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## **ASSISTANT GENERAL MANAGER PROFILE: WESTWOOD COUNTRY CLUB VIENNA, VA**

### **ASSISTANT GENERAL MANAGER AT WESTWOOD COUNTRY CLUB**

Westwood Country Club, a top-performing club in Northern Virginia offering a variety of quality amenities and service is seeking an up-and-coming leader in the club industry to be their Assistant General Manager. This individual will work closely with the General Manager/COO to oversee all aspects of Club operations with a primary focus on food and beverage, member and team engagement, and club communications.

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

### **ABOUT WESTWOOD COUNTRY CLUB**

Established in 1954, Westwood Country Club is a prestigious club located in Vienna, Virginia, just minutes away from Tysons Corner. The 157-acre club offers a range of dining and recreational amenities for members and guests, catering to families and business professionals alike.

The Club's centerpiece is its 58,000-square-foot clubhouse, which provides a warm and inviting atmosphere for members and their families. Westwood also boasts a championship 18-hole golf course designed by Gene Bates, featuring five sets of tees to accommodate players of all skill levels. Originally crafted by Alfred Tull, the course underwent a comprehensive renovation in 2013, enhancing its reputation as one of the premier facilities in the Mid-Atlantic region.

In addition to golf, Westwood Country Club offers four outdoor Har Tru tennis courts and five indoor hard courts, with two under a bubble and three in the Racquets Center. The Racquets Center also features a Court Tennis Court, Veranda, and Bar, providing a comfortable space for members to relax and enjoy matches. The Club's Olympic-size swimming pool is a popular summer destination, with the Westwood Whirlwinds swim team excelling in the local Dominion Swim League.

A recent \$17 million clubhouse renovation and expansion has further elevated Westwood Country Club's facilities and services. Additions include a Simulator Lounge, state-of-the-art Fitness Center, Kids Club, Wine Room, and Event Terrace.

### **WESTWOOD COUNTRY CLUB BY THE NUMBERS**

- Approximately 1,170 Members across all membership types (Full Golf, Social, Clubhouse, Legacy, Non-resident)
- Initiation Fee – \$97,500 cash or \$105,000 financed
- Annual Dues – approximately \$10,900
- Approximately 33,300 rounds of golf annually
- Annual Gross Volume of all revenues – approximately \$18.3M
- Annual Dues Volume – approximately \$7.7M
- Food & Beverage volume – approximately \$7.4M; approximately 55% from a la carte dining
- Approximately 130 Full Time Employees and 170 Part Time/Seasonal
- The Club is organized as a 501(c)(7) corporation
- 9 Board Members each serving three-year terms

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- 14 Standing Committees including: Golf, Membership, Grounds, IT/Communications, Pool/Fitness, Racquets, Finance, Compensation, Long Range Planning, By-Laws, House, Disciplinary, Audit, Westwood Cares
- The Club uses ClubEssential for POS and Accounting

**WESTWOOD COUNTRY CLUB WEBSITE:** [www.westwoodcc.com](http://www.westwoodcc.com)

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

The Assistant General Manager (AGM) will work closely with the General Manager/COO and at the direction of, and in the absence of, the General Manager/COO being responsible for the operation of all aspects of the Club. Being a true “thought partner” with the GM/COO and WCC Department Heads is critical, as is the desire to help define and guide discussions and support for programs, amenities, and other strategies that will allow WCC continued excellence in all it does and provides for its members and staff.

Westwood Country Club is an exceptionally busy operation with multiple food and beverage outlets often occurring simultaneously throughout the operation. The AGM must be able to balance staff and other resources along with reasonable access by members to facilities that are actively used.

The AGM will work closely with the GM/COO to help further evolve the Club’s social programs and amenities. Additionally, clear direction and attention must be given to providing clearly defined goals and objectives to the Team, positively mentoring, and supporting them, but also holding them accountable to the agreed-upon objectives.

