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CLUBHOUSE MANAGER PROFILE: QUAIL CREEK COUNTRY CLUB NAPLES, FL

CLUBHOUSE MANAGER OPPORTUNITY AT QUAIL CREEK COUNTRY CLUB

Quail Creek Country Club is seeking a dynamic, highly visible, and relationship-driven Clubhouse Manager to provide leadership across the Club's hospitality and clubhouse operations. The new Clubhouse Manager will succeed a long-tenured leader and join the Club at an exciting time of change, investment, and continued evolution. With multiple dining venues, an active social and events calendar, and a highly engaged membership, this role offers an exceptional opportunity for an experienced hospitality professional to build upon a strong foundation while helping shape the next chapter of the Member experience.

The Clubhouse Manager will be an approachable, collaborative leader who enjoys being present with Members and employees and understands the importance of relationships within a private club environment. Working closely with the General Manager, Executive Chef, and broader leadership team, this individual will bring strong food and beverage experience, sound business acumen, and the emotional intelligence to lead and develop a diverse team. Success will require balancing respect for the Club's traditions with an openness to new ideas, strengthening consistency and service standards, and fostering a culture of hospitality, accountability, teamwork, and continuous improvement throughout the operation.

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

ABOUT QUAIL CREEK COUNTRY CLUB

Quail Creek is one of Naples' premier member-owned private clubs, offering an exceptional blend of championship golf, outstanding amenities, and a welcoming, family-oriented culture. Members enjoy two Arthur Hills-designed championship golf courses, exceptional practice facilities, a vibrant golf program, multiple dining venues, tennis, pickleball, padel, bocce, and a state-of-the-art wellness center and spa. As a Distinguished Club of Exceptional Status with Blue Zone Certification, Quail Creek and its members prioritize health and wellness, physical activity, and excellent quality of offerings, service, and social connection.

Founded in 1981, Quail Creek is one of the oldest private clubs in Southwest Florida. Since its founding, Quail Creek has remained committed to continually enhancing its facilities and Member experience through thoughtful reinvestment and exceptional service, while preserving and maintaining its legacy and established culture. With two distinct membership categories, an elegant clubhouse, and a reputation for warm hospitality, Quail Creek provides a dynamic environment where tradition, excellence, and community come together to create one of Southwest Florida's most respected private club experiences.

QUAIL CREEK COUNTRY CLUB BY THE NUMBERS:

- Approximately 790 Members
- Average age of the membership: 63
- Approximate Annual Gross Volume: \$3.5M
- Annual Food Volume: Approximately \$2.7M
- Annual Beverage Volume: Approximately \$1.3M
- À la carte 54% Banquets 46%
- Covers per year: 82,000
- Target food cost: 47%
- Average kitchen labor is 36.7%

QUAIL CREEK COUNTRY CLUB WEBSITE: www.quailcreekcc.com

FOOD & BEVERAGE OPERATIONS

The Club offers a diverse collection of dining venues designed to accommodate everything from casual member dining to elegant private events and large-scale social gatherings. The Club's event spaces include the Cypress Room (250 guests), Quail Room (70 guests), Oak Room (40 guests), and Wine Room (35 guests), providing flexible options for banquets, celebrations, and member functions. The Greenside Grille serves as the Club's primary casual dining venue, featuring seating for 150 guests indoors and an additional 80 on the outdoor patio. In comparison, the Creekside Bar & Bocce Area offers a relaxed outdoor setting with seating for approximately 50 guests and the capacity to host up to 150 guests for larger social events.

Members also enjoy gathering in the Cypress Lounge & Bar, a welcoming space before and after dining or special events, as well as the Greenside Grille Bar, which supports the Club's lunch, dinner, and social dining experiences. One of the highlights of the Club's annual social calendar is the Welcome Back Party, held each November, which welcomes approximately 350 members and guests as they return for the season and celebrates the start of another vibrant year at Quail Creek. Additionally, holiday events, such as Christmas Eve and Easter Buffets, see up to 500 members and guests, while private events, including Weddings, Graduation Parties, Luncheons, and other celebrations, play a key role in the overall operation.

CLUBHOUSE MANAGER POSITION OVERVIEW

The Club is seeking a Clubhouse Manager who leads in a proactive, highly engaging manner and works in close partnership with the General Manager and senior leadership team. A visible, lead-by-example presence, paired with approachability and active listening, is essential to supporting both staff and member engagement. Success in this role requires a solid understanding of hospitality operations and the ability to manage expectations with professionalism, diplomacy, and sound judgment. The Clubhouse Manager will oversee day-to-day operations while serving as a thoughtful partner on strategic and policy matters, maintaining attention to detail across service standards, facilities, and team culture. Clear, respectful communication and the ability to listen, respond diplomatically, and provide transparent direction are critical to sustaining a positive member experience and well-run clubhouse operation.

