

# KOPPLIN KUEBLER & WALLACE

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## **ASSISTANT GENERAL MANAGER PROFILE: WEE BURN COUNTRY CLUB DARIEN, CT**

### **ASSISTANT GENERAL MANAGER AT WEE BURN COUNTRY CLUB**

A unique opportunity awaits an exceptional candidate with a proven track record of accomplishment, leadership, and high-quality operations management experience in private clubs, hotels, high-end restaurants, or resorts. We are currently searching for an Assistant General Manager (AGM) at Wee Burn Country Club, renowned as one of the finest clubs in the country. The successful candidate will play a vital role within a high-performing team at a Club known for its innovations, quality work environment, and commitment to continually raising standards for its members and staff.

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

### **ABOUT WEE BURN COUNTRY CLUB**

Wee Burn Country Club, located in Darien, Connecticut, is a prestigious private club with a rich history dating back to its founding in 1896. Wee Burn, Scottish for "small stream," was named by the Scottish/American industrialist, Andrew Carnegie. Known for its commitment to excellence and tradition, Wee Burn offers a variety of high-end amenities and services that cater to its members' diverse interests and needs. The Club also owns a seasonal Beach Club facility, located on the shores of Long Island Sound approximately five miles from the Main Clubhouse.

The Club's facilities include a magnificent Mediterranean-styled clubhouse, a championship golf course designed by architect Devereux Emmet, with a three-hole short-game practice area, an expanded driving range, thirteen Har-Tru tennis courts, eight platform tennis courts with a 2,500 sq. ft. clubhouse, four ten-pin fully automated bowling lanes and re-decorated lounge, trap, skeet and five-stand shooting (also with its clubhouse) and extensive indoor and outdoor dining and banquet facilities at both the main and beach clubs. This is a full-service facility supported by a gracious and appreciative membership. The Club maintains an extremely robust waiting list of applicants for membership.

Wee Burn Country Club prides itself on maintaining a legacy of excellence and tradition. The club's commitment to providing exceptional service, luxurious amenities, and a welcoming community ensures that members experience the best of country club living.

The club operates year-round at the Main Club, while the Beach Club offers member dining from Memorial Day through mid-September and hosts private events from May 1 to Memorial Day and mid-September to mid-October. The Emmet Room in the Main Clubhouse seats 90 and provides classic casual dining with picturesque views of the golf club, featuring a centerpiece bar and a la carte dining. Adjacent to the Emmet Room, the Emmet Patio offers 80 seats for seasonal outdoor dining. The Grill Room, also in the Main Clubhouse and featuring a signature fireplace, seats 90 and serves lunch and upscale, jacket-required dinners seasonally.

Main Club Member-sponsored private events and club events take place in the lounge, main dining and ballroom (seating for 275) with its adjacent outdoor terrace overlooking the golf course, or in the Crimmins Room (seating for 20) or Private Dining Room (seating for 40). The Main Dining Room and Ballroom may also be used independently of each other.

"Soundview" at the Beach Club seats 180, offering a modern seaside dining experience with veranda patio dining and a renovated indoor dining room for use in inclement weather.

Soundview serves lunch from Memorial Day until Labor Day and dinner from Memorial Day to mid-September. "Ballast Reef" at the Beach Club seats 120 and provides casual, family-friendly al fresco dining on the waterfront for dinner only from mid-June to Labor Day. The Beach Grille offers classic quick casual walk-up dining, perfect for all ages, with a casual café-style menu.

The "7th Hole" Snack Bar on the golf course serves snacks, sandwiches, hotdogs, and beverages during the golf season. The Men's Locker Room in the Main Clubhouse provides casual locker space with complimentary offerings throughout the week, while the Lady's Locker Room offers an elegant locker space with seasonal takeaways during the week.

Athletic venues at both the Main and Beach Clubs provide seasonal food services and cater to special events at tennis, platform tennis, bowling, and shooting venues. Banquets and catering are available at two venues: the Main Club, with vistas over one of the premier golf courses in the northeast, and the Beach Club in Rowayton, offering a spectacular beachfront location for member-sponsored private events before Memorial Day and after mid-September.

