

KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

DIRECTORY OF SERVICES



MEET THE TEAM!



RICHARD M. KOPPLIN

- Over 40 Years in the Club Industry
- GM/COO/VP of Operations experience at Castle Pines, Desert Mountain and PGA West
- Presented “Board Dynamics/Model Clubs” to over 250 private clubs and communities
- Regular speaker for CMAA national conference



KURT D. KUEBLER, CCM

- Over 35 Years in the Club Industry
- GM/COO experience at Isleworth Golf & Country Club, The Loxahatchee Club, Desert Highlands Golf Club and Birchwood Farm Golf & Country Club
- Former President of Florida CMAA Chapter and Former National Director of CMAA



THOMAS B. WALLACE, III, CCM, CCE, ECM

- Over 25 Years in the Club Industry
- GM/COO/CEO experience at The Country Club, Oakmont Country Club and The Club at Mediterra
- Former President of Pittsburgh CMAA Chapter; 2007 Excellence in Club Management Award as the top performing manager by the McMahon Group



LISA CARROLL, SHRM-SCP

- Over 30 Years associated with the Club Industry
- Master’s degree in Global Hospitality Management
- Adjunct faculty for CMAA BMI Club Management; Speaker for CMAA, ACF & HFTP
- Culinary Institute of America (CIA) Fellow
- Search & Consulting Executive specializing in Executive Chef and GM/COO searches



SAM LINDSLEY

- Over 35 Years in the Hospitality Industry
- COO of Michael Symon Restaurants – ran over \$35M in restaurants annually; F&B Director at The Cleveland Athletic Club and The Country Club
- Member of Court of Master Sommeliers, Certified Sommelier, Chairman of the Board of Directors Ohio Restaurant Association
- Search & Consulting Executive specializing in F&B Director, AGM, and GM/COO searches

*“It’s not just our business, it’s our **PASSION!**”*

MEET THE TEAM!



LEN SIMARD

- Over 40 Years in the Club Industry
- General Manager at New Canaan Racquet Club; 2019 USPTA Small Facility Manager of the Year
- Former Racquet's Director at Isleworth Golf & Country Club, New Canaan Field Club, and Director of Tennis & Fitness at Boca Lago Country Club; Former USPTA Florida President
- Search & Consulting Executive specializing in Racquet Sports, GM/COO, Fitness and Wellness searches and Racquet Facility Assessments



JOHN R. "JACK" SULLIVAN, CCM

- Over 40 Years in the Club Industry – Former CMAA National President
- GM/COO/CEO experience at Nakoma Golf Club, Grosse Pointe Yacht Club, Bay Colony Golf Club, Old Collier Golf Club and Hamilton Harbor Yacht Club
- Search Executive and Independent Consultant



MICHELLE A. RIKLAN, ACRW, CPRW, CEIC, CJSS

- Over 25 Years as a HR Executive, Recruiter, Career Marketing Strategist, Trainer and Speaker
- Master's degree in Speech and Interpersonal Communication
- Academy Certified Resume Writer, Certified Professional Resume Writer, Certified Employment Interview Consultant, Certified Job Search Strategist and a Certified DiSC Trainer
- Career Strategist, Consulting & Search Executive specializing in career management and leadership training



ARMEN SUNY

- Over 37 Years in the Club Industry
- GM experience at Shadow Creek; Superintendent experience at Castle Pines Golf Club and Cherry Hills Country Club
- Search & Consulting Executive specializing in GM /COO, Superintendent, Golf Professional, and AGM searches, and agronomic and design consulting



ANNETTE WHITTLEY

- Over 17 Years of Luxury Hospitality service experience
- 13 years with Four Seasons Hotels and Resorts in city, resort and opening locations
- F&B Director at Congressional Country Club, Bethesda, MD
- Search & Consulting Executive specializing in F&B Director searches, F&B Training & Consulting

Quality isn't expensive its PRICELESS!

EXECUTIVE PLACEMENT

Specializing in GM/COO, CEO, Assistant General Manager/Clubhouse Manager, Director of Food and Beverage, Executive Chef, Director of Golf/Head Golf Professional, Golf Course Superintendent/Director of Agronomy, Director of Tennis/Director of Racquets, Fitness & Wellness Director, Chief Financial Officer/Controller, Membership and Marketing Director Searches, and Consulting Services for Private, Resort and Developer Owned Properties, Clubs and Communities as well as Senior Living Communities and Property Owners Associations.

