



Polo Club Boca Raton – Boca Raton, Florida

General Manager/COO

About the Club

The Polo Club Boca Raton in Palm Beach County, Florida is a thriving 1,100-acre community with over 1,700 residences built around a grand resort style Club. The Club's commitment to and passion for excellence has earned it the recognition as a Platinum Club of America – a highly respected acknowledgement in the private club industry voted on by Club Managers, Owners, and Presidents of America's finest clubs. The Club, founded in 1986, takes exceptional pride in creating a luxurious lifestyle for its members that includes beautifully maintained grounds, myriad dining and entertaining options, robust social and athletic programming, and a relentless dedication to providing impeccable service.

The 178,288 square foot clubhouse is open year-round and offers a variety of exceptional and vibrant dining experiences at five full-service restaurants, dining event venues, and a banquet operation that seats over 800 guests. The Club's two professional-level championship 18-hole golf courses, designed by Timothy Freeland, host 52,000 rounds annually. The Professional Golf Staff is fully TPI Certified and equipped with cutting-edge evaluation and training technologies. The world-class nationally recognized tennis facility features 26 Har-Tru clay courts, seven lighted courts for evening play, four pickleball courts, a Showcase Court with permanent stadium seating up to 150 in a covered viewing area, and an expansive tennis shop. Other club amenities include a 35,000 square foot world-class spa and fitness center and a family recreation complex featuring a 7,000 square foot resort-style pool with solar heating, zero-degree entry pool, lap pool and center island gazebo.

Total gross revenue is \$48 million of which \$7.4 million is derived from food and beverage. The Club currently has 1,700 members and staffs 500+ employees at the height of the winter season

About the Position

The General Manager/COO reports to the Club President and is responsible for driving excellence and leading all operations of The Polo Club to not only maintain the Club's Platinum Club status, but to continually seek refinement and improvement to expand upon the Club's commitment to delivering a first-class, five-star club experience. The GM/COO partners with the Board of 11 members and works with committee chairs on the development of policies, programs, and events. He/she is responsible for monitoring the quality of the Club's products and services to deliver maximum member/guest satisfaction while managing the Club's financial results to achieve or exceed the annual operating and capital budgets.

About the Ideal Candidate

Candidates must have a minimum of 10 years of progressively more responsible management positions leading up to a General Manager or COO position at a highly regarded private club or luxury hotel resort operation of similar complexity and scale. A college graduate is preferred, however possessing professional club industry certifications along with relevant work experience is also beneficial. Candidates with broad hospitality experience outside the private club industry will be considered.

Ideal candidates are dynamic, sophisticated club builders with high energy and enthusiasm; seasoned hospitality professionals who work effectively at all levels of the organization with a positive and accessible management style. Experience and success in the selection, development, training and motivating an accomplished, service-oriented staff in a high-performing, complex environment is strongly desired.

The General Manager/COO of The Polo Club must be able to act decisively, yet diplomatically and possess a humanistic, hands on, and open-minded approach to management while consistently holding staff and self to the highest standards. Candidates must have a strong track record in shaping and leading excellent food and beverage programming and member-focused service as well as strong financial acumen. Experience reporting to and partnering with a Board and working closely with an active committee system effectively is strongly desired as is experience in capital project oversight - from planning to completion.

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 or Karen Alexander at 203.319.8228 or by email alison@denehyctp.com / karen@denehyctp.com.

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