

CANDIDATE PROFILE

General Manager / Chief Operating Officer
Plandome Country Club
Plandome , NY 11030

www.plandomeecc.com

Video Profile Feature



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Organization

Plandome Country Club, founded in 1928 is located in the charming village of Plandome, a part of Manhasset, a suburban area in Nassau County, Long Island's North Shore approximately 20 miles from Manhattan. Living in Manhasset offers a mix of suburban tranquility with convenient access to the amenities and opportunities of New York City. The Manhasset Union Free School District serves the area and is highly regarded for its quality education. The district includes several elementary schools, a middle school, and Manhasset High School. Manhasset is well-connected. The Long Island Rail Road (LIRR) provides a convenient and quick commute to Manhattan, making it a popular choice for people working in the city. Additionally, major highways and roadways like the Long Island Expressway (I-495) are easily accessible.

The Plandome Golf Club was an afterthought, a fallback position. When the club's founding fathers purchased the middle part of the Leeds estate in 1928, their concept was a prestigious residential development. The property extended along Stonytown Road, from Plandome Road to Port Washington Boulevard. However, The Stock Market Crash of 1929 intervened, and the land was for a golf club instead. Fortunately, aside from its challenge, Plandome is perhaps, the most picturesque golf course in Nassau County. Its first hole may well be the toughest opening hole in the entire Met Area.

In its early years, Plandome was considered an English-style golf club and shared a reciprocal arrangement with the Garden City Country Club. Country club facilities were added later on. The original Leeds farmhouse, a three-story, twenty-room white clapboard and white pillared structure, was enhanced and served as the clubhouse, with the second floor the exclusive domain of the ladies. On December 23, 1958, during a major snowstorm, a fire that caused \$350,000 in damage and took the life of the club's night watchman destroyed the recently renovated building. It was replaced by the present brick building, with its circular entrance drive.

The club was reorganized in 1955, at which time the new Plandome Country Club purchased the golf course and buildings from the Plandome Golf Club, therefore averting the possibility the property would be sold for real estate developments.

Recent improvements at Plandome include a complete renovation to both the Ladies' and Men's locker room, and a brand new pool/terrace kitchen. Other amenities include an Olympic-sized pool with a bathhouse, a basketball court and playground for the children, 3 clay tennis courts, 3 paddle courts, a paddle/tennis hut, and access to the LIRR Plandome station.

Plandome's gross dollar volume exceeds \$10m with dues of \$6.2m, and annual Food and Beverage volume of \$2,800,000. The Club hosts approximately 22,000 rounds of golf per year. There are currently 592 memberships in all categories and the average age of the membership is 54 and trending lower.

The current full initiation fee is \$50,000 plus equity. Full dues are \$16,700. There are 13 Board members and 9 standing committees which include: Nominating, Executive, Long Range Planning, Finance, Pool, Membership, Tennis, House, Green, and Golf Committees., Plandome has 76 year-round staff members and employs about 125 in peak season. The club closes the last Sunday in January and re-opens the first Wednesday in March. The clubhouse is open 5 days a week off Season and 6 in Season and administrative services remain open year-round.

The General Manager's direct reports include the Assistant General Manager, Executive Chef, Controller, Golf Professional, Clubhouse Manager, Tennis Professional, and Greens Superintendent.

[Please control click here for a short video.](#)

Position Overview

The successful General Manager / COO will need to be a visible, hands-on, and accessible leader to both the members and staff alike. The GM /COO will guide all operations with a focus on delivering exceptional member services in support of the priorities established by the Board of Directors.

The GM / COO will report to the President of the Board of Directors and have responsibility for all day-to-day operations including coordination of staffing, amenities, and activities across golf, tennis, pool, and other programs to ensure consistent service delivery. The GM / COO will receive the support of active member committees in each of these primary areas. It will be essential to balance continued innovation in member services with the preservation of the club's beloved traditions.

This position requires a high degree of grace, visibility, and a strong eye for personalized service, which is critical for all team members to emulate. The GM / COO should sincerely engage with every generation of family members and their guests. The role requires a strong embrace of community values and enjoyment of a highly desirable community, where activities and relationships both in the Club and outside its confines are often linked.

