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GENERAL MANAGER PROFILE: LOUISVILLE THOROUGHBRED SOCIETY LOUISVILLE, KY

THE GENERAL MANAGER OPPORTUNITY AT THE LOUISVILLE THOROUGHBRED SOCIETY

Located on historic Main Street in downtown Louisville, Kentucky, the Louisville Thoroughbred Society will be a vital and vibrant part of the Thoroughbred racing community in Louisville. This is a unique opportunity for a heart-led leader to open a first-class club focused on high-end service in a historic building that is part of the fabric of this engaging and hospitable city.

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

THE LOUISVILLE THOROUGHBRED SOCIETY

The Louisville Thoroughbred Society (LTS), located on the second floor of the historic E.L. Hughes building (now known as the Hughes Lofts) in downtown Louisville, is a private club dedicated to providing first-class entertainment, service, food, drink and simulcasting of Thoroughbred racing. LTS is the brainchild of co-founders Gene McLean, Michael Schnell and Dave Steinbrecher and is dedicated to promoting and enhancing the horse racing industry in Kentucky. It will offer members the trifecta of Kentucky's most well-known pastimes – bourbon, premium cigars, and horse racing!

Michael Schnell was quoted in [Louisville Business First](#) stating *“Once completed, this space will incorporate the feel of the old, historic clubs that used to operate in downtown Louisville, but will be equipped with all the modern technologies, and the latest in state-of-the-art audio and visual capabilities. The finished product will offer handicappers and the horse enthusiast a venue of comfort and wagering capabilities unlike any other in the region. We are committed to having a first-class operation, appealing to the racing fan that enjoys the feel of a clubhouse suite with red carpet treatment and all the amenities of private membership.”*

In the same periodical, Kevin Flanery, president of Churchill Downs Racetrack stated: *“The creation and development of the Louisville Thoroughbred Society is wonderful news for all participants in Kentucky’s Thoroughbred industry, its stakeholders in racing and breeding, our region’s tourism industry and, most important, the passionate fan base that embraces our industry as an essential part of life in the state during Kentucky Derby Week and year-round. The first horse races during Louisville’s early days were run on Main Street, so the site of the Louisville Thoroughbred Society’s facilities provide a strong and appropriate link to our industry’s past and a vibrant future.”*

LTS includes a 1,280-square-foot dining room with adjacent 600-square-foot outdoor patio space; a premium bar and lounge; a cigar bar equipped with a 380-square-foot, walk-in humidor with private cigar boxes and Bourbon Bar; a library, a rooftop terrace, a 1,200-square-foot event space for private meetings, receptions and special occasions; personalized concierge services; and exclusive wine and bourbon tasting events.

The club will provide simulcasting and pari-mutuel wagering along with live, televised feeds of races and other sporting events through its state-of-the-art audio/video system. The club will also offer seminars on handicapping and other industry topics.

Pop up dinners with special food and beverage selections offered by celebrity chefs and mixologists are planned as well as co-hosting major pre-event parties for the Kentucky Oaks, Kentucky Derby, Breeders’ Cup, and other major racing events hosted both in the Commonwealth and throughout the world.

The club will also offer members day trips to Keeneland, Stallion Farms, bourbon distilleries, brew pubs, and other central Kentucky venues.

LOUISVILLE, KENTUCKY

Louisville (“Bourbon City”) combines history with innovation, culture with compassion, and authenticity with hospitality. Louisville is one of the “10 Best New Food Cities” in America and offers the one and only “Urban Bourbon Experience” – the world’s only city-wide trail filled with award-winning micro-distilleries, exhibits and craft cocktail destinations. It is also home to Churchill Downs, the University of Louisville, the Louisville Slugger Museum and Factory, and the Muhammad Ali Center.

LOUISVILLE THOROUGHBRED SOCIETY PROJECTIONS

- March 1, 2020 opening date
- 800 members maximum
- \$495 initiation fee
- \$1,595 annual dues

ORGANIZATIONAL STRUCTURE

The Louisville Thoroughbred Society will operate under the general manager organizational structure. The GM reports to Gene McLean, who has a management contract for a minimum of three years, and the five-member board of directors.

LTS will have up to 10 to 15 full-time staff members including the F&B manager, and three full-time service staff. Additional part-time servers are used during race meets, sales events, and special club events and parties.

The GM provides support and guidance to all club committees, which are advisory to the board of directors. Committees include: Finance, Human Resources, House, Events and Membership.

LOUISVILLE THOROUGHBRED SOCIETY WEBSITE: thelouisvillethoroughbredsociety.com

JOB DESCRIPTION – POSITION OVERVIEW

The General Manager (GM) has responsibility for day-to-day operations of the Louisville Thoroughbred Society. He or she directs and administers all aspects of the operations – the amenities, staff and all programs and activities relating to food and beverage operations, activities, and programs to ensure outstanding service delivery.

