Steady Ascent

Anthony Biondolillo's climb to Rising Star status has been marked by his ongoing impact in a variety of roles and nearly 20 years of dedicated service to Addison Reserve CC's members and staff.

While shooting stars can put on an impressive show, they've never been of any help for mariners or anyone else looking to the sky for direction.

It's the same in club management, where reliable and consistent guidance, not flashy displays, is the key to ensuring long-term success. That's been especially true with all that the past 20 years has thrown at the industry. At Addison Reserve Country Club in Delray Beach, Fla., Chief Executive Officer and General Manager Michael McCarthy cites the unshakable reliability provided by Anthony Biondolillo as something he has always been able to count on, to help the club sustain its impressive growth and Distinguished Elite Club status while navigating challenges including a recession, pandemic, and hurricanes over that period.

"I hired Anthony nearly 18 years ago, when he was just a young supervisor working in our front-line restaurant," McCarthy wrote in nominating Biondolillo for "Rising Star" recognition through the 2025 Excellence in Club Management® (ECM) awards. "Over the years, he has excelled in every position at Addison Reserve—from working on the golf course to the pro shop, the fitness center, the spa, and overseeing our food-and-beverage operations. Each year, he earned a promotion, showing his growth, leadership, and ability to adapt. In 2019, we proudly named him assistant general manager.

Anthony Biondolillo's close collaboration with CEO Michael McCarthy has helped Addison Reserve CC sustain its impressive growth and Distinguished Elite Club status, no matter what challenges the past two decades have presented.

"Anthony has played a vital role in more than $80 million in capital improvements at Addison Reserve, actively involved in every stage of the process," McCarthy added. "His attention to detail, operational

expertise, and ability to manage complex projects have been keys to ensuring these enhancements meet the highest standards for our members. His attitude, work ethic, and natural ability to connect with both members and staff set him apart."

Many Forms of Servant Leadership

In addition to the many contributions (see "Ideas and Achievements," right) Biondolillo has made over the years to exhibit what McCarthy describes as his "exceptional skills in managing Addison Reserve and a passion for our industry in pleasing members," he also has devoted much time and creativity to what his CEO cites as equally important: "pleasing our teammates."

Throughout all of the management roles he has held during his ascent to 2025 Rising Star recognition, Biondolillo is credited with working consistently to find ways to enhance employee relations at Addison Reserve and ensure that the staff feels valued and appreciated. His leadership in those areas has helped to develop a variety of initiatives for enriching the work environment that have included:

- Hosting staff parties and cultural events designed to celebrate diverse cultures and milestones, foster camaraderie and promote a sense of community among employees and a positive and inclusive atmosphere within the workforce.
- Ensuring employees enjoy golf privileges and are provided with opportunities to engage in other recreational activities and experience the club's world-class facilities. Recognizing the importance of wellness and work-life balance, he has also supported access to the employee gym, encouraging staff to stay active and maintain a healthy lifestyle. He has also worked closely with the pro shop to offer employees exclusive discounts that allow them to enjoy the club's products and services at a reduced cost.
- Taking on the leadership role for recruiting international staff for all departments, which has been critical to sustaining Addison Reserve's growth and exceptional service levels. Recognizing the value of career development, Biondolillo has also worked diligently to implement a program that helps outstanding international staff members obtain green cards, allowing them to build permanent careers in the United States.
- Overseeing development and implementation of a comprehensive and effective training program for incoming international staff, to ensure they are well-prepared for their roles and properly equipped to meet the club's high standards and contribute to its ongoing success and excellence.

The training begins with an extensive, 10-day classroom program designed by Biondolillo that has been carefully crafted to ensure that staff members gain both theoretical knowledge

Ideas & Achievements

Implemented at Addison Reserve CC Under Anthony Biondolillo's Leadership

- Instrumental in the planning and opening of The Grill, the upscale casual-dining venue at Addison Reserve's 37,000-sq. ft. Lifestyle Complex; oversaw every aspect of the 300-seat restaurant's development and dining programming, from design and functionality to menu planning and entertainment. The Grill also provides smoothie options for those visiting the adjacent Fitness Center and Spa and hosts themed BBQs on weekends.
- Played a key role in the creation of "Addison Eatz," the club's food truck that was introduced in November 2023 and is positioned behind the first tee of its Redemption golf course, to serve golfers and non-golfers alike with a convenient, casual-dining option that offers ample seating and has become a popular spot for members to grab a bite while enjoying the outdoors.
- Enhanced Addison Reserve's entertainment and social programming, including the Themed Opening Galas that set the tone for the season with special entertainment. In addition, Biondolillo has helped to coordinate a wide variety of events, including lecture series, musical performances, dining extravaganzas, and sports tournaments, and has directed organization of the family-friendly New Year's Eve Celebration that kicks off with a street fair for all ages, followed by an adult celebration to ring in the new year.

