

## **GENERAL MANAGER PROFILE: THE LODGE AT GLENDORN BRADFORD, PA**

### **THE GENERAL MANAGER (GM) OPPORTUNITY AT THE LODGE AT GLENDORN**

A unique opportunity exists for an exceptional candidate with a successful track record of accomplishment, leadership, and luxury operations management experience in private clubs, hotels, high-end restaurants, or resorts. We are conducting a search for the General Manager (GM ) for The Lodge at Glendorn in Bradford, Pennsylvania. In a gorgeously green and unspoiled part of Pennsylvania, halfway between Pittsburgh and Buffalo, lies The Lodge at Glendorn. It is a Forbes Four Star (anticipated 5 star, 2023) / Relais & Chateau property that has 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 resort property, one acknowledged for its first-class amenities, quality work environment, and focus on an exceptional experience for its guests.

The primary focus of the role is delivering an unparalleled guest experience for individuals, their families, or business associates. 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 appropriately interactive with guests and staff; leadership in this area begins and ends with approachability and accessibility.

The General Manager will ensure the goals of the food and beverage department, lodging and amenities use are being met through proactive leadership and full-scope management. Clearly then, paying attention to all the details that contribute to overall success is a crucial attribute and a necessary intuitive style of the successful General Manager.

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

### **ABOUT THE LODGE AT GLENDORN**

The Lodge at Glendorn was fashioned after the Great Camps built in the Adirondacks during the turn of the last century by the founder of the Dorn family oil business C.G. Dorn in 1927. This 1250-acre property served as a family retreat for over 82 years before being sold. Pittsburgh business owner J. Cliff Forrest who had been a guest at Glendorn several times purchased the property in 2009 and added an additional 250 acres to complete the now 1500-acre property that borders 800 square miles of the Allegheny National Forest.

Mr. Forrest ensures that The Lodge at Glendorn retains all its original charm and authenticity. The main lodge and individual cabins are built with sequoia wood and blend perfectly into the breathtaking natural surroundings. In the forest of hemlock spruces, it is not uncommon to spot foxes, deer, bears, or beavers and there are 7.25km of privately owned banks along Fuller Brook for fly fishing, accompanied by experienced guides. With numerous options for adventure, plus top-caliber culinary experiences and the Forest Spa, there is something for every guest of the family to enjoy.

The Lodge at Glendorn is happy to boast 16 distinct luxury accommodations, most of which are set apart as standalone cabins. From private cabins with outdoor fire pits to the all-redwood Main Lodge's convenient rooms and suites, there's something for everyone at this luxuriously private Pennsylvania getaway.

In addition to the luxury accommodation options, exceptional dining, and world-class service, The Lodge at Glendorn offers the following amenities to its guests: full spa services, onsite guided fly-fishing on three trout ponds or 4.5 miles of mountain streams, use of ORVIS fly fishing equipment, trap, skeet, and sporting clays shooting, hiking and biking on 18 miles of trails, Use of tandem, Trek mountain, and cruiser bikes, indoor fireplaces in 14 accommodations, heated swimming pool, multi-court with equipment for tennis, basketball, pickleball and shuffleboard, snowshoeing and cross-country skiing in winter, kayaking, canoeing, stand-up paddleboarding and peddle boat, an assortment of yard games including croquet and bocce, outdoor bonfires at each cabin accommodation and throughout the property and weekly complimentary activities such as bonfires with s'mores and microbrews, yoga sessions, as well as seasonal events.

#### **THE LODGE AT GLENDORN BY THE NUMBERS:**

- Total Revenue - \$3.5M
- # Room Nights - 2180
- F&B Revenue - \$1M
- # of Full Time Equivalent Employees – 17, seasonal - 40
- The Lodge is organized as a 501(c)(7) and is for profit
- POS and accounting system - Northstar

**THE LODGE AT GLENDORN WEBSITE:** [www.glendorn.com](http://www.glendorn.com)

#### **GENERAL MANAGER (GM ) POSITION OVERVIEW**

The General Manager has responsibility for all day-to-day operations of The Lodge at Glendorn. S/he directs and administers all aspects of the operations to include lodging, amenities, staff, and all programs and activities to ensure outstanding service and guest satisfaction.

#### **PRIMARY RESPONSIBILITIES**

##### **Guest Services:**

- Consistent sincere and significant engagement of guests, highly visible to guests and staff in the dining areas of The Lodge is of importance. The General Manager is ultimately responsible to ensure that all guest dining and events are well-conceived and executed.
- Provide quality leadership in a positive and upbeat manner for the guests and staff.
- Create and maintain a first-class service culture throughout the property.
- Address and resolve all guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the General operations.

