

ASSISTANT GENERAL MANAGER PROFILE: THE APAWAMIS CLUB RYE, NY

THE ASSISTANT GENERAL MANAGER OPPORTUNITY AT THE APAWAMIS CLUB

An amazing opportunity exists for candidates with a successful track record of leadership and high-quality food and beverage operations management in private clubs or high-end establishments in the hospitality industry. We are conducting the Assistant General Manager search for The Apawamis Club located in Rye, New York. The candidate will be an integral part of a high-performing team. The position will prepare the candidate for the next career phase, General Manager.

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

ABOUT THE APAWAMIS CLUB

The story of Apawamis demonstrates the richness of the club's enduring legacy and tradition, which dates to 1890. One of the earliest golf clubs in America, Apawamis was the first chartered club in New York state, the second golf club in Westchester, and one of the first twenty golf clubs in the country. The golf course was designed by Maturin Ballou, a visionary among early Apawamis leadership, and Scottish professional Willie Dunn, who also built the famed Shinnecock Hills in Southampton, NY. In 2001, an extensive restoration by Gil Hanse reestablished the original design. In 2017, the club hired Keith Foster to complete a wide-ranging Golf Course Enhancement project, including additional coursework in 2020. Additionally, the club underwent a comprehensive irrigation project in 2021 that was completed in the late winter of 2022.

The original clubhouse was constructed in its present location in 1908 and was expanded in 2009 to add a state-of-the-art Athletic Building. The building houses additional squash courts and a fitness center with on-call personal trainers and yoga classes. In 2016, the kitchen was totally renovated, and other club areas were expanded or updated, including housing for approximately 42 staff members. The main level of the clubhouse was renovated in 2022, featuring a new 1890 Club Room/Bar and an added 1911 Grill Room Deck and 19th Hole Patio, which overlooks the golf course's first hole. In total, seven dining rooms offer a la carte services providing traditional and contemporary cuisine, with the upper level offering fine dining options and the lower level offering casual dining. The club also has a ballroom, a wine room, and three smaller dining areas for meetings and special occasion events. The club recently broke ground on a \$12 million lower campus project, including a new resort-style pool and Recreational Building featuring a new poolside restaurant and bar. The top floor of the new Recreational Building will house three trackman golf simulators and lounge; the ground level is the new poolside restaurant and bar. The new heated outdoor pool houses a diving well and 6 dedicated lap lanes.

The origins of squash at Apawamis are historically significant, and it can be said that Apawamis played a prominent role in the development of the game. In 1904, the first squash house at Apawamis was built with three courts, and it is believed that this was only the third such facility in the country. In the 80s, two additional courts were added, and then two more were added during the 2009 Athletic Building expansion. The current squash facility features five singles squash courts, two doubles squash courts, and a spacious pro shop.

Over the past seven decades, Apawamis has been recognized for its dynamic and prominent squash-related activity. The club has produced numerous nationally accomplished and recognized players and is known for its high-profile, popular men's and women's amateur and professional singles and doubles tournaments. In addition to squash, the racquets program boasts a robust and competitive tennis program—played on 7 Har-Tru courts—a paddle tennis program with three paddle tennis courts that are very active during the winter months, which are converted to pickleball courts in the summer.

The club's support of the renowned athletic programs and the ongoing upgrades and renovations to the clubhouse and athletic facilities demonstrate the Apawamis membership's appreciation of the club, for its history and traditions and for the platform it provides for friendships, family get-togethers, and for building memories.

Apawamis is a busy operation year-round, but especially in the summer months, including an active junior sports program and an increasingly popular junior swim team.

BY THE NUMBERS:

- 780 members
- 52 is the average age of a member
- 105,000 sq. ft. clubhouse
- \$125k Initiation fee (December 2023)
- \$17,003 Annual dues
- Approximately \$16.4M Annual gross volume
- Approximately \$9.8M Annual dues volume
- Approximately \$4.3M in annual food and beverage revenue
- 80% à la carte and 20% events & catering
- Approximately 39% food cost
- Clubessential point of sale, back office and website systems
- 501(c) (7) tax status
- Onsite employee housing for 42 employees

THE APAWAMIS CLUB WEBSITE: www.apawamis.org

FOOD & BEVERAGE OPERATIONS

The food and beverage operations are open Wednesday–Sunday for lunch and dinner. The outlets consist of: an upper and lower terrace (seats 200), the 1890 Club Room/Bar (seats 99), the 1911 Grill Room/Deck (seats 48/40), and the 19th/20th Holes (seats 67) for family dining. Event spaces include the Ballroom (seats 300), Alcove (seats 16), Founder's Room (seats 50), and Governors Room (seats 24). The 19th/20th Holes are open Memorial Day–Labor Day. The club is closed from February to mid-March, Christmas and New Year's Day. The club's peak season is from May to October, which is very busy through the winter holidays. The club recently completed a \$5 million clubhouse dining renovation that has increased dining capacity by 42% and includes new kitchens and indoor/outdoor dining venues.

ORGANIZATIONAL STRUCTURE

The Assistant General Manager (AGM) will report to the General Manager and be an integral part of the senior leadership team. The Assistant General Manager will attend House Committee meetings on an ongoing basis.

