



**Nathan D. Charnes**  
**General Manager**  
PGA / CMAA

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*“ Of all my investments in St Louis, WingHaven Country Club requires absolutely zero of my mental attention because Nathan Charnes does it all! ”*

quote from July 2020, Owner of WingHaven Club Management LLC

## OBJECTIVE

To be the General Manager or Head Golf Professional at a private club that is committed to the member & guest experience in all areas of the operation.

## PROFILE

Member of both the PGA of America & Club Manager's Association of America. Possess a history of success in overall club management, leadership and team building, managing golf operations, food and beverage, membership programs, special events, player development programs, junior programs and clinics, merchandising, tournaments, corporate outings, teaching, and delivering top-notch member service.

## PROFESSIONAL WORK EXPERIENCE

### **General Manager** **WingHaven Country Club** **2012 – Present**

- **Club Management** – Managed all aspects of club operations 2012 to current: golf course operations, golf operations, food and beverage operations, pool operations, clubhouse and grounds maintenance, club tournaments and programs, special events, memberships, youth programs, and more.
- **Fiscal Management** – Developed and maintained club operations budget with \$6.0 million in revenues. Oversaw all department P&Ls.
- **Human Resources & Policy Management** – Effectively managed club policies and procedures as outlined in the Rules & Regulations on both sides: the membership as defined in the club rules as well as the staff as defined in the employee handbook.
- **Communications** – Maintain high levels of communication with the owner of the Club and his liaison, the membership of the club, as well as staff department heads and all team members. I have a developed routine of daily, weekly and monthly communications to all parties involved with the club.
- **Food & Beverage** – Elevated the Food & Beverage experience by adding a new Executive Chef, Sous Chef and Dining Manager. Overhauled the menus, programs, events and drastically improved service levels through dining programs and training. Over the course of 6 years, doubled the dollar spent per member on food.
- **Team Building & Department Heads** – Created and managed a highly effective and productive core team: Head Golf Professional, Golf Course Superintendent, Executive Chef, Sous Chef, Dining Manager, Director of Events and Membership, Accountant, and Maintenance team. Created and executed on-going staff training and development.
- **Member Relations/Services** – Maintain positive relations with all members & guests. Consistently work toward exceeding member expectations in all aspects of the job. Maintained relationships with members, owner, member advisory committees and community association. Constantly working to improve members service in all areas.
- **Project Management** – Planned and oversaw 2.5-3.0 million in renovations from 2016 -2021: clubhouse construction, dining room updates, lobby renovations, kitchen purchases, pool re-surfacing & building renovations, practice facility, bunker renovations, and many more capital expenditure purchases in all areas of the clubhouse, pool and golf course.
- **Involvement** – Very involved with the local Gateway PGA Section, National PGA Board of Directors, PGA Education, local Chapter of the Club Managers Association of American, as well as community involvement through various organizations.



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## PROFESSIONAL WORK EXPERIENCE

### **Golf Professional, WingHaven Country Club** **May 2004 – January 2013**

- **Player Development Programs** – Consistently worked to advance and develop golfers of all skill sets at the Club utilizing the following programs: Junior Golf Program, Beginning Women's Program, Golf Clinics & Schools, and Instruction.
- **Golf Management** – Manage all golf operations for 600 members and their families.
- **Business & Inventory Management** – Developed and maintained golf operations budget with \$800,000 in revenues and \$500,000 in expenses.
- **Employee Supervision** – Supervise 35-45 inside & outside service employees.
- **Tournament Operations** – Planned & scheduled golf outings and member events.
- **Member Relations/Services** – Maintain positive relations with all members & guests.
- **Caddie Program Management** – Implemented a small caddie program for the Club.
- **Technology** – Developed and maintain the WingHaven website.

### **Assistant Golf Professional/Assistant General Manager, Novadell** **March 2003 – April 2004 (Hopkinsville, Kentucky)**

- Employee Supervision, Tournament Operations, Customer Relations/Services, Merchandising & Inventory, and Instruction.

### **Golf Shop Assistant/Assistant Golf Professional, Oak Meadow Golf Club** **May 1996 – March 2003 (Evansville, Indiana)**

- Employee Supervision, Employee Scheduling, Lodge/Hotel Operations, Tournament Operations, Member Relations/Services, Merchandising & Inventory, Instruction.

## PROFESSIONAL GOLFERS' ASSOCIATION ON AMERICA (PGA) CLUB MANAGERS ASSOCIATION OF AMERICA (CMAA)

### **National PGA**

- Appointed to the National PGA Membership Committee, term from 2010 to 2012.
- Appointed to the National PGA Member Benefits Committee, term from 2015 to 2016.
- Elected to serve on the National PGA Board of Directors for District #7, term from 2018 – 2021. District #7 represents the Gateway Section, the Midwest PGA Section and the South Central PGA Section.

### **Gateway PGA Section**

- Section Education Chairman – Coordinated all education seminars and events for PGA Professionals to obtain MSR credits through the PGA of America (2007 – 2010).
- Section Board Member/Secretary – Elected to the Board of Directors in 2010.
- Gateway PGA Section Secretary from 2011-2012.
- Gateway PGA Section Vice President from 2013-2014.
- Gateway PGA Section President from 2015-2016.
- Gateway PGA Section Honorary Past President from 2017-2018.

### **Club Managers Association of America (CMAA)**

- Member of the St Louis Chapter of the Club Managers Association of America.

## HONORS & AWARDS

### **Professional Golfers' Association of America {PGA}**

- 2021 Gateway Section Bill Strausbaugh Award
- 2015 Gateway Section Herb Graffis Award
- 2012 Gateway Section Golf Professional of the Year
- 2008 Gateway Section Horton Smith Award Recipient
- 2005 Gateway Section Assistant Professional of the Year Recipient
- 2004 Gateway Section Acushnet Scholarship Winner (92% Test Average)
- Elected to the PGA of America in March 2004

## EDUCATION

### **Bachelor of Science in Business Administration**

University of Evansville (Evansville, Indiana)  
Major – Business Management  
Minor – Marketing  
Athletics – Division 1 Golf Team Member