UTILIZE OUR EXPERTISE

KK&W is the new benchmark in the consulting industry for operational assessments and auditing, team development, and board governance and surveying through master planning review. Our team, has an unparalleled, more than 400 combined years of country, golf and community club management experience and we have successfully worked with over 1000 clubs since 1996, including some of the most notable Clubs in America and beyond. We are not just another search firm, we are your partners and trusted advisors dedicated to ensuring your success.

INNOVATIVE SOLUTIONS TO KEEP YOU ON TOP

At **KK&W** OUR solutions help YOUR organization BE MORE efficient, effective AND MOST IMPORTANTLY EVOLVE. We offer collaborative ideas with tried and true methods that are embraced by our clients. In today's increasingly diverse and modernized workplace, businesses need to know when to innovate, how to allot resources and reinvent processes – these solutions can you help you do that. **KK&W** Consulting Services include, but not limited to:

- Career Coaching
- Career Marketing Material Development
- Club Operational Audits & Assessments
- Communication/Marketing Strategies
- Compensation and Benefits: Surveys/Benchmarking
- Cultural Transformation
- Employee Assessments Testing
- Employee Backgrounding and Referencing
- Employee Reviews/Development
- Facility Assessments
- Food & Beverage Training
- Full Agronomic Consulting & Review
- HR Services
- Leadership Assessment & Development Programs
- Leadership Team Development
- National Industry Career Education & Development: CMAA, CSFA, HFTP, PGA, GCSAA, USPTA, & USTA
- National Tournament & Events consultation
- New Facility Start Up & Design
- Organizational Strategy
- Orientations/On-Boarding
- Outplacement: Affordable Outplacement Services: Layoffs aren't personal. We are.
- Performance/Measurement Management: 360-Reviews and Assessment tools
- Program Development
- Racquets Facility & Program Assessments
- Strategic Workforce Planning
- Succession Management
- Team Rewards & Recognition: Programs and policy development
- Temporary task force leadership

EDUCATION

KK&W has presented hundreds of seminars and workshops for private club boards, CMAA Chapter meetings, PGA, HFTP, GCSAA, USPTA, USTA and the CMAA World Conferences. Our leadership workshops are available to clubs seeking to enhance their governance and operational successes.

- Board Dynamics/Model Clubs
- Board Retreat
- Career Development & Advancement
- Club Governance & Leadership
- Customer Service
- Describing the Menu & Making Recommendations
- DiSC: Manage Your Workplace Communication
- Food & Beverage 101
- Food & Beverage "Training Day"
- Food & Beverage Pairings
- Genuine acts of kindness and recognition
- How to bus a table
- In Room Dining
- Jump Start Your Leadership
- Know the Rules, Customize the Rules & Break the Rules
- Mentorship
- Programming
- Restaurant Openings
- Sequence of Service 101
- Service Team & Leadership Development
- Standardizing Teaching Methodology
- Team Development
- Team Up Programs: Work Together, Play Together, Come Together
- Wine 101

TESTIMONIALS

"During our meeting that lasted far longer than the promised 30 minutes, you and your partners politely but directly pointed out to me that my plan for the future management of my club was not optimal and not consistent with best practices in the country club community. You provided me reasons, data and a revised plan. I ended the meeting by asking if you would perform the search that I initially thought best and your response was 'no' with an explanation that you would not take on a search that you did not feel you could successfully accomplish. I left the meeting believing your firm was committed to providing its clients with great work and superior results. My belief has been confirmed by your entire process, your personal guidance and our result."

**Keith H. Berk, President
Northmoor Country Club - Highland Park, IL**

"Sam, thank you for doing such a great job on our recent search for an Executive Food and Beverage Director. I must say, I am quite impressed with the absolute thoroughness of the KK&W process. Your due diligence was simply great. You left no stone unturned in understanding what our needs were, and then finding candidates who had the right skill set for the position. Of the final group of five candidates, any one of them could have done the job effectively thus making the final decision a challenging one, but what a great problem to have!"