The General Manager duties include but are not limited to:

- Provide proactive, high-quality leadership and a positive image for the Club and the community, facilities, and amenities to the membership. Ensure that members receive premier service and treatment in all activities. Coordinate with all department heads to optimize the member experience across all events.
- Work with committee chairs to ensure activities are coordinated across the entire club.
- The development and execution of all standards and operating policies will be the foundation of a member's first service culture. The Club believes that great service is in paying attention to the small details. Manage functions as needed and act as a facilitator for requests from committees and staff. Organize and manage the logistics and member experience at major events.
- Set the standard for effective management, maintaining a high level of ethics, prudence, creativity, and productivity, and demonstrating a concern for the supervision and development of the staff.
- Ability to establish and maintain effective working relationships with both seasonal and year-round staff. Recruit and hire staff, including seasonal staff, to support the ongoing operations.
- Coordinate with the Board and direct reports on matters of compensation, recruitment, development, benefits, and performance, including disciplinary and other significant personnel issues.
- Oversee the clubhouse staffing and scheduling. Enforce service standards, housekeeping standards, and dress codes, and evaluate house personnel.
- Collaborate with the business manager, treasurer, and committees to prepare the annual operating and capital, budgets and monthly forecasts.
- Direct the writing and distribution of the Club newsletter.
- Keep the Board of Directors informed of all significant matters.

- Maintain high-functioning management information systems, and work with staff to deliver robust reporting of relevant performance metrics.
- Negotiate and recommend contracts for Board approval, seeking competitive bids for larger projects. Become an adept user of Club management technology as well as website management and other appropriate social media to facilitate membership communication.
- Continuously strive to operate the Club within the guidelines set forth by the Board of Directors, and at the same time, please the membership.
- The active promotion and positive representation of the Club to the community, reciprocal network, and all members and their families.
- Oversee the maintenance of all facilities.

Attributes and Responsibilities

- An outgoing and friendly personality with a high potential to identify with and embrace the Club's unique culture and traditions.
- Highly energetic; a self-starter with a “hands-on” approach to management. Excellent communication skills at all levels.
- The ability to function in a committee-oriented environment.
- “Set the pace” for all employees and actively promote a positive and safe work environment where teamwork and cooperation are emphasized.
- The active promotion of the Club to all members and their families and interact with members daily. Remains calm under pressure, executes events smoothly, and resolves conflicts or complaints. Possesses a good sense of humor and an ability to have fun.
- Has strong organizational and time management skills.
- Has a professional appearance and demeanor and expects the same from his or her staff. Actively and appropriately delegates tasks to staff to maximize the effectiveness of the GM role. Is a hands-on leader who will get things done quietly while engaging with all constituencies.
- Highly motivated professional who is passionate and who enjoys full member engagement.

Requirements

- Bachelor's Degree in Hotel/Restaurant Management, business, or a related field and experience that provides the required skills and knowledge preferred.
- Five-year minimum experience as General Manager / Chief Operating Officer in a similar position at a private club or within a hospitality environment.
- A Certified Club Manager (CCM) designation is preferred.
- A career path marked with stability and professional achievement.
- A person of exceptional character; motivated, energetic, friendly, and dedicated to the profession. A friendly and outgoing personality with strong communication skills and high visibility.
- The professional will be a lifelong learner continuing research and understanding industry trends.
- The ability to operate a computer to enter, retrieve, or modify data utilizing Jonas, Microsoft Word, Excel, Outlook, PowerPoint, email, Internet, and other software programs at a high level of proficiency. Impeccable and verifiable references. All candidates will be subject to a thorough background check.

Competitive Compensation & Benefits

- Compensation salary range of \$235,000 to \$325,000 commensurate with experience and an annual performance bonus healthcare coverage, disability, and paid time off.
- Participation in the club's contribution and savings plan
- Professional dues, educational allowance, and other expenses in accordance with the annual budget
Relocation assistance (if from outside the area)


To be considered for this outstanding opportunity all cover letters and resumes should be received as quickly as possible but no later than November 28, 2023. All information received will be kept in strict confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to Mr. Brian Finlay, President, outlining their qualifications, experience, interests, and why Plandome Country Club and the Nassau County area of Long Island lifestyle would be beneficial for you, your family, and your career along with their resume to:



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GSI Executive Search has been serving the private club industry for over twenty years, providing a wide range of executive search and placement services. In addition to GM searches that have been performed recently, GSI consultants have done over 70 GM searches around the US in the last two years.