The Main Clubhouse features a ballroom with a capacity of 275, a private dining room for 50, the Crimmins Library for 20, and a lounge for 40. The Beach Club's Soundview indoor space also accommodates 275 guests for private events

#### **WEE BURN COUNTRY CLUB BY THE NUMBERS:**

- Approximate Members – 740
- Average Age Membership – 61
- Total Gross Revenue – \$18.7M
- Total FB Revenue –\$ 4.35M
- POS System – Northstar
- F&B 60% a la carte and 40% catering.
- 20 Direct Reports
- Leadership Direct Reports (Dining Room Manager, Private Event Manager, Beverage Manager, Shooting Manager, Bowling Manager)
- 4 Kitchens (2 in the Main Clubhouse – and 2 in the Beach Club)
- 5 Outlets (Seasonal)
- 45,000 dining covers per year
- Average 8 weddings per year
- Student (J-1) housing on property
- 242 total club employees
- Club Closure – Mondays year-round (other than for golf outings), Christmas Eve, Christmas Day, Boxing Day, New Year's Day

**WEE BURN COUNTRY CLUB WEBSITE:** [www.weeburn.com](http://www.weeburn.com)

#### **ASSISTANT GENERAL MANAGER POSITION OVERVIEW**

The club is adding an Assistant General Manager (AGM) role to their executive team who will function in a proactive, highly engaging fashion, working very closely with the General Manager and other team leaders. This "lead by example" AGM will be coming into a high-functioning team of diverse backgrounds, experiences, and tenure. The primary goal will be to fully immerse themselves into the food and beverage operations, build relationships, and encourage buy-in with the team. The AGM in partnership with the senior leadership team, will work to enhance and elevate the overall membership and staff experience. The AGM will handle all operational matters and be an active thought partner on strategic and policy matters.

Significant to the new AGM's success is the ability to understand and have deep knowledge of luxury hospitality and multi-outlet large-scale, large-volume food and beverage operations.

Certainly, a key to his/her success is “putting members first,” and recognizing that the foundation of providing staff support, mentorship, clear direction, “walking the talk” and “being present” in his/her natural, sincere, and engaging style.

“Paying attention to the details” of maintenance, SOPs, overall member experience, staff culture and other key areas of success is critical, as the Club and Community have great curb appeal at present and have been well-maintained throughout. Clearly, outstanding communication skills, especially the demonstrated ability to “listen and respectfully respond diplomatically” are essential for success.

The Club’s Dining Room Manager, Private Event Manager, Beverage Manager, Shooting Manager, Bowling Manager, and receptionist personnel will report to the AGM. The position is responsible for all front-of-house food and beverage operations. While not their primary responsibilities or direct reports, the AGM should be familiar with the GM’s overall responsibilities and have exposure to the whole club including golf, athletics, tennis, and other key departments

#### **KEY ATTRIBUTES, CHARACTERISTICS, AND EXPERIENCES OF THE SUCCESSFUL NEW AGM:**

- Possess a deep knowledge of active club operations, with exceptionally strong financial acumen, and an appreciation of modern “performance management systems” and technology. Being financially astute and able to effectively guide a large operation, including working to further develop financial reporting areas, dashboards, and KPI and metric transparency is necessary.
- Possessive of a strong record of developing talent in club senior leadership roles, and helping those departmental leaders continuously develop themselves and their respective staffs in a desire to create a culture of continuous evolution to excellence in execution and delivery. Being a natural mentor is important.
- Actively participating and “thought partnering” with the COO, F&B Leaders, Executive Chef and Committees, and others that contribute to WBCC’s success.
- Naturally outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so. Being respectfully confident and “connected” to the membership and team is critical, as is having a personal style of “listening, considering, and reflecting” before reacting to inputs.
- Active involvement in Industry organizations (CMAA, National Restaurant Association, etc.) Where he/she has a strong network of peers, and can stay actively abreast of the industry, trends, and opportunities for Wee Burn to stay relevant and proactive for its members and staff.
- The ability to collaboratively lead and navigate with political savvy, while creating an environment of trust in a busy and operationally complex multi-outlet/location Club.

#### **CANDIDATE QUALIFICATIONS**

- A minimum of 3-5 years of progressive leadership/management experience in a private club, multi-outlet hotel, resort, or corporate food and beverage operation.
- The Club will consider well-mentored individuals for this role who come from other sides of the hospitality industry and have strong relationship extensions in their previous experiences.
- A verifiable record of strong relationships and intuitive mentoring and development of senior leadership staff.
- Strong history of success and keen understanding of quality Food and Beverage operations, including training, innovation, creativity, and strong service culture development.

#### **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 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.

#### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package including a generous education allowance. *Salary Range: \$160,000 – 180,000*

#### **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 Wee Burn Country Club General Manager, Mr. Warren Burdock,** and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career, and why WBCC and the Darien, CT area will be beneficial to you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible but no later than Monday, September 9<sup>th</sup>, 2024. Candidate selections will occur mid-September with first interviews expected in early October and second interviews a short time later. The new candidate should assume his/her role in Late October.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Wee Burn”

(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](mailto:bethany@kkandw.com)

#### **LEAD SEARCH EXECUTIVES**

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