**Tim Muessle, CCM, CCE, General Manager
The Yale Club, New York City, NY**

"Tom, simply said, the Board and members that engage with John on a regular basis could not be more pleased. John is everything and more than you had suggested he would be for Aronimink. Many of us knew Aronimink was a good operation but believed we could or should be better. John has the vision of what Aronimink can be and awareness of what the process is to make that happen. His enthusiasm is contagious. We have quite a hill to climb to make Aronimink what we aspire to be, and with John at the helm, I have never felt so confident that it is achievable."

**Bob Wilcox, Vice President, Search Chairman
Aronimink Golf Club, Newtown Square, PA**

"Please allow this letter to thank you all for the professionalism displayed by your firm and, especially, Lisa Carroll during our recent executive chef search. You all should be very proud of Lisa's work and how well she represents your company. I have always been impressed by your firm via the K2 Summits and other education you all have provided to club managers. However, having had the experience of employing you all for the first time for a search process, I can tell you that you all have once again over delivered in my expectations. I and the New Orleans Country Club continue to be 'raving fans' of KOPPLIN KUEBLER & WALLACE. Thank you for all you do for our industry."

**Robert Crifasi, General Manager
New Orleans Country Club - New Orleans, LA**

"Jack and Tom, on behalf of the search committee and the board of directors, I want to thank you so much for all your efforts on our behalf in our very first general manager search. You were wonderful in guiding us through the process every step of the way. The structure and professionalism you brought to the process was also very welcome. We are looking forward to our upcoming offsite this summer as we work to make sure that we set our new manager up for success and make the most of our investment in professional club management."

**Fallon Walsh, President
Lewes Yacht Club - Lewes, DE**

"While the thought of finding a replacement seemed daunting you made the task of finding our GM/CEO manageable and fluid. From our first meeting to the final proposal and hire program along with the list of candidates you presented were top notch. Key points that made the process flow were:

- Your program outline was clear and focused
- The meetings you held not only kept us on track but gave us focus
- The communication process was timely when needed
- Your list of candidates was inclusive, extensive and thought out
- The process of review, questions and final interviews allowed my committee the opportunity to thoroughly vet the candidates
- The dinner you arranged for the final two candidates and spouses along with ours was very beneficial as it gave both us and the candidates another perspective in a more casual atmosphere.

I congratulate you and your firm on a job well done and would not only keep you in mind for future needs but also recommend your services to others that may require it. I along with my executive committee want to thank you again for a job well done."

**Dennis Marchetti, President
Ivanhoe Club - Ivanhoe, IL**

"Armen, from our first meeting and then continuing throughout the process of screening, interviewing and selecting the next head golf course superintendent, it has been a pleasure and honor to work with you – and it is quite clear why you and KOPPLIN KUEBLER & WALLACE are the best in your business. I have often been told as 'words of wisdom' from gentlemen who have mentored me 'to always follow a quiet leader, who has a steady, reassuring hand and a keen, but disarming intellect'...and everyone involved in this process at CCB has been fortunate to have you as such a leader. With a deft touch, you guided us through what could have been a difficult project, and in the end giving us a marvelous result. We are excited by the prospect of our final candidate becoming a member of the CCB Family, and I hope he has an understanding and appreciation of the essential role you played in making this opportunity possible for him."

