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GENERAL MANAGER PROFILE THE METROPOLITAN CLUB SAN FRANCISCO, CA

GENERAL MANAGER OPPORTUNITY AT THE METROPOLITAN CLUB

An exceptional opportunity exists – for candidates with a record of successful management experience in premier private club or hotel operations to enhance their career at one of San Francisco’s finest city clubs. The Metropolitan Club, a women’s athletic and social club, located on Sutter Street near Union Square, is looking for a General Manager to lead the club to a prosperous future while preserving its storied history and valued traditions.

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

THE METROPOLITAN CLUB OVERVIEW

The Metropolitan Club was established in 1915 as the Women's Athletic Club of San Francisco. Bolstered by the energy and confidence of the early twentieth-century women’s club movement Elizabeth Pillsbury, the Club's first President, was instrumental in encouraging dynamic and visionary women in the community to found the first women's athletic and social club on the West Coast.

Built by the prominent San Francisco architectural firm of Bliss & Faville, 640 Sutter Street’s design references early Renaissance palazzos. The Club opened in 1917 offering gymnastics, swimming, dancing, basketball, fencing, hockey, volleyball, and tennis in the city's first indoor tennis court, as well as Turkish baths, massage, hydrotherapeutics, and hairdressing.

In 1966, recognizing that the Club’s offerings had grown to include dining, a beautiful bar, musical events, lectures, and a variety of other social activities, Club members voted on a new name - the Metropolitan Club of San Francisco.

Since its founding, the Met Club has grown and prospered and remains one of the country’s most beautiful and vibrant private clubs. The Metropolitan Club is listed on the National Register of Historic Places.

THE METROPOLITAN CLUB HIGHLIGHTS

- Excellent Club food and wine events, themed parties, intellectual and cultural lectures, concerts, book and interest groups, travel, and special interest classes
- Dynamic food and wine culture
- Popular casual member gathering places include The Bar, Café Met, and the Tapestry Room
- Vibrant private event space for 275 guests, plus multiple rooms for meetings and small group entertaining
- Library with new books added monthly
- 18 beautiful guest overnight rooms, including 5 suites
- Active Athletic facilities include: 25-yard Swimming Pool, Fitness Center, Group Fitness Classes, Tennis/Pickleball Court
- The M Spa offers: Massages, Scrubs, Facials, Makeup, Hair Styling, and Nail Services
- A Network of 50 US reciprocal clubs and 46 international clubs

THE METROPOLITAN CLUB DINING AND ENTERTAINING

Food and beverage hospitality is a cornerstone at The Metropolitan Club. A *la carte* breakfast and lunch are served in the Tapestry Room, Monday – Friday, and dinner in the Art Deco Main Dining Room, Wednesday – Friday. Drinks and small plates in the Bar, Monday - Friday.

Two floors of elegant rooms offer many choices for private entertaining; from intimate dinners to special occasions for over 200 guests.

THE METROPOLITAN CLUB BY THE NUMBERS

- 850 Members
- \$10,000 Initiation fee
- \$5,580 Annual dues
- \$77 monthly Capital Dues
- \$3.9M Gross revenue
- \$1.0M F&B volume
- 48 Employees (FTE)

THE METROPOLITAN CLUB ORGANIZATIONAL STRUCTURE

The Metropolitan Club is governed by an 11-person Board of Directors who may serve two-year terms. The Club has 14 committees including Finance, House, Membership, Long Range Planning, Food & Beverage, Activities, Bridge, Communications, Fitness & Wellness, M Spa & Salon, Library, Engagement, Reciprocal, and Stewardship.

THE METROPOLITAN CLUB MISSION STATEMENT

"The Metropolitan Club provides exceptional athletic, educational, and social opportunities for women in a gracious and collaborative environment."

THE METROPOLITAN CLUB VISION STATEMENT

The Metropolitan Club is a premier private club for outstanding women of all ages, which provides athletic, cultural, and educational activities for its members, their families, and their guests. The welcoming and elegant facilities provide a gracious setting for Club activities and events. The courteous, well-trained, and capable staff is highly respected. The Club is managed and actively governed to be operationally strong and financially sound.

