

George W. Arnold, Jr., CCM, CCE

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CORE COMPETENCIES

Sales & Marketing
Highly Visible Leader
Menu Development

Strategic Planner
Food and Beverage Expert
Leadership and Development

Strong Financial Management
Union Experience
Strong Wine IQ

The Club at Pasadera, Monterey, CA

2024-Present

Interim General Manager

- Leading membership growth initiatives and aiming for a \$100K increase in F&B revenue in Q1 2025.
- Overseeing a 25th-anniversary celebration to strengthen member engagement.
- Implementing strategic landscaping and facility upgrades to enhance the club's appeal.

The Edison Club, Rexford, NY

2024

Interim General Manager

- Improved employee morale and streamlined communication among staff and members.
- Led facility repairs, security upgrades, and service provider restructuring.
- Developed prorated membership dues and organized events to attract new members.

The Town and County Club, Hartford, CT

2020 to 2023

General Manager | COO

The Town and County Club is a private social club located in Hartford CT's Asylum Hill neighborhood. The historic twenty-seven room mansion hosts member fine dining, large events, beautiful overnight guest rooms, socializing and networking. The Club offers a unique outlet for members to enrich their lives, with excellent dining experience.

Accomplishments:

Restructured the overall organizational staffing of the club, including an updated on-boarding process, as well as an appealing package for employees in an increasingly competitive hiring market.

Rebuilt a new food and beverage program and substantially improved the operation.

- Oversaw the rebuilding of an antiquated HVAC system.
- Oversaw the replacement of the ballroom roof and the installation of a new cobblestone driveway.
- Took in 46 new members through membership drive. Spearheaded a strategic plan.

The Harvard Club of New York City, New York, NY

2019-2020

Food and Beverage Manager

The Harvard Club of NYC is a very busy club located in midtown Manhattan. The club has 72 overnight rooms and brings in 45 million in annual revenue with 22 million in F&B, with 12,000 members. In addition to numerous food and beverage venues including a rooftop venue, the club offers a fully equipped athletic facility complete with squash courts. It is in a landmark building designed by McKim, Mead & White. I was hired to help the club improve their F&B operations as well as the members' experience. **This position ended due to Covid when the entire club closed.**

Accomplishments:

- Improved inventory control
- Improved employee morale and member satisfaction
- Reviewed and updated menus with the dining room Chef

Pine Orchard Yacht & Country Club, Branford, CT

2015-2018

General Manager / COO

Controlled all aspects of the club with annual gross revenue of close to \$5 million and food and beverage sales totaling \$1.8 million. Managed approximately 100 employees in season. Lead a management team consisting of 12 departments including Golf, Tennis, Food and Beverage and Harbor.

Accomplishments:

- Worked with TRC Engineering company to complete a 300k-gas tank project for the club's harbor and over 100 members' boat slips and boat mooring field.
- Worked with the Army Corps of Engineers to complete a dredging project.

Oversaw new plastering of an Olympic pool and implemented a plan for more frequent maintenance of the club's pool facilities.

- Secured bids for a \$2M golf course renovation project.
- Upgraded the POS and back of the house system – to Jonas.

West Side Tennis Club, Forest Hills, New York**2013-2015****General Manager**

Accountable for all aspects of the club including its activities and the relationships between the club and the Board of Governors, members, guests, and employees. Managed approximately 100 employees in season. Sustained and administered the club's policies as defined by the Board. This club hosted the U.S. Open for over 60 years. and lessons.

Accomplishments:

- The club's focus was to get a new amphitheater up and running; my team and I accomplished this in two years. The historic 14,000 seat Forest Hills Stadium, located at The West Side Tennis Club, has become one of New York's top venues for concerts and entertainment.
- Oversaw 5 musical entertainment concerts in the new Forest Hills Stadium.
- Implemented a 4 tennis courts bubble, for winter tennis.

Burning Tree Country Club, Greenwich, CT**2009-2013****General Manager / COO**

Provided strategic management and leadership of all departments, managed approximately 150 employees in season, capital improvements, operating/capital budgets, and facilities. Coordinated the management team of 10 departments.

Accomplishments:

- Oversaw a major Golf Course Project-Drainage with new Greens and Tees, at \$5M (worked with Hurdzan golf course architects and Turf Drainage of America).
- My team and I saved the club 1M dollars within the food and beverage department in a little over 3 years.
- Total operating budget; 2011 \$8 Million- increased profit \$500,000 in the food and beverage department.
- Developed and successfully met or exceeded annual Operations and Capital budgeted revenues.

Larchmont Shore Club, Larchmont, NY**2005-2009****General Manager / COO**

Directed all facets of management and operations, managed approximately 100 employees in season. Direct 12 management reports. The club has a large beachfront and a very active sailing program with boat mooring field.

Accomplishments:

- I was on the ground floor of the permitting and engineering drawing stages of building a state-of-the-art swimming pool.
- Oversaw the building of a new Tennis Pro Shop and a new Welcome Center. Planned /designed outdoor sports bar/grill.
- Successfully focused on the overall finance, operations, and strategic club development.
- Total operating budget \$6 Million- exceeded revenues \$150K, in the food and beverage department for YE 2006.
- Hired a new club Controller and worked cohesively to develop the annual budget for all departments, scheduled expenditures analyzed variances and initiated corrective actions.

Education & Professional Development and Other

- ❖ Culinary Institute of America-Napa Valley, California. - Food and beverage operations from a management and control perspective. High-level wine and food experience with education.
- ❖ *United States Navy Veteran - Honorable Discharge.*
- ❖ Certified Club Manager (CCM) is a professional certification recognizing the unique skills and special knowledge required of today's club manager. Candidates who have earned the designation have completed a program enriched with education experience, applicable knowledge, and business tools that can deliver a positive impact.
- ❖ The Certified Chief Executive (CCE) designation was developed to recognize those managers who have shown the ability to successfully serve as the most senior manager in a club. The CCM designation is still the "hallmark of professionalism" within the club industry. The CCE designation is meant to augment the CCM designation,