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## **ASSISTANT GENERAL MANAGER PROFILE: PORT ROYAL CLUB NAPLES, FL**

### **ASSISTANT GENERAL MANAGER AT PORT ROYAL CLUB**

Port Royal Club (PRC) in Naples, Florida is offering a tremendous opportunity for a highly qualified individual willing to provide innovation, energy, and vision to become part of a growing high-performing team as their Assistant General Manager (AGM).

PRC is known for providing its members with exceptional services and amenities. The new AGM will ensure that the Clubhouse operational goals are met through proactive leadership and full-scope management while also paying attention to the fine details. These crucial attributes along with an intuitive and inclusive leadership style will contribute to the overall success of the AGM.

Working under the direction of the Club's General Manager/COO, the AGM's primary focus is on the overall member/guest experience, within food and beverage and club operations. The ability to consistently "look forward" in planning, organization, follow-up, follow-through, and overall departmental leadership is a critical skill set required for success in this position. Equally important is natural confidence and poise to intuitively embrace the need to be visible and highly interactive with the members and staff; leadership in this area begins and ends with communication, approachability, and accessibility.

The successful candidate will be an integral part of a high-performing team at a club recognized for its exceptional service, quality work environment, and focus on continually 'raising the bar' for its members and staff. PRC is set to embark on an exciting new chapter in its history. In a recent member vote with a 93% approval, it will soon be breaking ground on a new \$100M clubhouse project this summer and is expected to reopen in the fall of 2026.

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

### **ABOUT PORT ROYAL CLUB**

The Port Royal Club, nestled in south Naples, Florida, is a beach club focused on luxury living and leisure with membership tied to property ownership in the prestigious Port Royal neighborhood. The Club's new clubhouse, designed with meticulous attention to detail, aims to exceed the expectations of its current and future members.

Embracing the West Indies architectural heritage, the clubhouse's design is one of timeless elegance. Its construction plan ensures efficiency, cost-effectiveness, and timely completion, demonstrating a commitment to excellence. Club leaders have actively engaged members in the development process, recognizing their pivotal role in shaping the Club's future.

With input from a majority of participants through town hall meetings and surveys, the clubhouse's priorities reflect the desires of its discerning members. Expansive waterfront vistas and multiple dining venues, including poolside and Gulf-view options, will cater to diverse preferences. The 50,000-square-foot, two-story clubhouse will offer lush outdoor spaces, offering a serene environment to savor the Club's pristine beachfront environment.

The main level will feature a family casual dining area, a member lobby with a lounge and coffee bar, and banquet facilities that can accommodate up to 150 people for private events. The outdoor Sunset Bar will provide a perfect setting to unwind and catch picturesque sunsets. Upstairs, a la carte dining options and indoor private dining spaces will cater to more intimate fine dining gatherings.

The wine cellar and member wine lockers ensure the finest selections for oenophiles as many club members own their own vineyards. The lower level offers direct access to the beach and pool, with covered outdoor dining areas, a pool bar, cabanas, and shade gardens.

#### **PORT ROYAL CLUB BY THE NUMBERS**

- \$100M Budget (Opening Fall 2026)
- Architect: Hart Howerton, Interior Designer: Champalimaude
- Three distinct dining outlets (beach/pool dining, family casual dining, a la carte dining)
- Four bars/lounges
- Private dining rooms
- Anticipated Total Operating Revenue: \$27M
- Anticipated Dues Revenue: \$15M
- Anticipated F&B Revenue: \$10M
- Club Joining Payment: \$315,000 (non-refundable)
- Anticipated Annual Dues: \$20k/year
- Number of Members: 665
- Average Age of Members: 68

**PORT ROYAL CLUB WEB SITE:** [www.portroyalclub.org](http://www.portroyalclub.org)

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

The Club desires an AGM who functions in a proactive, highly engaging fashion, working very closely with the GM/COO and other team leaders. This “lead by example” AGM will be expected to be an integral part of building the new club’s clubhouse staff with the goal of being a very high-functioning team of diverse backgrounds, experiences, and tenure. The primary goal will be to fully immerse themselves into the club’s current limited food and beverage operations in addition to partnering with the GM/COO in leading the planning towards the opening of the new clubhouse. The AGM will continue to look to enhance and elevate the overall membership and staff experience in partnership with the senior leadership team. The AGM will handle all operational matters and be an active thought partner on strategic and policy matters, while being sincerely approachable and an active listener while providing transparency to direction and operations.

Significant to the new AGM’s success is the ability to understand and have deep knowledge of luxury hospitality in a large-volume food and beverage operations. Certainly, a key to their success is “putting members first,” and recognizing that the foundation of providing staff support, mentorship, clear direction, “walking the talk” and “being present” in a natural, sincere, and engaging style.

The ability to “manage expectations at a high level of dynamic leadership and reasoning” is critically important, but a fair amount of that is accomplished simply by being present, approachable, accessible, passionate, diplomatic, and by having the necessary “gravitas” to be viewed with confidence and trusted by all constituencies.

Paying attention to the details of maintenance, SOPs, overall member experience, staff culture and other key areas of success is critical, as the new clubhouse will 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.

Key attributes, characteristics, experiences, and style of the successful new leader include:

- Possess a deep knowledge of active club operations, with exceptionally strong food and beverage skills as well as strong financial acumen, and a passionate 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, SOPs, 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 GM/COO, Committees, and others that contribute to PRC’s success.
- Naturally outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff. 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.) with a corresponding strong network of peers. Actively engaged in the industry and staying abreast of trends and opportunities to keep PRC 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.

Reporting to the AGM will be the Food and Beverage Manager, Director of Catering, Front Desk Manager, Director of Facilities, and Security Manager. With this reporting structure, the AGM will lead a team of approximately 100 people.

### **CANDIDATE QUALIFICATIONS**

- A minimum of 8-10 years of progressive leadership/management experience in a multi-outlet hotel, resort, private club, or corporate food and beverage operation.
- The Club will consider well-mentored AGMs for this role as well as those who come from other sides of the hospitality industry, so long as they are able to allow verification of the relationship side (versus a transactional aptitude) of current and past success.
- 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 revenue growth, training, innovation and creativity, and strong service culture development.
- Technologically proficient with a thorough understanding of best practices in the use of technology to improve ‘high touch’ service delivery to members and to more effectively manage and lead operations.

### **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 a CCM 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.

### **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 General Manager, Jeff Hartigan, CCM, CCE,** 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 Port Royal Club and the Naples 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, July 5, 2024(. Candidate selections will occur mid-July with first Interviews expected at the end of July and second interviews a short time later. The new candidate should assume their role in mid-September.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Port Royal”

(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: [alice@kkandw.com](mailto:alice@kkandw.com)

#### **LEAD SEARCH EXECUTIVES**

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