MANAGER (AGM) PROFILE: THE AMERICAN CLUB HONG KONG Hong Kong, China

THE AGM OPPORTUNITY AT THE AMERICAN CLUB HONG KONG (ACHK)

This is an outstanding opportunity to become part of one of the most highly regarded clubs in Asia. Working closely with a well-respected GM/COO, the new Assistant General Manager will be succeeding an equally respected Assistant General Manager, set for retirement at the end of June. The new AGM will be ultimately responsible for food and beverage operations, recreational amenity oversight and membership in this highly operational, hands on and visible role. The successful candidate should also be well versed in best practices for HR and financial controls. The club is undergoing several major capital reinvestments/renovations and day in, day out operational activities will fall primarily under the direction of the AGM. With both a Town Club and a Country Club (no golf), the operation has over 3,000 members and requires an energetic, detail-oriented person with exceptional communication skills.

This is a top role that is ideally suited for North American candidates, as approximately 60% of the Club's membership are U.S. citizens. Additionally, a current GM of a smaller operation or a current AGM of a much larger operation would find this an ideal next step and long-term move. This is a unique opportunity to be an expatriate as part of an iconic yet modern club operation.

The 'right' candidate will be part of the long-term succession plan for the future of the ACHK.

THE AMERICAN CLUB HONG KONG

The American Club is one of the few member-owned private clubs in Hong Kong with both a Town Club and a Country Club offering extensive dining, sports, and leisure facilities. Their commitment to excellence distinguishes The American Club as Hong Kong's premier business and social private club with one of the most international and affluent memberships anywhere in the world. In addition, The American Club has reciprocal agreements with over 80 club's worldwide so members can enjoy private club access wherever they are in the world.

The American Club was established nearly a century ago, on July 6, 1925. It grew from small gatherings of Americans who met to socialize and exchange business views. Initially, the Club was located in Rutton House on Duddell Street, and later moved to the old Alexandra House Building on Des Voeux Road. In 1936, the Club established itself in the new Hong Kong and Shanghai Bank Building in Central with more than 400 members.

By 1968, total membership had reached 600, and larger quarters were necessary. The Club moved into the St. George's Building in 1969 with 945 members. Since then, the membership has grown to approximately 2,900, of which, around 50% are Voting Members and 50% are Associate Members (i.e. non-American citizens).

The Club has evolved to its present status due to the determined efforts of a first-class membership who will continue through the 22nd Century without compromising the values on which the Club was founded more than 90 years ago.

The Town Club offers breathtaking views from its prestigious and convenient location at the top of Exchange Square Two in Central; the heart of Hong Kong's financial district. Its décor is a sophisticated union of "East meets West," a marriage of styles and cultures that creates an atmosphere of comfort and refinement.

The Country Club is set on 3.5 lavish acres in beautiful Tai Tam, on the south shore of Hong Kong Island. The building, in keeping with its peaceful, rural setting, has been designed in a tranquil style with neutral tones and surrounded by lush lawns and landscaping incorporating wonderful coastal woodlands. Its designer, the renowned American architect, William Turnbull Jr., won an Honor Award from the American Institute of Architects for his work on the clubhouse.

Mission Statement

"We are dedicated to being a premier Club in Hong Kong which provides a gathering place for social, recreational and business activities for Members and their families in a distinctive American atmosphere.

