



## Metropolitan Club – San Francisco, California

### General Manager

The Metropolitan Club is an elegant private women's club located in the heart of San Francisco's Nob Hill that provides members of all ages with a unique milieu for social activities, fitness, education, and lifelong friendships. Established in 1915, this full service club is listed in the National Register of Historic Places. In 2004, a major renovation project provided extensive seismic and life safety upgrades, as well as expanded fitness amenities and a full service spa and salon. Today, club services and amenities include an indoor swimming pool, state-of-the-art Fitness center, the Main Bar, Garden Room, dining, indoor tennis court, the M Spa, Salon, guest rooms, Lampen Lounge and Cabanas, the Club Library, a data center and card room.

The 102,000 square foot clubhouse features six floors with eight private meeting and dining rooms with capacity for intimate to larger events accommodating up to 250 guests. In addition to private dining spaces, the Club has 18 overnight guest rooms. Annual gross revenues are approximately \$5 million. Food and beverage sales are \$1.2 million. The Club currently has 965 members and offers reciprocity with nearly 100 private exclusive clubs in the United States and internationally.

The General Manager has full responsibility for all aspects of club operations, reporting to the Club President and to the 11 person Board of Governors. He/she will lead the management team which includes the Controller, Head Housekeeper, Membership Director, Special Events Manager, Maitre d', Communications Manager and Executive Chef. The General Manager will also indirectly supervise all employees of the Club and will interact with the membership, both through the Club's committee structure and through daily contact. This position requires an experienced leader with strong communication skills (both written and verbal) and practices to develop a cohesive, professional and well-trained team that is held accountable at the highest level.

The General Manager will lead all aspects of the Club's operations as well as communicate effectively with the Board, Committees, staff and well-educated and sophisticated membership. An active and invested Board and Committee system will expect the General Manager to be an equally engaged partner who will provide professional expertise and presents thoughtful options and innovative ideas.

With full P&L responsibility, the General Manager must possess strong operational and financial skills who will present progressive and thoughtful strategies for membership marketing, growth, retention and usage. Critical to this role is a strong understanding of club financials, proven success with revenue growth, cost management and the shaping and enhancing of the food and dining operations and experience ultimately to increase member dining participation. Also important will be a strategic and thoughtful approach in helping to define the Club's evolution in balance with its tradition and the contemporary needs and interests of current and future members.

The General Manager must also be a strong leader with a commitment to excellence on all levels and able to impart and nurture a strong service culture throughout the Club; a forward thinker who understands the culture of the Club and of San Francisco and who will set an example as a steward of the Club's values. The General Manager will enforce club rules in a professional and diplomatic manner with the support of the Board. Visibility and the genuine enjoyment of building member relationships are key attributes for the next General Manager. A confident and energetic professional who strives for excellent service and exceptional standards of quality with an eye for detail in all areas of service, decor and housekeeping is highly desired. Critical also is developing and implementing a cross departmental service culture, one that highly values and is excellent at member recognition, engagement and "member and guest insight."

Excellent candidates will be students of the private club industry to fuel membership growth the development of initiatives and solutions reflective of industry and technology trends and best practices. Successful budgeting and development and management of effective internal controls will be successes of top candidates as well. Ideal candidates will have a passion and intimate knowledge of food and service operations and dining programming. Also ideal is experience with guest rooms, capital projects and an understanding and knowledge of managing the maintenance and care of an historical structure.

**Compensation:** The Club will offer a competitive compensation plan, along with standard benefits and perks.

Interested and qualified candidates should complete the online candidate profile form and submit a compelling cover letter and resume for consideration at <http://denehyctp.com/submissions/>. If you have any questions or need further assistance, please email Alison Savona at [alison@denehyctp.com](mailto:alison@denehyctp.com).

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