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GENERAL MANAGER PROFILE: WINGED FOOT GOLF CLUB MAMARONECK, NY

GENERAL MANAGER AT WINGED FOOT GOLF CLUB

A rare opportunity exists for an exceptional candidate with a successful track record of achievement, leadership and high-quality operations management experience in private clubs, hotels, high-end restaurants, or resorts. We are conducting a search for the General Manager (GM) at one of the country's most iconic clubs, Winged Foot Golf Club, which has built a reputation among the finest and most recognized in the country, and which has hosted many championships over the years, most recently the U.S. Open in 2020.

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

WINGED FOOT GOLF CLUB HISTORY AND OVERVIEW

Winged Foot Golf Club is a private member-owned club with two 18-hole golf courses located in Mamaroneck, New York which officially opened for play in 1923. The courses' architect is A. W. Tillinghast, who also designed courses such as Baltusrol (Lower) and Bethpage Black which have also hosted major professional golf events. Winged Foot Golf Club was founded in 1921 by a consortium consisting mainly of members of The New York Athletic Club.

Winged Foot is considered, by many, to have the best 36 holes of golf of any club in the world. The Clubhouse remains one of the most recognized in the golf world designed by Charles Wendehack, who was considered to be the finest Clubhouse architect in the world at the time.

Winged Foot has a storied history of hosting national championships, including 7 U.S. Opens, the 1940 U.S. Amateur, the 1949 Walker Cup, and a PGA Championship on the West Course. The East Course has been the site of two U.S. Women's Opens and the inaugural U.S. Senior Open, and the 2004 U.S. Amateur was played over both courses.

Golf Digest ranked the West Course 8th and the East Course 65th in its 2009-10 listing of *America's 100 Greatest Golf Courses*. Unlike most clubs, Winged Foot's courses are primarily walking courses where caddies are an important part of the Club's traditions.

WINGED FOOT GOLF CLUB WEB SITE: www.wfgc.org

GENERAL MANAGER (GM) POSITION OVERVIEW

The General Manager of Winged Foot Golf Club shall be responsible for providing leadership with extensive experience in food and beverage and creating an unparalleled member experience. He/she will manage and oversee all of the day-to-day operations of the Club. The General Manager shall report to the President of the Board of Governors.

INITIAL PRIORITIES

- Ensure member satisfaction. Know members by name. *Be present, be active, be visible and approachable.* Connect directly with members and their families.
- Develop relationship with key department heads to include Director of Golf Courses and Grounds, Head Golf Professional, CFO, Executive Chef, Clubhouse Manager and Assistant General Manager.

- Be “present “throughout all areas of Winged Foot, with both members and staff, provide energized leadership, creativity, passion, integrity, candor, humility, and positivity while taking proactive initiative to identify and address areas of needed enhancement, bringing the team together to ensure collaboration and unity.
- Work closely with the F & B team to ensure that an appropriate foundation of success is in place in this department, both in the culinary and service execution sides of the operation. *F & B operations are of utmost importance to the membership and meeting a majority of members’ expectations in this area is a critical success factor. Service standards and consistent delivery thereof is an important area of focus.*
- Work closely with the transition committee to understand the history of Winged Foot, its traditions and the key relationships within and outside of the membership and staff; building a solid relationship foundation is a critical success factor.

Key Areas of Responsibility:

Management and Leadership

- Develop, maintain and communicate a management philosophy to guide all Club personnel toward optimal operating results, staff morale and member satisfaction.
- Develop a professional HR Operation

Operations & Finance

- Prioritize the development of a long-term capital plan
- Responsible for quality assurance across all functional areas of the Club (e.g., ensure golf course conditions that are A+, food service and entertainment that meets the highest standards, a Golf Shop that generates substantial revenue and broadens the Club’s brand, and Club facilities that are managed and maintained in a first-class manner).
- Secure, protect and enhance Club assets including, without limitation, intellectual property and brand equity.

