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Capon Springs Resort and Farms - Capon Springs, West Virginia

General Manager

The Capon Springs Resort and Farms is a family resort founded in 1932 on 4,800 acres in the Appalachian Mountains and Potomac Highlands of West Virginia, two hours west of Washington, DC. This family-owned and operated resort stretches back four generations and is a reflection of the ownership's principle values of family, spirituality and wellness. It opens seasonally between April and November and serves many multi-generational guests and their families who return annually. Services and amenities include a vast range of activities for the family: two nine-hole golf courses (1 executive), a 9,100 sq. foot spring fed spa, a spring fed pool, 170 acre farm with crops and livestock, a fishing pond, mountain hiking trails, 3 tennis courts, and offers over a dozen more activities for guests and their families. Other facilities include the Meeting House with an auditorium and several small meeting rooms and the Sunset Lodge on the Hill Pavilion for dining outdoors and special events.

The 38,000 sq. foot Main House is on the National Register of Historic Places and features 22 guest rooms. As the principle dining facility for indoor dining it has capacity for up to 275 guests. Additional lodging is found in the Pavilion (15 rooms), the Fairfax (17 rooms) and in 12 Cabins sleeping from two to eight guests. The Resort gross revenue is \$4.0 million (\$3,275 million for lodging and board on an American plan). During the height of the season, there are 127 employees.

The General Manager is responsible for managing all operations of Capon Springs Resort and Farms consistent with the direction and policies established by the Board of Directors. He/she is expected to provide quality leadership and effectively manage the human, financial, physical and other Resort resources to consistently achieve high levels of family and guest satisfaction, as well as the goals established with the Board. The General Manager reports to the President and Board of Directors and is expected to anticipate the Resort's present and future needs so to present thoughtful, creative and effective solutions for the Board's consideration.

The General Manager leads the management team which includes the following departments; Accounting and Finance, Marketing and Sales, Reservations and Front Desk, Food, Farm, Recreation, Maintenance: *Building/Grounds/Sporting venues (golf/tennis/pool/etc.)*, Spa, Housekeeping, Human Resources and a Gift Shop. He/she indirectly supervises all Resort employees and oversees the recruiting of high-quality, seasonal talent and instills accountability for all staff by implementing training systems and performance management programs.

The General Manager is responsible for systematically evaluating and monitoring Resort processes, procedures and internal controls across all departments. He/she must have strong brand management, communication skills, financial management, marketing, organizational and administrative skills and be able to manage the Resort's annual budget effectively and efficiently in a seasonal environment. Key measures of success for the new General Manager includes: Improving the quality and consistency of the resort offerings and daily programming; introducing new and innovative ideas to increase Resort occupancy and satisfaction; and raising the sophistication of MIS and its applications.

The Resort General Manager will be entrusted to reinvigorate Capon Springs Resort and Farms and keep it relevant going forward while continuing its established and honored traditions. Visibility and accessibility, engaging with guests and families, and representing the Resort in the community are key attributes for the next General Manager. He/she will be expected to have excellent managerial presence, an affable personality, and an unpretentious style with high personal, professional and ethical standards.

Ideal candidates will have a minimum of five years of progressively more responsible Resort management positions leading up to a General Manager position either with a Resort of similar size, scope of services, seasonality and culture as Capon Springs Resort and Farms or in the hospitality industry. Assistant Managers with relevant experience will be considered.

Compensation: The Resort 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/>. Please contact Kirk Reese at 310.409.8957 or kirk@denehyctp.com with additional questions or to recommend a candidate.



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