**Richard Krieger, President
Country Club of Buffalo - Williamsville, NY**

PARTIAL CLIENT LIST

Admirals Cove, Jupiter, FL
Alpine Country Club, Demarest, NJ
American Club Hong Kong, Hong Kong
Aronimink Golf Club, Philadelphia, PA
Atlanta Athletic Club, Atlanta, GA
Augusta National Golf Club, Augusta, GA
Ballantyne Country Club, Charlotte, NC
Baltusrol Golf Club, Springfield, NJ
Big Canyon Country Club, Newport Beach, CA
Bonita Bay Club, Bonita Springs, FL
Boulder Country Club, Boulder, CO
Brook Hollow Golf Club, Dallas, TX
Burlingame Country Club, Hillsborough, CA
Camargo Club, Cincinnati, OH
Cherokee Town & Country Club, Atlanta, GA
Country Club at DC Ranch, Scottsdale, AZ
Country Club of Detroit, Grosse Pointe Farms, MI
Country Club of Landfall, Wilmington, NC
Country Club of Virginia, Richmond, VA
Chapel Hill Country Club, Chapel Hill, NC
Charlotte Country Club, Charlotte, NC
Cherry Hills Country Club, Cherry Hills, CO
Colorado Golf Club, Parker, CO
Congressional Country Club, Bethesda, MD
Cosmos Club, Washington, DC
Dallas Golf Club, Dallas, TX
Desert Highlands, Scottsdale, AZ
Desert Mountain Club, Scottsdale, AZ
Diablo Country Club, Diablo, CA
Dorado Beach Club, Dorado, Puerto Rico
Eldorado Country Club, Indian Wells, CA
Exmoor Country Club, Highland Park, IL
Fiddlesticks Country Club, Ft. Myers, FL
Fresh Meadow Country Club, Lake Success, NY
Glendale Country Club, Bellevue, WA
Glenwild, Park City, UT
Grandfather Golf & Country Club, Linville, NC
Greensboro Country Club, Greensboro, NC
Grosse Pointe Yacht Club, Grosse Pointe Shores, MI
Hillcrest Country Club, Los Angeles, CA
Indian Ridge Country Club, Palm Desert, CA
Jupiter Hills Club, Tequesta, FL
Kansas City Country Club, Kansas City, KS
Lost Tree Club, North Palm Beach, FL
Merion Golf Club, Ardmore, PA
Monterey Peninsula Country Club, Pebble Beach, CA
Myers Park Country Club, Charlotte, NC
Nanea, Kailua-Kona, HI
Northmoor Country Club, Highland Park, IL
Norwood Hills Country Club, St. Louis, MO
Oahu Country Club, Honolulu, HI
Oakmont Country Club, Pittsburgh, PA
Old Westbury Golf & Country Club, Old Westbury, NY
Overlake Golf & Country Club, Seattle, WA
Pelican Landing Community Assoc., Bonita Springs, FL
Paradise Valley Country Club, Paradise Valley, AZ
Quail Ridge Country Club, Boynton Beach, FL
Round Hill Country Club, Alamo, CA
San Francisco Golf Club, San Francisco, CA
San Francisco Yacht Club, Belvedere, CA
Sand Point Country Club, Seattle, WA
Scioto Country Club, Columbus, OH
Shadow Wood Country Club, Bonita Springs, FL
Sharon Heights Golf & Country Club, Menlo Park, CA
Sherwood Country Club, Thousand Oaks, CA
Southern Hills Country Club, Tulsa, OK
Spring Lake Golf Club, Spring Lake, NJ
Tedesco Country Club, Marblehead, MA
The Apawamis Club, Rye, NY
The Bridges at Rancho Santa Fe, Rancho Santa Fe, CA
The Club at Morningside, Rancho Mirage, CA
The Los Angeles Country Club, Los Angeles, CA
The Loxahatchee Club, Jupiter, FL
The Polo Club of Boca Raton, Boca Raton, FL
The Valley Hunt Club, Pasadena, CA
The Yale Club of New York City, NY
Thunderbird Country Club, Rancho Mirage, CA
Union Club, Cleveland, OH
Upper Montclair Country Club, Clifton, NJ
Waialae Country Club, Honolulu, HI
Waverley Country Club, Portland, OR
Westchester Country Club, Rye, NY

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Specializing in GM/COO, CEO, Assistant General Manager/Clubhouse Manager, Executive Chef, Director of Food and Beverage, Director of Golf/Head Golf Professional, Golf Course Superintendent/Director of Agronomy, Director of Tennis/Director of Racquets, Fitness & Wellness Director, Chief Financial Officer/Controller, Membership and Marketing Director Searches, and Consulting Services for Private, Resort and Developer Owned Properties, Clubs and Communities as well as Senior Living Communities and Property Owners Associations.

OUR MISSION

We are committed to the success of our clients, the professionals that we place, and the industry as a whole. We improve the well-being of our clients, advance the careers of our candidates, and have fun every day.

We are not just another search firm, we are your partners and trusted advisors dedicated to ensuring your success.

The BoardRoom magazine "Excellence in Achievement" awards:

2019 - Dave White Editorial Award - Dick Kopplin

2007 - 2019 Best Search Firm of the Year for the last 13 years!

2014 Mid-Management Search Firm of the Year

2011 & 2014 Gary Player Educator of the Year

2011 Lifetime Achievement – Dick Kopplin



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