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GENERAL MANAGER PROFILE: CHAMPIONS RETREAT GOLF CLUB EVANS, GA

GENERAL MANAGER AT CHAMPIONS RETREAT GOLF CLUB

Champions Retreat Golf Club one of the most unique private club golf communities in the country is searching for a General Manager (GM) who can contribute leadership, positive energy, contagious enthusiasm, and bring a depth of industry knowledge, and hands-on participation to the Champions Retreat team in a private Club environment. The GM will work under the direction of the President of Arcis Golf and work closely with all departments and staff to support services and hospitality and to deliver consistent, exceptional service to members and their guests.

The ideal candidate will have an entrepreneurial spirit, strong initiative, and the ability to work cooperatively with and through people to complete tasks. The General Manager leads and directs the golf course's overall operation by maintaining quality standards, maximizing profits, developing, and retaining employees, and exceeding guest expectations.

This individual will be the face of Champions Retreat and will be a professional who is recognized as the go-to person by the members and staff at Champions Retreat, who exhibits a sense of "gravitas" along with the humbleness that comes with a true hospitality industry professional.

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

CHAMPIONS RETREAT GOLF CLUB

Champions Retreat Golf Club, located near Augusta, Georgia, stands as an exclusive haven designed to provide unparalleled experiences for members and guests. It's a sanctuary nestled along the Savannah River, offering elite golfing experiences and a meticulously curated selection of amenities and services. What sets this club apart is the historic collaboration of three golf legends - Arnold Palmer, Jack Nicklaus, and Gary Player - each designing their course within the property, resulting in an extraordinary and unparalleled golfing experience.

Established in 1999, Champions Retreat was conceived as a dream brought to life on 365 acres of lush Georgia landscape. The club offers luxury accommodations, blending personalized service, farm-to-table cuisine, and exquisite lodging. The meeting of the iconic golf trio happened during the Master's Champions Dinner in 1999, setting the stage for the birth of this exceptional golfing destination. Under new ownership in 2014, led by Bill Forrest, the club embarked on a transformational journey to elevate its standards. This transformation aimed at improving courses to achieve national-level quality, enhancing hospitality, and implementing professional management methodologies.

The club's legacy expanded with events like the Augusta National Women's Amateur (ANWA), held at Champions Retreat since 2019. Notably, golfers like Jennifer Kupcho and Tsubasa Kajitani claimed victories here, solidifying its reputation as a breeding ground for championship golf.

In 2023, Champions Retreat was purchased by Arcis Golf and quickly has been recognized as one of their premier facilities in their portfolio of private, daily fee, and resort properties. Arcis Golf is committed to investing back into the property further to enhance the member experience. Moving forward, the intent is to grow the National Membership base and create a more national presence in the membership. Champions Retreat is more than a golf club; it's a lifestyle destination offering casual refinement and authentic hospitality. The culinary experience boasts farm-to-table delicacies, seasonal menus, and themed dining nights, ensuring an exceptional dining experience. The Cottages, blending luxury and comfort, provide a home away from home for guests.

Membership at Champions Retreat is tailored for golf aficionados seeking a blend of an elite golfing lifestyle and refined experiences, catering to individuals appreciating the best in golf and hospitality.

CHAMPIONS RETREAT GOLF CLUB BY THE NUMBERS

- \$11.8M Gross volume
- \$2.2M Annual dues volume
- \$740/month (local members) - \$535/month (national members)
- \$55,000 Initiation fee
- Annual Rounds of Golf 17,000 over 27 holes
- 61 Employees (FT)/52 (PT) note: Varies for ANWA and Masters Week
- Club POS – Implementing Club Caddie in 2024

CHAMPIONS RETREAT GOLF CLUB: www.championsretreat.net

GENERAL MANAGER – POSITION OVERVIEW

The GM will oversee all Club departments and be present and have eyes on club operations. The GM will work in close collaboration with all departments, and the Arcis team, to result in a high standard of hospitality, service, quality, accountability, and creativity standards. The position requires excellent administration skills. It also requires timely communication and high visibility within all departments at all times.