- Plays a pivotal role in enhancing all of Addison Reserve's recreational offerings and developing new court sports, including the planning and design of pickleball courts starting in 2017 (the club now has eight courts) and the introduction of padel in 2024 (the club now has four courts).
- Supports the planning of junior golf and tennis camps, annual family fishing rodeos and interactive poolside activities among programs that are designed to foster community engagement and provide fun, enriching experiences for all ages.

and practical skills. Following the classroom portion, the international workers get another two weeks of on-the-floor training, where they apply what they've learned under the mentorship of experienced staff members.

■ Helped to lead the upgrade of all five parks in the Addison Reserve community, including the building of an artificial-turf soccer field near the children's playground and the addition of a fully equipped outdoor fitness park with advanced equipment that offers scenic views of the property's lake and golf course.

■ Instrumental in improving Addison Reserve's budgeting and cost-control processes, driving significant operating efficiencies. Introduced daily budget vs. actual revenue reports, which track everything from labor costs to the cost of goods. This data-driven approach has been essential in managing Addison Reserve's $37 million annual operation efficiently. By closely monitoring these key metrics, the club is able to identify opportunities for cost savings, improve financial forecasting, and ensure that resources are allocated effectively.

■ Secured approval for a mobile app contract and then worked closely with the app's development team to customize and streamline the app's features, categories and functionality to align with the specific needs of Addison Reserve members and provide them with real-time information directly on their smartphones.

■ Helped develop communication initiatives including the CCPS (Complaints, Comments, Praise, and Suggestions) program that offers members multiple channels for sharing feedback, including a dedicated area on the club's website, business cards for communicating directly with the board, and a dedicated e-mail address monitored by the administration to ensure that each communication is promptly acknowledged and forwarded to the appropriate department for follow-up. In addition, brief, bullet-point surveys are sent to members after they use club amenities such as dining, golf, fitness, tennis or the spa.

■ After Biondolillo was promoted to Assistant General Manager, CEO Michael McCarthy and the club's board made it a priority to have him serve on any Task Force Committees established within the club and be involved in all strategic-planning initiatives. He played a key role as a liaison to the Golf Course Improvement Task Force, providing insights and leadership that were instrumental in shaping the direction of a major two-year renovation of the club's three nine-hole golf courses. ■

■ As another key aspect of international workers' effective assimilation, Biondolillo also directed implementation of in-house management and administration for their housing and transportation, to provide more responsive and efficient operation of areas that were previously outsourced. The shift also resulted in substantial budgetary savings.

Through all of these efforts, Biondolillo has earned praise for providing life-changing opportunities for many employees and further strengthening Addison Reserve's exceptional team through a commitment to the staff that extends far beyond recruitment. His ongoing emphasis on training and mentoring club employees has led to the promotion of numerous individuals within the organization, contributing to a strong internal talent pipeline.

Perhaps the best testament to how Biondolillo has strived to make Addison Reserve an exceptional place to work and to foster a culture of loyalty and engagement came just before he was named the 2025 Rising Star, when his daughter Grace joined the club's staff as a hostess. "Having watched her grow up through the years," it was noted in Biondolillo's ECM nomination, "[this] was especially meaningful, and a proud moment that reflects Anthony's family values and commitment to instilling those values in others."

Shared Recognition

When accepting his ECM recognition, Biondolillo was quick to acknowledge that his nearly two decades-long ride to Rising Star recognition has not been a solo voyage. "I accept this on behalf of the many other men and women at Addison Reserve who go above and beyond to satisfy our members," he said. "I try to set the standard, but they are the ones who achieve it every day and make me look like a rock star."

Biondolillo also emphasized the value of the supportive environment created for him by Addison Reserve's leadership, and in particular Michael McCarthy. "He is an amazing mentor who always believed in me," Biondillo said of McCarthy (who earned ECM recognition in 2006). "He gives me space to operate and manage the team, and that is huge and something I try to carry through to all parts of the club. No one wants to be micromanaged." ■