THE METROPOLITAN CLUB WEBSITE: www.metropolitanclubsf.org

GENERAL MANAGER – POSITION OVERVIEW

The GM of The Metropolitan Club embraces the history and traditions of the Club while ensuring that it remains relevant and positioned for a successful future. The GM oversees all activities relating to its members, guests, and employees, and reports directly to the President of the Board of Directors. The GM provides careful and consistent financial direction. He or she leads the staff in operating the Club with the utmost professionalism and an engaged commitment to quality and hospitality; thus, ensuring maximum member and guest participation, engagement, and satisfaction.

THE SUCCESSFUL CANDIDATE WILL HAVE STRONG SKILL SETS IN THE FOLLOWING:

Management: The GM is the primary coordinator of budgeting, hiring, training, orientations and cultural immersion, and supervision of associates. He or she will therefore be using and applying relevant technology and necessary marketing techniques to drive member usage of food and beverage operations, assuring member and guest needs and desires are met and exceeded. Club member and guest satisfaction and enjoyment of the culinary and hospitality service experience at The Metropolitan Club are primary drivers of its overall success. A developed sense of genuine hospitality and an ability to instill this in the staff is a "must."

Service: The GM is responsible for the creation and implementation of a hospitality service culture: setting standards, processes, and ongoing training while providing leadership for managers and staff at The Metropolitan Club.

Budgeting: In addition to coordinating and supervising the management and administrative functions of The Metropolitan Club, 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.

Membership: The GM supports the Club's membership recruitment and retention efforts, although membership is "by invitation only" and is led by an active Membership Committee. It is critical that the GM understands the local market and economy. The GM must be comfortable and competent in being an integral and proactive part of developing relationships that may lead to membership interest and/or business opportunities (banquets/events), and in effectively orienting new members so that their initial experience with the Club results in its habitual use.

Communications: The GM must be an exceptional communicator, have adroit interpersonal skills and have the maturity to instinctively know how to make members and guests feel that they are consistently treated in a gracious manner. Further, he or she must be able to communicate these expectations to staff with diverse backgrounds and promote buy-in, so they understand and execute those expectations.

In addition, the GM must possess strong working ability with technology, electronic communications, and social media to be used in such areas as member newsletters, brochure production, and electronic updates.

Visibility: The GM is expected to be highly visible, present at the Club as its "face," and managing operations during regular business hours as well as during evening and weekend private parties and club functions. Sincerely and visibly engaged leadership is paramount to success in this position.

Strategic Planning: The GM proactively identifies strategic projects and business trends that are important to the long-term well-being of The Metropolitan Club and offers recommendations and solutions to the Board and/or appropriate Committees for consideration. The GM, working closely with the Board, is most critically aware of the club industry, economic, regulatory, and membership-related trends that may impact The Metropolitan Club.

Operations: The GM takes personal ownership of operations, being especially aware of the physical plant and overall presentation of the operation and the need to be consistently member ready in both appearance and service. Construction and renovation management skills are highly desirable. The GM is ultimately responsible for ensuring that appropriate safeguards are in place for all Club primary assets—membership and staff, amenities, artwork, furniture, and other assets—for physical safety purposes and the protection of The Metropolitan Club information and intellectual property.

CANDIDATE QUALIFICATIONS

- A minimum of five years of verifiable, progressive leadership and management experience in an active, first-class, hospitality environment. Assistant General Managers, Directors of Food & Beverage, and Club Managers, with verifiable records of achievement, will be considered for this role.
- Exceptionally strong communication and facilitation skills, both written and verbal, with an appropriate personal presence, and a desire and ability to interact effectively with diverse constituencies including members, staff, vendors, and others who are part of the success of The Metropolitan Club.
- A verifiable career track that demonstrates a record of tenure and commitment to previous employers.
- Strong leadership skills with verifiable strengths in team development, financial performance, quality food and beverage service and operations; exceptional member and guest hospitality service programming; strategic planning; project management; and most importantly the ability to consistently define and achieve goals and objectives.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor's degree is required, preferably in Hospitality Management or Business. Other significant experience could be considered.
- CMAA's Certified Club Manager (CCM) designation is preferred.

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 & 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 below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

Your cover letter should be addressed to Laura Pilz, Search Committee Chairwoman. Clearly articulate why you want to be considered for this position at this stage of your career and why The Metropolitan Club and the San Francisco area will likely be a “fit” for you, your family, 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.

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

If you have any questions, please email holly@kkandw.com

LEAD SEARCH EXECUTIVES

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