

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 focus 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 consistently be forward-looking in planning, innovation, organization and departmental leadership is the critical skill set required for success in this position. Also important is the ability to intuitively embrace the need to be visible and highly interactive with members and staff; 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 nearby gorgeous beaches, The Polo Club provides its members with two premier championship golf courses, 27 tennis courts, a 35,000-square foot world-class spa and fitness center, plus an extremely popular family pool and dining complex, along with a myriad of social, dining and recreational activities, all of which have been incorporated as part of the \$40M 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 Polo Club offers members a wide variety of exceptional dining venues. The American Bistro is a high-energy environment serving comfort foods which include hand-crafted burgers, fresh rotisserie items, pizza, salads and desserts. A recent makeover of Steeplechase created a feast for all senses, with an elaborate buffet featuring interactive cooking stations and a mission to provide members and their guests with the freshest seasonal

ingredients. Complementing Executive Chef Edward Leonard's creations, The Crown Room has been transformed into a classic New York style steakhouse with USDA prime grain-fed beef and the finest ingredients from local farms, along with an extraordinary wine selection.

Other dining venues include the poolside Barefoot Café, featuring a tiki-style bar, flat screen TVs, and a high-energy, South Florida casual flair. Winner's Circle, located in the clubhouse, is a casual lounge featuring small tapas plates, charcuterie, dumplings, and hand-crafted sliders. And, the recently added Chill venue is a classic "mom and pop" ice cream shop, featuring shakes, floats, sundaes, and healthy smoothies.

The Spa, adjacent to the main clubhouse, contains a state-of-the-art fitness facility, massage rooms, an on-site physical therapy clinic, a hair and nail salon, and sits atop 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 27 Har-Tru courts, with 7 lighted for evening play. Over the years, the Club has hosted prestigious Tennis 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 square foot clubhouse with five dining venues.
- Grand Ballroom seating approximately 700 guests
- 36 holes of Tim Freeland-designed golf courses; 52,000 rounds of golf annually.
- 35,000 square foot 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 27 Har-Tru tennis courts (7 lighted).
- Family Resort Pool Complex with teen and youth facilities.
- Gross revenues of about \$50.0M (approximately \$44.0M in operations and \$6.0M in annual initiation fees).
- Food and Beverage revenues of approximately \$6.6M, 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 statutes of the State of Florida. The Polo Club is a Section 277 federally taxable membership organization.
- 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:

- Have a strong, highly visible and respectful presence with the membership, while being an exceptional communicator, possess adroit interpersonal skills, and the maturity to instinctively understand our members and guests with a constant orientation toward service excellence. S/he must be able to communicate this expectation to a staff with diverse backgrounds and motivate them positively at all times.
- Have a strong sense of urgency and responsiveness.
- Be a person of quality and integrity.
- Be an active and dynamic recruiter of team members and someone enthusiastic about building a team and 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 lead the team.
- 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; this includes oversight of 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 and uphold expectations for dress, decorum and all other service standards and consistently monitor.
- 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 mentoring/nurturing/developing approach to staff and team. Polo is a high expectation club operation with multiple operating outlets, 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 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 April 5th. Interviews will occur in late spring with the successful candidate likely in place in early summer 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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