In achieving our Mission we will:

- *Maintain a commitment to an American identity.*
- *Maintain a Club environment that is open and hospitable.*
- *Provide quality services and products at a fair value.*
- *Maintain fiscal responsibility.*
- *Project a positive image within our community.*
- *Be responsive to our Members."*

THE AMERICAN CLUB HONG KONG BY THE NUMBERS:

- The Club has overall gross revenues of approximately \$32.0M U.S.
- There are approximately 3,000 members in all classes of membership with over 2,500 in the Full Member category
- The initial fee for a Full Member is \$56,150.00 U.S., and their annual dues are \$2,570.00
- Club wide, the annual Dues Revenues exceed \$12.0M U.S.
- Overall F & B revenues, including both club operations, is over \$13.0M U.S.
- The Club is a busy, year-round operation employing approximately 300 FTE
- There are 12 Board members, each serving up to five consecutive one year terms
- The Club has eight standing committees including: Finance, Membership, F & B, Social, Fitness and Recreation, Development, Tennis and Golf
- The Club funds its improvements through operations and is currently in Phase I of a Master Plan that will address both infrastructure renovations (chiller and hot water plants, electrical, etc.) and amenities enhancements (Town Club gym, expansion of pool deck at country club along with a new outdoor bar, conversion of a squash court to a golf theatre, renovation of a main dining outlet and the teen game room, amongst other things)

THE AMERICAN CLUB HONG KONG WEB SITE: www.americanclubhk.com

ASSISTANT GENERAL MANAGER POSITION OVERVIEW

The Club, at present, is operating at a high level with significantly positive member satisfaction in all areas of the operation. Consequently, the desire is for a true hospitality professional to assume operational responsibility for the significant departments under his/her responsibility including the vibrant F & B operation, fitness, tennis, golf horse racing, spa and children's programs, and the overall membership program.

Working closely with the Club's GM/COO, the AGM will be responsible for developing the annual business plan, budgets and tactics for success, innovation and continuous improvement. He/She will be a primary catalyst to

ensure that a robust talent recruitment and retention program is in place, and for continuing the practice of being an 'employer of choice' within the competitive employment nature of Hong Kong.

Hugely important to the success of the AGM is his/her ability to create consistent positive member experiences. This is done through setting a positive personal example with fellow team members and also by being highly interactive and naturally engaging with members and their families and guests. Weekends are especially busy at the Country Club wherein the Town Club is busiest during the week. Being able to balance visibility and leadership presence at both locations throughout the week is a critical success factor, leading the need to be well-organized and capable of significant multi-tasking leadership.

CANDIDATE QUALIFICATIONS

- At least 5 years' experience in a General Manager position or AGM role at a large club, hotel or resort operation (preferably within a club)
- Strong background in club operations, especially F&B
- A North American club background and experience to bring an understanding of those clubs, their customs, their cultures and practices is important
- Experience outside North America preferably in Asia is helpful, but not mandatory
- Especially effective and strong communication skills, with the ability to communicate across all levels, including the Board, membership and staff
- Previous experience with enhancing membership experience is critically important
- Ability to multi-task and delegate appropriately and follow up on tasks
- Strong attention to detail, well organized with good time management and administrative skills
- Strong Leadership skills to lead, inspire and engage staff, recognizing the unique culture of Hong Kong and the staff that make up a majority of the associate team
- Strong financial business management skills with the ability to drive operational efficiency and create business value
- Strong analytical and problem solving skills
- It is helpful to have a keen awareness of and interest in American sports, as members enjoy discussing the wide array of U.S. and Canadian sports teams and activities

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

Preferably a Bachelor's Degree in Business and/or Hospitality; in lieu thereof, significant experience in top quality club or hospitality environments commensurate with the quality of ACHK

SALARY & BENEFITS

Salary is commensurate with an AGM role of this significance in the Asia market, along with an incentive bonus and housing allowance. Relocation and return to North America annually will also be part of the package.

INSTRUCTIONS ON HOW TO APPLY

PLEASE NOTE THE IMPORTANCE OF CREATING A THOUGHTFUL ALIGNMENT OF YOUR INTEREST IN THE POSITION AND THE NEEDS OUTLINED ABOVE, AND ARTICULATE THEM IN YOUR LETTER OF INTEREST, WHICH IS NECESSARY ALONG WITH AN UPDATED RESUME.

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.

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 Nan Fisher or Patty Sprankle: nan@kkandw.com, patty@kkandw.com

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