



## **Grey Oaks Country Club – Naples, Florida Hospitality Manager**

### **About the Club**

Nestled in the heart of Naples, Florida, Grey Oaks Country Club offers an exclusive retreat in one of the nation's most sought-after destinations for affluent individuals. Known for its stunning beaches, world-class shopping, dining, and natural beauty, Naples is also home to the Florida Everglades and tropical island sanctuaries.

Founded in 1993, Grey Oaks spans two prestigious residential communities – Grey Oaks and The Estuary – encompassing nearly 900 homes. With 90% of residents becoming Club members, Grey Oaks enjoys a vibrant, engaged membership base, including 780 golf members with a waiting list.

Grey Oaks Country Club is renowned for its combination of world-class golf and exceptional amenities, providing members with a resort-style lifestyle. The Club offers 54 holes of championship golf, along with tennis, pickleball, bocce, wellness services, and more for both residents and non-residents. Whether enjoying casual dining, sophisticated social events, or private wellness experiences, Grey Oaks delivers unparalleled service and amenities in a truly remarkable setting.

The centerpiece of Grey Oaks is its magnificent 62,000-square-foot main clubhouse, complemented by a 1,900-square-foot golf pro shop. The clubhouse features elegant spaces for casual dining and entertainment, while the full-service facility provides men's and ladies' lockers and card rooms, as well as event spaces for special occasions.

Across from the Grey Oaks Clubhouse, the Estuary Clubhouse offers an additional 20,000 square feet of dining and leisure space. With expansive outdoor seating and an elegantly designed interior, this venue is ideal for intimate dining, themed events, or casual meals. Members indulge in upscale dining in the cozy Estuary Clubhouse, enjoy themed experiences in the Grill Room and East Clubhouse, or opt for all-day casual dining in the Pool Café Club Room, Lakeside Room, or at the indoor/outdoor bar. The Estuary also features a fitness center, golf pro shop, and dedicated locker rooms, ensuring a well-rounded, elevated member experience.

Grey Oaks is a vibrant social hub, hosting over 150 events annually, ranging from wine education and floral arranging to live entertainment, dancing, and family-friendly celebrations. With a rich variety of dining options, members enjoy themed menus, à la carte offerings, and an exceptional wine program, showcasing rare selections curated by the Club's Sommelier. Whether for a casual evening or a special occasion, Grey Oaks ensures every experience is memorable and distinctive.

With a gross revenue exceeding \$42.5 million, including \$8.1 million in food and beverage revenue and \$24 million in annual dues, Grey Oaks stands as a thriving community, renowned for its unwavering commitment to excellence in every aspect of club life. The Estuary Clubhouse, open during the peak season (November 4th, 2024 – May 10th, 2025), offers an exceptional experience for members.

### **About the Position**

#### *Elevate the Member Experience*

This role will report to the Director, F&B and partner with the F&B Managers across campuses and ensure seamless, first-class food and beverage service across the clubhouses, delivering platinum-level experiences that members will remember and return for.

#### **Key Responsibilities:**

- **Set the Standard:** Drive exceptional service with well-crafted SOPs, consistent training, and a culture that



anticipates member needs.

- Personalized Service: Create memorable moments by recognizing members' unique preferences.
- Be the Mission: Embody the Club's mission, ensuring a safe, pristine, and welcoming environment that members can trust.

This is an exciting NEWLY CREATED opportunity to partner with a talented team and make an every-day difference in the overall member experience that is known for its excellence and warm, inviting atmosphere.

### **About the Ideal Candidate**

#### *Excellence in Every Detail*

The ideal candidate is a hospitality pro with a track record of transforming great service into unforgettable experiences. With six-plus years of high-end hospitality experience, he/she brings a polished background in private clubs, luxury hotels, or resort environments. Stability and steady career growth speak to their commitment and consistent results.

#### *What Sets the Ideal Candidate Apart:*

- Inspiring Leader: A natural team builder who excels at creating and coaching a top-tier, service-focused team that's as passionate about excellence as they are.
- Engaging Communicator: Effortlessly connects with members, guests, and staff, delivering personalized service with an approachable and magnetic personality that makes everyone feel at home.
- Operational Wizard: Skilled in developing streamlined systems and processes that ensure consistency, high standards, and a standout member experience every day.
- People-Centered Approach: Friendly, approachable, and truly enjoys connecting with a diverse group of members and guests, creating memorable moments that make a difference.
- Sharp Eye for Detail: Maintains impeccable standards across dining and clubhouse areas, ensuring every experience reflects the club's dedication to quality and elegance.
- Innovative Yet Grounded: Balances respect for tradition with fresh, innovative ideas, enhancing the club's offerings without losing sight of its heritage.
- Commitment to Safety & Efficiency: Aware and proactive about safety, with a strong sense of organization and accountability that keeps everything running smoothly.
- Driven to Excel: Motivated by an unwavering commitment to elevate the member experience, this candidate thrives on achieving—and exceeding—standards of excellence.

This is a hospitality visionary who brings energy, expertise, and an inspiring work ethic to the table, ready to lead the club to new heights.

### **Apply for This Position**

Interested candidates should complete the online candidate profile form and submit a compelling cover letter and resume for consideration to DENEHY Club Thinking Partners at <http://denehyctp.com/apply-for-a-position/>.