The GM is responsible for the creation and implementation of all service standards and processes while providing leadership for key managers and staff at the LTS. Clearly, a primary objective is for the GM to be the ‘face’ of the club to all constituencies, including the external community, and to ensure that goals and objectives are defined, understood, evaluated and enhanced on a continuous basis, to meet the expectations of the membership as defined by the board of directors in concert with the GM.

It is intended that the GM provides continuity for the Louisville Thoroughbred Society and exhibits strong executive leadership to all areas of the operation, including to the board and committees, who govern and advise, respectively. The expectation is that the GM will provide reflective and visionary leadership to the board of directors and other constituencies, recognizing and proactively anticipating trends and relevant impacts to LTS. The successful candidate will ensure that LTS is consistently striving to provide ‘best in the area’ service and programs.

In addition to coordinating and supervising all of the management and administrative functions of LTS, the GM will oversee the preparation of annual operating and capital budgets, supporting the strategic and tactical initiatives and expectations that he or she has established with the board. The GM will be the primary club representative to ensure that significant capital/asset/lease improvements are well conceived, thoroughly planned and executed, and that the status of such projects is consistently communicated to appropriate constituencies within LTS.

The GM:

- Provides “sincere and visibly engaged” leadership and interaction with the members and their guests. The GM is a consistent and positive force behind the continuous enhancement of all aspects of LTS.
- Is a proactive part of the process of strategic planning, membership recruitment, retention and activities/services programming, ensuring that each of these areas of focus consider current and future membership input and demographics. The GM is the catalyst for examining and forecasting trends of membership demographics and service desires. Membership recruitment and retention is a critical element toward success in the current Louisville market and economy; the GM must be comfortable and competent being an integral part of recruitment, and effectively orienting new members so that their initial experience with the LTS quickly engages them into habitual use of the club.
- Recognizes that all amenities at LTS are unique and need to be consistently well-maintained, and that his or her primary mission is to determine and ensure that quality service and product levels are provided, and that the team at LTS consistently supports this goal and delivery. The GM recognizes that quality food and beverage operations are primary drivers of the club and, as such, need to be commensurate with member expectations and support the traditional, “genteel Southern” experience.
- Ensures that members have consistent opportunity to provide input, suggestions, observations and concerns about all aspects of the club and that he or she in turn has multiple opportunities for respectful and engaged communication back to each constituency.
- Is responsive to members’ requests for menu selections, event planning, etc., and strives to find creative ways to accommodate reasonable member requests. The GM believes in the service philosophy: “the answer is ‘yes,’ what is the question?”
- Recognizes the on-going desire of LTS to uphold a tradition of casual elegance and outstanding dining and social operations and provides necessary focus on these core values to ensure that the majority of members’ interests are consistently met.
- Ensures that appropriately skilled, trained and competent staff are hired. He or she sets standards of performance for each team member and holds them accountable for maintaining these standards within the club.
- Conducts regular performance appraisals and provides on-going feedback relative to performance to each direct report. Interacts with managers pursuant to the appraisal, discipline, and/or discharge, of their respective direct reports.
- Ensures that appropriate and necessary funds are available for on-going professional development and training of staff.
- Ensures that staff in all areas are focused on positive, supportive relationships amongst themselves and with the membership, and that inappropriate behavior of any type is not tolerated in the workplace.
- Oversees the preparation of the annual operating and capital budgets and, after board approval, manages and controls the operation to attain the desired results, clearly and effectively reporting on results to the board and appropriate committees. Maintains a multi-year operating and capital budget plan that supports the strategic long-term objectives of LTS. The GM is innovative when it comes to capital project financing, looking for multiple alternatives toward reinvestment in LTS facilities, while being a strong advocate of the majority of members’ needs and desires.
- Is ultimately responsible to ensure that appropriate safeguards are in place for all LTS’s primary assets – membership, staff, amenities, assets and so forth – whether it be for physical safety purposes, or for protection of information and intellectual property of LTS.

