

Armstrong Consulting, LLC  
McLean, VA  
(571) 220-1695

[jobs@barmstrongconsulting.com](mailto:jobs@barmstrongconsulting.com)  
[barmstrongconsulting.com](http://barmstrongconsulting.com)

## **ASSISTANT GENERAL MANAGER PROFILE: THE POINT RESORT**

The Point Resort  
222 Beaverwood Road  
Saranac Lake, NY 12983



### **POSITION SUMMARY**

The Assistant General Manager is responsible for all aspects of The Point operations. The AGM must be a mentor of staff, follow the “lead by example” philosophy, and foster a team environment. Additionally, the AGM works hand in hand with the General Manager in accordance with resort standards and maintaining a Forbes 5-star level service. This “take charge” individual will strongly emphasize food and beverage training and service standards. The ideal candidate will be a creative, hands-on individual skilled in developing the team while supervising day-to-day operations and all department heads.

REPORTS TO: General Manager

SUPERVISES: Dining Room Staff, Housekeeping, Facilities, and Grounds

POSITION TYPE: Salary, Exempt

### **Essential Job Functions**

- Anticipate guests' needs, respond promptly, and acknowledge all guests, however busy and at whatever time of day.
- Seek ways to create magic moments for the guests and motivate your team to do the same.
- Resolve guest complaints, ensuring guest satisfaction.
- Greet guests and oversee actual service on a routine, random basis.
- Maintain positive guest and staff relations at all times.
- Be familiar with all Resort services/features and local attractions/activities to respond to guest inquiries accurately.
- Maintain complete knowledge of and comply with all departmental policies/service procedures/standards.
- Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended.
- Polished professional presence in the club – strong visibility to staff and members.

## **Service Functions**

- Monitor and maintain cleanliness, sanitation, and organization of assigned work areas.
- Conduct pre-shift meetings with staff and review all information pertinent to the day's business.
- Inspect grooming and attire of staff; rectify any deficiencies.
- Constantly monitor staff performance in all phases of service and job functions; rectify any deficiencies with respective personnel.
- Inspect table set-ups; check for cleanliness and neatness; rectify deficiencies with respective personnel.
- Monitor and maintain cleanliness and working condition of departmental equipment, supplies, and work areas.
- Constantly monitor staff performance in all phases of service and job functions, ensuring that all procedures are carried out to departmental standards.
- Ensure that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- Ensure that all new employees receive the appropriate safety instructions and training; establish and enforce all safety policies and procedures, including OSHA regulations, and ensure that appropriate proof of training is documented in the employee's personnel files.
- Assist the General Manager in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets.

## **Work Environment**

Areas include the Great Hall, Guest Rooms, Dining Room, Kitchen/Stewarding, and The Point grounds. The job involves potentially working in the following conditions:

- Under variable temperature conditions (or extreme heat or cold)
- Under variable noise levels
- Outdoors/indoors
- Around fumes, chemicals, and/or odor hazards
- Around dust and/or mite hazards

## Qualifications

### Essential:

- High school graduate or vocational training certificate, some college.
- Minimum 18 years of age to serve alcoholic beverages.
- 6-8 years' experience showing a history of progressive promotion.
- Food handling certification.
- Fluency in English both verbally and non-verbally.
- Provide legible communication and direction.
- Compute basic arithmetic.
- Familiarity with food and beverage cost controls.

### Desirable:

- Bachelor's degree in business and/or Hospitality Management.
- A minimum of 10 years of relevant experience or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.
- Previous guest relations training.
- Previous Culinary training.
- Certification of previous training in liquor, wine, and food service.
- Certification in CPR.
- Certification of previous training in an alcohol awareness program.
- Strong business and financial acumen – demonstrated a thorough knowledge of financial documents for a resort of this caliber. Additional skills in resort properties offering a unique set of amenities.

## Salary & Benefits

- The Point Resort offers a competitive salary commensurate with experience, education, skills, and training in the \$115,000 - \$130,000 range, plus an annual performance bonus.
- Ability to work with partner properties worldwide to gain best practices. Travel included.
- Benefits:
- Health, Dental, and Vision insurance provided at 80% employer cost.
- Paid holidays and New York State Paid Sick Leave (one hour accrued for every 30 hours worked).
- Simple IRA with a 3% maximum matching contribution from The Point.

## About the Resort

The Point was designated as the first Relais & Châteaux member of North America 39 years ago and is the only Forbes Five Star property in Upstate New York. The Point was built by the Rockefellers as a woodland retreat during the heyday of the Adirondack Great Camps. Today, it is a marvelous union of rustic simplicity and extraordinary luxury with an impressive collection of art and antiques. The inviting guest rooms are housed in four log buildings on the peaceful wooded shore of Upper Saranac Lake. Our guests enjoy exceptional meals, blazing campfires at the edge of the lake, snowshoes and cross-country skis for exploring the magical white forest, gourmet picnic excursions, journeys through the rippling waters in gleaming mahogany boats, and a staff that organizes each day according to the pleasure of the guests.

The Point is a genuinely welcoming place to unplug, relax, and be uninterrupted. Nature is the backdrop and sets the tone for the seasonal activities. The limited wi-fi (except for our main office) clearly states that life can be beautiful, fun, laid back, and cherished once again. With fewer everyday distractions, the body and mind can take well-deserved time to reflect and refresh in a forested environment totally conducive to enjoying life's pleasures.

Our tradition is to cater to guests 21 years & older on an inclusive basis with a unique combination of warm hospitality, blessed surroundings, special amenities, ultimate privacy, and unsurpassed comfort. From arrival at Reindeer Hall with a welcoming glass of champagne until the final gesture when writing a personal note in the guest book, guests will enjoy the party and the privacy and will surely be enticed to return. Many guests reserve their next stay before departing the property.

### [APPLY HERE](#)

Please visit the website: [www.thepointresort.com](http://www.thepointresort.com)

#### **Brian Armstrong, Principal**

Armstrong Consulting, LLC

Executive Recruiter, Search Consultant, & Coach

571-220-1695

[jobs@barmstrongconsulting.com](mailto:jobs@barmstrongconsulting.com)



**THE POINT**