Food & Beverage

- Provide Members and their guests with a consistently superior dining and social experience by establishing an exceptionally high degree of quality and professionalism.
- Oversee a top-flight food and beverage operation, with appealing menus, properly priced, and featuring exemplary service.

Communication & Public Relations

- Maintain relations with neighbors, tenants, vendors, USGA, MGA, golf outing sponsors, governmental agencies such as police, fire, liquor control board, health department and other key relationships of the Club.
- Participate in appropriate community activities to enhance the prestige of the Club; broaden the scope of the Club’s operation by fulfilling the public obligations of the Club as a participating member of the community and the world of golf.

Board & Committees

- Coordinate and serve as an ex-officio member of appropriate Club committees and attend meetings of the Board.
- Serve on the Board of Directors of The Winged Foot Foundation, a public foundation.

CANDIDATE QUALIFICATIONS

- A verifiable history of success and proactive leadership with an appreciation for the history and prominence Winged Foot Golf Club holds in the golf world.
- Strong verifiable strengths in exceptional *quality food and beverage programming, training and execution.*
- Experience in developing/implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets, with a strong understanding of hospitality and service balanced against financial efficiencies. Having a history of KPI design and analysis along with the ability clearly articulate trends and design plans to support or address them.
- Strong interpersonal and communication skills, both written and verbal, with the proven ability to make effective presentations of information and recommendations.
- Demonstrated experience with delivering technology enabled solutions to improve everyday business/administrative outcomes.

- Strong technology and computer skills including, but not limited to Microsoft Word, Excel, PowerPoint, and Outlook, as well as club industry and other advances that leverage high tech to improve high touch. Financial aptitude commensurate with executive duties; a data-driven decision maker. Technologically savvy – experience in systems management and the wherewithal to build necessary data analytics.
- Experience in planning and administering training and professional development programs for himself/herself and club personnel. Understanding and having led dynamic HR operations, ideally with Union employee experience.
- Membership in the Club Managers Association of America and/or other professional associations.
- Industry experience at least 7 years, preferably at a Private Club, preferably a well-regarded golf club; hospitality experience, capital project management experience, and event management experience are all pluses.
- Attendance at appropriate conferences, workshops, and meetings to keep abreast of current information and developments in the field.
- Experience working with volunteer committees and boards.
- Organization, strong work ethic, detail orientation; competitive with a hands-on leadership style; willing to make hard decisions that involve changing long-standing practices and customs.
- Ability to inspire and motivate others, earn the respect of members and employees; ability to attract and inspire a great staff as well as to process and manage employee complaints systematically and fairly. Ability to foster a positive, passionate work environment and culture.
- Ability to think strategically while meeting operational and near-term objectives.
- Capacity to effectively delegate, to clearly delineate duties and to develop talent that grows within and/or achieves success outside. A passion for training and mentoring.
- Knowledge of the history of the game of golf, its traditions and etiquette, and an appreciation for the role Winged Foot has played in that regard.

EDUCATION

- 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, preferred designations: CCM, CCE, CMC, PGA

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. The Club, along with the typical CMAA and PGA 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 application link below. We ask that you review our recommendations (in the paragraph below) as you compile your cover letter. Please have your documents fully prepared to be uploaded when prompted 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. Ted Burke, Search Chairman, Winged Foot Golf Club**. Clearly articulate why you want to be considered for this position and why Winged Foot Golf Club and the Mamaroneck, NY area will likely be a fit for you, your family and the Club if selected. ***Expressions of interest in this manner should be conveyed to our Firm no later than December 31, 2022. Candidate selections will occur in early-January and first interviews are expected to occur in mid-January, final selections will likely be made in late January with the successfully selected candidate starting on or about March 1, 2023.***

IMPORTANT: Name your resume and letter in the following manner before uploading (these documents should be uploaded in Word or PDF format):

“Last Name, First Name Resume”

“Last Name, First Name Cover Letter Winged Foot Golf Club”

Note: Once you complete the application process for this search, you are not able to return and upload additional documents.

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

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

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