ASSISTANT GENERAL MANAGER JOB DESCRIPTION

- The AGM at The Apawamis Club is ultimately responsible for all clubhouse operations; essentially being the “face” of these operations with a hands-on approach and an understanding that “on-the-floor” member and staff engagement is critical.
- The AGM provides quality leadership and contributes to the positive atmosphere of the club and associated operations.
- The AGM reports to the GM and leads the F&B, front desk/reception, facility and maintenance, housekeeping, and locker room staff.
- The AGM coordinates with other key department heads, primarily as it relates to cooperative efforts surrounding planning, scheduling, special events, and implementation of club functions, especially golf, tennis, and other sports activities, and banquets.
- The AGM interacts positively, professionally, poised, and politely with all team members, vendors, and the community to promote a team effort.

- The AGM seeks out new and innovative ways to meet and respond to the needs and demands of the ever-changing and diverse age group of the membership. He or she displays strategic thinking, excellence, passion, advanced forethought, and follow-through.
- The AGM must maintain a “lead by example” approach within the clubhouse while maintaining a very upbeat, “can do” and “get it done” attitude toward members, services, programs, and initiatives.
- The AGM is responsive to members’ requests and strives to find creative ways to accommodate reasonable requests. He or she believes in the service philosophy: “The answer is ‘yes,’ what is the question?”
- The AGM assures the smooth, efficient daily function of the clubhouse operations to provide its members and their guests with the experience and services for which The Apawamis Club is well known. The focus is to provide an enjoyable, high-quality, first-class environment, in an efficient manner.
- The AGM ensures that The Apawamis Club members enjoy outstanding food and beverage operations by providing appealing menu offerings that are appropriately priced and featuring respectful, efficient, and exemplary service. Food and beverage operations are a primary focus of the AGM.
- The AGM addresses and resolves member concerns and suggestions, general service, employee attitude, maintenance, and the cosmetic appearance of the facilities throughout the clubhouse.
- The AGM coordinates with the GM, as appropriate, on clubhouse staff compensation, benefits, performance appraisals, disciplinary actions, and other significant personnel actions, including keeping the GM informed of significant changes before they occur.
- The AGM clearly understands and values the importance of staff recruitment, retention, and overall commitment to quality as core drivers to The Apawamis Club’s success.
- The AGM assists in preparing the clubhouse operating budget and, after GM approval, manages and controls the operations to attain desired results.
- The AGM ensures that appropriate controls and cost-effective procedures related to employee payroll, purchases, inventories, supplies, and other necessary expenditures are in place.
- The AGM keeps the GM informed of all significant or potentially significant operating matters, problem areas, achievements, and other matters of importance.
- The AGM is responsible for the general care, maintenance, and upkeep of the physical plant and facilities.
- The AGM delegates appropriate responsibility to department heads, yet remains responsible for clubhouse operations—giving credit to the team and taking responsibility for any shortcomings.

CANDIDATE QUALIFICATIONS

The successful candidate:

- Has at least five years of management experience in a similar high-end club or like environment.
- Has a fundamental understanding of what constitutes a “premier Club experience,” and the proven ability to execute to that level.
- Displays an understanding of facilities and membership management.
- Displays a working knowledge of financial acumen, HR policies and regulations, food and beverage, and the club industry.
- Is skilled in hiring, supervising, managing, mentoring, and developing high-achieving employees. Perpetual training and coaching are essential.
- Possesses a good sense of humor and an ability to have fun.
- Is organized, predictable, consistent, and detail-oriented, with the ability to multi-task and prioritize competing or conflicting projects.
- Has a patient, professional demeanor with superior verbal and written communication skills.
- Has a verifiable track record of successfully leading and growing dynamic clubhouse operations, including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives in food and beverage operations.
- Proficient with Microsoft Office Suite, calendar software, spreadsheets, report preparation, and membership database management. Familiarity with social media as a business tool is desired.
- Must have extensive knowledge of all areas of clubhouse operations and a strong F&B background.

- Has strong organizational and time management skills; identifying the details necessary to consistently achieve high levels of quality, satisfaction, and outstanding member experiences.
- Has strong communication and facilitation skills, both written and verbal, with the appropriate personal presence, and a desire and ability to interact effectively before diverse constituencies of members, board members, committees, staff, vendors, and other people who are part of the Apawamis family.
- Is confident in his or her abilities yet humble in his or her interactions.
- Aspires to progress to a GM role with a continuous desire to improve himself or herself.

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.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial successful private club or hospitality experience may be considered.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package, including professional development, medical, dental, vision, life insurance, 401(k) club match, and PTO.
Salary Range: \$165,000 - \$185,000 plus bonus.

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. Please be sure your image is not present on your resume or cover letter; that should be used in your LinkedIn profile.

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 Brian Baldwin, General Manager/COO, The Apawamis Club, and clearly articulate why you want to be considered for this position at this stage of your career and why the Rye, NY, area will likely be a fit for you, your family and the club if selected.

You must apply for this role as soon as possible but no later than December 22, 2023. Candidate selections will occur in early January 2024, with the first Interviews expected in mid-January 2024 and the second interviews a short time later. The new candidate should assume his/her role in early-mid February 2024.

IMPORTANT: Save your resume and letter in the following manner:

"Last Name, First Name–Resume" &

"Last Name, First Name–Cover Letter The Apawamis Club"

(These documents should be in Word or PDF format.)

Note: Once you complete the application process for this search, you cannot go back in and add additional documents.

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

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

LEAD SEARCH EXECUTIVE

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