Leadership

- Provide effective, confident leadership for all clubhouse managers and staff, fostering trust, accountability, and a culture of continuous improvement.
- Serve as a natural mentor and coach, developing department heads and their teams while reinforcing high standards of professionalism, service, and conduct.
- Lead collaboratively and with political savvy, partnering closely with the General Manager, senior leadership, and committees as a thoughtful and trusted advisor.
- Demonstrate a leadership style that is approachable, respectful, and diplomatic, with the confidence and judgment to say “no” when necessary while maintaining strong relationships.
- Be a hands-on leader when needed, while maintaining the ability to step back, empower others, and lead through clarity, consistency, and example.

Operations

- Possess a strong working knowledge of active club operations, including clubhouse services, food and beverage, golf operations, racquets, fitness and spa, as well as housekeeping, engineering, maintenance, and security.
- Establish, maintain, and continuously refine operating standards, policies, and procedures to ensure consistency, efficiency, and quality across all departments.
- Support the General Manager in developing and executing strategic and annual business plans, operational forecasts, budgets, and performance reporting.
- Ensure compliance with all health, safety, sanitation, liquor service, and regulatory requirements, including emergency preparedness and staff training across all areas of responsibility.
- Demonstrate strong organizational, analytical, and project management skills, with attention to detail and the ability to manage multiple priorities in a complex, multi-department environment.

- Be capable of assuming the role of General Manager when required, ensuring continuity of leadership and seamless club operations.

Membership Experience

- Maintain a highly visible, respectful, and engaging presence throughout the Club, ensuring the operation is consistently “member ready” in both appearance and service.
- Build meaningful relationships with members, responding to feedback, resolving concerns diplomatically, and ensuring a consistently high level of satisfaction.
- Work closely with department leaders to deliver seamless, well-executed member programs, events, and daily experiences.
- Demonstrate strong communication skills, including the ability to listen, reflect, and respond thoughtfully to members, staff, and stakeholders.
- Understand and respect the Club’s governance structure, working effectively with the Board and committees while supporting the General Manager’s leadership and direction.

Financial Stewardship

- Possess strong financial acumen, with the ability to guide a large operation through sound budgeting, forecasting, and performance management.
- Monitor budgets, labor deployment, and internal cost controls, taking corrective action as needed to meet financial objectives.
- Understand and communicate key financial metrics and KPIs, supporting transparency through dashboards, reporting, and performance tracking.
- Oversee operational data including reservations, covers, average check, labor productivity, P&L performance, and member satisfaction metrics.
- Demonstrate a sense of urgency and responsiveness while maintaining the integrity, discipline, and long-term sustainability of the Club’s business plan.

Initial Priorities of the Clubhouse Manager

- Establish Excellence as the Operating Standard: Set clear expectations for hospitality, service, presentation, and professionalism across all clubhouse operations, ensuring a consistently high-quality member experience.
- Drive Consistency Through Strong Systems: Implement and reinforce reliable operating standards, communication rhythms, and training practices that support seamless daily operations and special events.
- Understand Membership, Culture & Governance: Quickly learn member preferences, traditions, and usage patterns while respecting the Club’s governance structure and building effective working relationships with the Board and key committees.
- Lead, Develop, and Align the Team: Serve as a visible, supportive leader who mentors department heads and frontline teams, fostering accountability, collaboration, and pride in execution.
- Be a Steady, Visible Presence: Maintain an approachable leadership presence throughout the clubhouse, partnering closely with the Executive team to ensure alignment, responsiveness, and operational excellence.

CANDIDATE QUALIFICATIONS

- 6 years or more of substantial private Club or hospitality industry experience with management and supervisory experience and progressive professional advancement.
- Extensive background in Food and Beverage operations preferred.
- Demonstrate exceptional interpersonal skills, a polished professional personal appearance, and be well-spoken, self-motivated, and a self-starter.
- Ability to manage and inspire personnel with a passion for training team members.
- Flexible, patient, and adaptable management style.
- Excellent communication and leadership skills.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor’s degree (B.A.) in Hospitality Management or related field is desired.
- Member of Club Managers Association of America (CMAA) and other professional associations is desired.

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

The salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefits package.

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 attach when prompted 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 **Mr. Christopher Evans, CCM, Quail Creek Country Club General Manager**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why QCCC and the Naples, FL area will benefit you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible, but no later than September 28th. Candidate selections will occur in late September, with the first interviews expected in early October and the second interviews shortly thereafter. The successful candidate should assume their role mid- to late October.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Quail Creek”

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

Note: Once you complete the application process for this search, you cannot go back 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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