The AGM of Westwood Country Club is expected to be an executive capable of effectively working with a wide variety of constituencies—from members to volunteer leaders, department heads, and direct report staff members who comprise the team at WCC. Possessive of a natural high “EQ” energized style, being an adept decision-maker, having the ability to “see around corners”, and logically define and execute a vision while being an outstanding, visible, interactive, diplomatic, and highly approachable communicator to both members and staff is critical.

### **Emphasized key characteristics:**

A key requirement is to be able to work proactively with the GM/COO, as appropriate, helping to keep focused on key goals and objectives across all areas of the Club, especially food and beverage. As noted, a keen ability to drive experience for both members and staff and deliver mutually agreed upon results, as well as to professionally function. Outstanding communication skills are necessary for this role and to be successful as AGM. As a primary communicator of much of the information at the Club, proven outstanding verbal and written skills are critical, as is a keen ability to listen, engage, build trust, and be highly approachable.

### **Other key attributes, characteristics, and style of the successful new leader:**

- Being able to identify and assess food and beverage operational standards and areas for growth, developing and implementing SOPs to meet the Club’s needs and enhance the member experience.
- Must be visionary and mission-oriented; anticipating how the Club continues to evolve is important, as is being actively ‘networked’ in the industry to the point of being at the forefront of trends in clubs. Being naturally outgoing, conversant, respectful, and diplomatic, but able to diplomatically say “no” when appropriate; having keenly developed “gravitas” is important to be able to deal effectively in a feedback-rich environment.
- Being driven and a confident ‘agent of appropriate change’ while also recognizing the need to be “highly present” in all aspects of the operation and, therefore, open to engagement and spontaneity while also being exceptionally organized and deliberate.
- Recognizing the need for an “employer of choice” approach to attracting, retaining, and developing staff at every level within the greater AGM organization. As part of this expectation, being known as a true “mentor” and having developed an outstanding culture of innovation, learning, ongoing development, and ‘mission-centric’ focus throughout one’s current organization is critical.
- Being innately understanding, empathetic, reliable, and relatable to members and staff at all levels; high emotional intelligence is critical and will be measured.

- Having exceptional financial acumen and the ability to evolve the organization model to support the significance of change currently occurring is critical. Having a good understanding of today's club technological opportunities and staying focused on using high tech to improve high touch with members and service delivery options.
- Recognizing and valuing the Club's history and having the ability to implement change while maintaining the Club's most valued traditions and culture.

#### **INITIAL PRIORITIES OF THE NEW ASSISTANT GENERAL MANAGER**

- Learn the culture of AGM by listening, being approachable, and meeting with the GM/COO, Committees, Executive staff, members, and associates as often as possible.
- Immerse in the Club's talent acquisition, talent retention, and talent development process ensuring that it, too, is a clear leading 'model' in the industry and ingrained into the culture of the organization.
- Review food and beverage operations, the balance of ala carte and banquet offerings, staff recruitment, training, and retention programs in this area and, if necessary, implement improvements to continue to move toward consistent excellence in this area.
- Immerse into the budget and the Club's financial history and gain a full appreciation of how WCC has functioned, evolved over the years and administers to its defined needs and goals.

#### **CANDIDATE QUALIFICATIONS**

- A minimum of 4-8 years of related experience with at least 3 years in Food and Beverage management.
- Proven record of providing excellent customer service.
- Food and wine knowledge to include menu design, inventory management, and point of sale systems.
- Demonstrated analytical skills, attention to detail, organization, project management, and multi-tasking skills.
- Demonstrated understanding of analyzing the Club's balance sheet and operating budget/profit and loss reports
- Strong verbal and written communication skills
- A diplomatic team player who is able to foster relationships with Members, employee-partners, and guests.

#### **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.

#### **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.

#### **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 Mr. Bryan Stone, General Manager/COO,** 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 WCC and the Vienna, VA 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 Friday, May 10, 2024. Candidate selections will occur mid-May with first Interviews expected towards the end of May and second interviews a short time later. The new candidate should assume their role in July.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Westwood CC”

(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 Alice Stevens at [alice@kkandw.com](mailto:alice@kkandw.com)

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