The GM is responsible for the overall direction, coordination, and service of all Club departments. Also, provide assistance and guidance to the Department Heads through working closely with them, understanding, preparing, and supporting Club functions. The GM will carry out management responsibilities by the Arcis Golf's organization's policies and applicable Federal and State laws.

It is understood that the GM will have lived and exhibited through their past experiences an overall understanding of the importance of the Pillars of Arcis Golf - Health and Wellness - Experiential Dining - Lifetime Sports -Arts and Entertainment.

PRIMARY RESPONSIBILITIES OF THE NEW GENERAL MANAGER

- Lead and direct all departments including golf operations, food and beverage, sales, merchandising, and agronomy. Ensures all departments are achieving goals and maintain strong working relationships.
- Allocate appropriate administration time for planning, budgeting, scheduling, training, and meeting with department heads to anticipate the needs of the Members.
- Enhance the feeling of intimacy throughout the club property by developing meaningful relationships with members and staff.
- Partner closely with the Corporate Revenue, Sales, and Marketing teams to create and execute programming, marketing plans, sales, and pricing strategies.
- Create and execute short-term and long-term operational and financial plans for the club.
- Responsible for the selection, development, leadership, and retention of talented staff.
- Ensure compliance with national programs such as Players Club, Core Beverage Program, Menu Program, Approved Product List, and Beverage Cart Program.
- Monitor forecast and results on a daily/weekly basis and adjust as needed to achieve targets. Ensure proper controls are in place and being followed to accurately track revenues, payroll, inventories, and expenses.
- Ensure staff provide excellent guest service. Review guest and member surveys and feedback and determine the appropriate plan of action if appropriate.
- Ensures golf course complies with all federal, state, and local laws.
- Maintain a superior hospitality and service attitude motivated by making decisions based on what is best for the Company, membership, and staff.
- Maintain high ethical and moral standards that are reflected in all their daily interactions with anyone.

CANDIDATE QUALIFICATIONS

- Minimum 5 years of leadership experience in the golf, service, lodging, or hospitality industry preferred.
- Having a consistently upward-tracking leadership experience in a contemporary business model club, resort, or similar hospitality operation known for high service standards.
- Experience in the for-profit space of the hospitality/club industry or a good understanding of the for-profit operating model
- Proven and verifiable leadership qualities with demonstrated ability to direct, coordinate, and control all facets of a busy, highly amenitized, full-service club.
- Excellent written and verbal communication skills.
- Proactive approach to problem-solving with strong decision-making capability.
- Ability to define and achieve high-performance goals and meet deadlines in a fast-paced environment.
- Ability to manage multiple projects and tasks simultaneously.
- Effectively builds strong relationships within the Arcis framework, and with members and staff.
- A team builder. A person who embodies the persona of ultimate coach and motivator, bringing out the best in others by setting clear goals and expectations, providing consistent feedback and support, and treating others with respect and professionalism.
- A confident, diplomatic, and competent professional who is a doer and take-charge person and who recognizes the importance of accountability. A creative problem solver who commands respect through professional interactions and integrity.
- Possessive of strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, CMC, or PGA are encouraged but not required.

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 offers an excellent bonus and benefits package including association membership and the following Team Member Lifestyle Perks:

- Medical, mental health, dental, and vision insurance
- Life Insurance
- Accident & Critical Illness Insurance
- Pet Insurance
- Paid time off
- 401(k) plan and match
- Holiday pay
- Food & Beverage discounts throughout the portfolio
- Golf & Tennis benefits
- Employee assistance program
- Career Growth
- Flexible Schedules
- Development Opportunities

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 on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Ronald Massey, Chief Human Resources Officer – Arcis Golf, and clearly articulate your alignment with this role why you want to be considered for this position at this stage of your career, and why CRGC and the Evans, GA area will be beneficial to you, your family, your career, and the Club if selected.

It is suggested that you apply for this role as soon as possible as the position is currently open and it is desired to fill it in early 2024. Candidate selections will occur in January 2024 with first Interviews expected in January through early February, and second interviews a short time later. The new candidate should assume his/her role in early March 2024.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Champions Retreat”

(These documents should be in Word or PDF format)

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

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

If you have any questions, please email Bethany Taylor: bethany@kkandw.com

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