##### **Employee Relations:**

- Oversee the recruiting, hiring, and development of personnel. Oversee ongoing training programs complete with up-to-date training manuals to ensure exceptional service in all parts of the Lodge's operation.
- Provides for training and future development of all subordinate managers and supervisors subject to budget approval by the owner. Instill the concept of being "team players" in all employees. Continue to coach, counsel, and evaluate departmental staff.
- Ensures that a positive spirit and healthy work environment exists throughout the property, one that is free of safety risks and all forms of employee harassment.
- Maintain an effective communication program where employees are treated in a fair, structured and consistent manner.
- Function as the administrative and communication link between departments.
- Guarantee that all employees are regularly trained and certified in areas that help guard the safety and well-being of the guests and other employees including, but not limited to responsible alcohol service, safe food handling, etc.
- Help to facilitate a team environment with high ethical standards.

##### **Financial Management:**

- Works jointly with the accountant to prepare the annual operating and capital budgets for all operations, and assists in managing and controlling the operations to attain the desired results.

- Monitors the budget each week/month and directs the taking of corrective action as necessary to assure that the budgeted goals are attained.
- Provides input to all personnel regarding annual budgets, capital spending plans, fiscal controls, and operational guidelines.
- Monitors payroll records to control overtime and maintain labor costs within budgetary guidelines.
- Supervises the purchasing, receiving, safekeeping and disbursement of operating supplies and equipment to maximize quality and profitability.

#### **Personnel Management:**

- 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 performance standards for all departments, and hold them accountable for maintaining these standards, especially in guest service areas.
- Displays a very hands-on approach and leads the staff by example. Must be approachable to staff and guests.
- Assists in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts and budgets.
- Involved in the recruitment and retention of all staff.
- Responsible for the hiring, discipline, termination and documentation of all staff.
- Reviews all accidents, completes accident reports and implements improved procedures.
- A warm personality, a sense of humor and the ability to work effectively with all levels of the internal staff and guests.
- 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 #1 asset.
- Maintain an environment and overall atmosphere for management/staff that promotes and values appropriate and responsible contributions to The Lodge at Glendorn's success. Ensure that all staff are focused on positive, supportive relationships amongst themselves and with the guests.

#### **Operational Responsibilities:**

- Understands and abides by The Lodge at Glendorn policies and departmental procedures.
- Provides content for and manages communications and marketing materials for The Lodge.
- Assures that The Lodge at Glendorn is run in accordance with all applicable local, state and federal laws.
- Research new products/services/vendors and develops an analysis of their costs/benefits.
- Ensures that the properties' preventive maintenance and energy management programs are on schedule and in use.
- Disseminates information effectively and coordinates activities between departments on a timely basis.
- Keeps the Owner informed of all potential problems and activities related to the smooth operation of The Lodge.
- A sharp eye for detail in the overall management of the operation.
- Responsible for regularly reporting of performance and financial data to the accountant.

#### **DIRECT REPORTS:**

- Director of Lodging
- Manager of Lodging
- Activities Director
- Food & Beverage Director
- Chief Engineer
- Executive Chef

#### **CANDIDATE QUALIFICATIONS**

- Is a servant leader with strong hospitality credentials and a proven track record of providing premier-level hospitality services, with a personality that is commensurately appropriate for The Lodge at Glendorn culture.
- Has a fundamental understanding of what constitutes a Forbes Five Star / Relais & Chateau property experience and the proven ability to execute to that level.

- A professional career track record of hospitality achievement and stability with experience in a high-volume, highly respected club, resort, or hotel.
- Is a highly motivated individual who is confident in his or her abilities and yet humble in personality; a person who can share the credit with their staff for achievements made as well as take responsibility when standards are not met.
- Has a positive attitude and is professional in nature with a high degree of integrity and a strong work ethic.
- Is a proven hospitality leader who can manage his or her time and establish priorities, to which he or she is accountable to execute against.
- Has a verifiable track record of successfully leading a multi-amenity operation including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives.
- A “relationship” person who successfully finds solutions with all sides in mind.
- Exhibits a continuous desire to improve him/herself and a track record of developing strong and upwardly successful associates and direct reports.
- Possessing financial acumen to understand financials and manage budgets.
- An overriding sense of quality consciousness that pervades every part of the operation. This includes a high-quality, courteous and efficient staff.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment, OSHA and the full range of employee benefits.
- Strong verbal and written communication skills.
- Must have excellent computer skills, including extensive use of Microsoft Office programs.

#### **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.

#### **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

#### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience.

#### **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 on your LinkedIn Profile.

**Prepare a thoughtful cover letter addressed to Cliff Forrest, Owner of The Lodge at Glendorn,** 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 TLG and the Bradford 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, February 17, 2023. Candidate selections will occur in late February with the first Interviews expected in mid-March and second interviews a short time later. The new candidate should assume his/her role in April 2023.***

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter The Lodge at Glendorn

(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](mailto:katy@kkandw.com)

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