- Ensures that effective control systems are in place to monitor and identify the flow of work, receipts and expenditures, and that all are accomplished with the highest degree of integrity and accountability.
- Creates standard operating procedures in accounting, controls, and staff training and development.
- Develops and continues to update training manuals and programs as necessary to ensure service excellence and consistency.
- Is the primary verbal and written communicator of necessary and important information for members and staff and recognizes that the ability to convey information in an articulate, well-conceived and well-written manner is of utmost importance.
- Is responsible for ensuring frequent and ongoing communications with members regarding updates, issues, and upcoming marketing of events via email, letters, and monthly newsletters. The GM is also responsible for gathering information and feedback from members via annual surveys and service and topic-specific mini-surveys.
- Recognizes the importance of membership orientation, retention and overall satisfaction, and is therefore a critical player in creating and leading this effort, working closely with the membership committee. Takes an active role in developing key contacts and relationships in the greater Louisville community, which in turn aids the process of new member recruitment.
- Develops and continually fosters relationships with external constituencies including the city of Louisville, Churchill Downs, the University of Louisville, and Louisville/Jefferson County officials.
- Recognizes the importance of setting norms and expectations in all areas of responsibilities by defining core values and specifying scope of authority, with the support of the board, for all constituencies.
- Develops new board and committee member orientation programs to ensure understanding of roles and responsibilities and to engage member participation.
- Sets accountabilities for the team and ensures understanding and compliance with these expectations.
- Is primarily responsible for setting and maintaining protocols for the general care, maintenance, and upkeep of the physical plant and facilities, to ensure that appropriate monies are available for said upkeep.
- Creates and maintains an organizational structure that ensures appropriate, necessary and reasonable distribution of duties and responsibilities; must delegate to direct reports and staff as necessary but follow up as appropriate to ensure that details critical for success are completed.
- Ensures that all LTS operations are managed with the exceptional integrity, sound business practices and principals and in an honest and forthright manner.
- Provides day-to-day supervision of significant strategic and capital projects, as approved by the board and membership.
- Recognizes the need to continually improve existing member services and introduce new programs and services to enhance member engagement and the overall value of membership at LTS.
- Is familiar with applicable local, state and federal laws as they pertain to the club and its employees and assures that LTS is operated in accordance with such laws.
- Attends and coordinates meetings of the board of directors and club committees, on which he or she is an ex-officio member. The GM is viewed as a key partner with the board to proactively identify and effectively address all issues of importance to the well-being of LTS.
- Arranges for proper memorializing of meeting minutes, critical decisions and action plans.

INITIAL PRIORITIES

- Hire and train a dynamic team including a dining room manager, bartenders, servers, and concierge staff. The executive chef will be retained by our catering company located next door.
- Create training and employee policies manuals.
- Develop core values and mission, vision statements.
- Engage new members and assist in recruiting members.
- Build orientation programs for new members, board members, committee members and staff.
- Assess and implement POS and accounting systems.

CANDIDATE QUALIFICATIONS

Successful candidates have:

- A minimum of 5-7 years of progressive leadership/management experience in an active, private club environment or similar hospitality environment. Prior experience in city and/or dining club environments is especially helpful, as is a general (or stronger) knowledge of the Thoroughbred racing industry. Further preference will be given to those candidates with knowledge in this area, as well as familiarity with the greater Louisville area and its economic drivers.
- A career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to 'unplanned' career changes.
- Strong general management skills with verifiable strengths in team development, financial performance, quality food and beverage programming, exceptional member/guest service programming, membership marketing, and most importantly the ability to consistently define and achieve goals and objectives both for himself/herself and direct reports.
- Proven and verifiable leadership qualities with demonstrated ability to direct, coordinate and control all facets of a private club.
- Exceptionally strong communication and facilitation skills, both written and verbal, with the appropriate personal presence, passion for the position and ability to interact effectively with diverse constituencies of members, staff, vendors and other people who are part of the success of LTS. Communication with members and staff, and engaged personal visibility is of immense importance at LTS.
- Had an exposure and responsibility to oversee and lead a high-quality operation in all areas of his or her previous positions---amenities, service and overall club ambience. It is critical that the GM personifies the level of quality and consistency that is commensurate with expectations at LTS.
- A network of people for contact within the hospitality industry for networking in a wide range of functional skills and disciplines.
- Business, creative and entrepreneurial sense for the overall evaluation of programs and services provided at LTS. Additionally, having the ability to recognize the quality and type of service that the majority of members (and future members) expect, and which will continue to enhance the value of membership at the Louisville Thoroughbred Society.
- Strong financial and accounting acumen and technology skills in order to review accounting systems, evaluate FOH and BOH systems and implement the two.
- A confident, diplomatic and competent demeanor. He or she is a creative problem solver who commands respect because of the way he or she interacts with others and lives up to his or her word.
- Strong organizational skills and an obsession with covering the details necessary to consistently achieve high levels a quality, satisfaction and outstanding member experiences.
- A broad knowledge of U.S. and International wine, spirits and beer. He or she also has the ability and passion to share that knowledge and enthusiasm with staff is important.
- A sense of humor and style that is commensurately appropriate with the culture and expectations of a friendly and supportive membership group.
- On a verifiable, positive career track, unblemished by inappropriate behavior of any sort that would be potentially detrimental or embarrassing to the membership of LTS. Someone who has been a "difference maker" wherever he/she has been in the past.

EDUCATION AND CERTIFICATION QUALIFICATIONS

- A college degree is highly desirable, preferably in Hospitality or Business Management.
- In lieu of a degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation preferred.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefit package including CMAA membership.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link at the bottom of this page. 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 with the above noted expectations and requirements is necessary. Your letter should be addressed to the Search Committee, Louisville Thoroughbred Society, 12300 Locust Lane, Louisville, KY 40223 and should clearly articulate why you want to be considered for this position at this stage of your career and why LTS and the Louisville area will be beneficial to you, your family, your career, and the club if selected.

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.

If you have any questions, please email Nan Fisher at nan@kkandw.com.

[Click here](#) to upload your resume and cover letter.

LEAD SEARCH EXECUTIVE

Lisa Carroll

lisa@kkandw.com

561-596-1123