



## **GreatHorse – Hampden, Massachusetts**

### **Assistant General Manager**

#### **About the Club**

GreatHorse is a family-owned and high-end, private full-service country club located in Hampden, Massachusetts near Springfield, Massachusetts and 40 minutes north of Hartford, Connecticut. This premier property opened in June 2015 after an expansive rebuild of the golf course and construction of a 30,000 square-foot clubhouse situated high on a ridge facing the Berkshire Mountains. Club amenities and services include: an 18-hole championship golf course, driving range and short game practice area, indoor teaching center, golf simulators, full basketball court, tennis hut and tennis courts, platform tennis courts, outdoor resort-style pool with cabanas, fitness center, five guest rooms, two cottages, private event space, spa services, concierge services, men's and women's locker rooms, and a veranda offering scenic views of the golf course and Berkshires. Dining outlets include the stylish main dining room, outdoor veranda and a bar and lounge area. Separate from the clubhouse is a state-of-the-art private event facility, The Starting Gate. There are approximately 400 members.

The Club is open Tuesday through Sunday year-round. Food and beverage services are not offered on Tuesdays from November 20<sup>th</sup> to May 1<sup>st</sup>. Total Food & Beverage revenue exceeds \$2 million.

#### **About the Position**

The Assistant General Manager reports directly to and works closely with the General Manager and leads a team that includes the Executive Chef, Food & Beverage Manager, Bar Manager, Communications Manager, Facilities Manager, and Concierge Staff, while also providing supervision to the locker room, housekeeping and seasonal staff. This position is hands on, member facing, and responsible for the on the ground, day-to-day operations while working cooperatively with the sports related department heads to ensure consistent and excellent member service throughout the campus and lodging component. The Assistant General Manager provides input with regard to the budget process as needed and manages from these numbers in their respective areas of responsibility to attain desired financial results. This role hires, trains, motivates, and develops staff members in related departments. The Assistant General Manager is expected to have a presence across the Club in this busy environment, jumping in to support smooth and efficient operations in a way that delivers an exceptional member experience. In overseeing Food and Beverage, he/she works with the Executive Chef to further develop and shape dining programming, ensuring consistent, excellent service standards in the front of the house as well. In the absence of the General Manager, the Assistant General Manager is responsible for all Club operations.

Compensation: The Club will offer a competitive compensation plan, along with standard benefits.

#### **About the Ideal Candidate**

The successful candidate will be a highly visible, effective and hands-on leader with a positive attitude and a passion for being "in the operation." Candidates should have hospitality management experience with a focus on successful food and beverage leadership, ideally coming from upscale restaurants and/or hotels and private clubs. This position requires a dynamic and energetic style; someone who genuinely enjoys member and staff engagement and is a team player. Must be willing to chip in to deliver excellent service as needed and have a great eye for detail – from housekeeping standards to food and beverage service and personal touches. This is an excellent opportunity for a candidate with a strong food and beverage background looking to broaden their experience and grow a career at a first- rate, modern private club. Candidates must demonstrate initiative, strong people and communications skills, organization, follow up and follow through, and have a proactive approach to problem-solving.

#### **Apply for This Position**

Interested candidates should complete the online candidate profile form and submit a compelling cover letter and resume for consideration to DENEHY Club Thinking Partners at <http://denehyctp.com/apply-for-a-position/>. If you have any questions or to recommend a candidate, please contact CTP Senior Consultant, Alison Savona at 203.319.8228 or by email at [alison@denehyctp.com](mailto:alison@denehyctp.com).

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