



Golf Pro Report

To: Golf Commission

From: Marc S. Bayram, PGA

June 2021

30-Day Recap of Operations and Benchmarks

- The Golf Course was open all 31 days in May.
- Revenue comparison 2020-2021 is attached with this document.
- We hosted our first 3 outings of over 100 players in 2021. All 3 were successful.
- Mixed golf events continue to be popular with 32+ players each event.
- Our Summer Junior Programs have been finalized. We have 82 total PGA Jr. League players for that program. This is 40+ more than 2020. We have multiple programs for all ages and skill levels throughout the summer. We have the 2nd largest PGA Jr League program in the state of CT and Western Mass. Lyman Orchards is the only course with more participants.
- The Golf Shop is fully stocked; all credit will expire November 30th. This is to ensure the customer has adequate time and notice to shop while there is still merchandise available.
- Aeration was successful and the greens have recovered nicely.
- The pace of play at the golf course has been good. Most rounds are under 4 hours and 15 min.
- Jerry and I met with the Senior Men's Club and came up with a nice plan for them to have a bit more structure. I created a tee time sheet and they filled it in with players. We should be more organized now.
- Our program for St Paul Middle School was successful. While the kids participated in the program, the parents supported Remzi's restaurant and most stayed for dinner following each week's program. I expect the same to happen on Fridays and Sundays with the help of PGA Jr League.
- I donated my power washer from home to the course to keep the carts cleaner. The hose alone just does not work as well.

Successes and Challenges

- The lightning detection system does not work adequately currently and needs to be serviced. You can manually set the siren off however it is not automated. Last Wednesday there was mass confusion because of this. Also, we need procedures for storms. From my understanding, staff cannot be sent on the course to tell people to seek shelter, also we cannot physically remove them either. The sun was out and players on the course completely disregard the siren. Without rangers or anyone policing this, there is nothing we can do. In FL, where there is a t-storm almost every afternoon, it was simply play at your own risk.
- We have cut it close with the number of carts we have for tournaments that are at capacity. We should look in to having a fleet of 85-90 carts.

Customer Satisfaction

- Customers were pleased we communicated our aeration schedule along with the discount in greens fees. This is a practice other courses do not do from what I understand, and it goes a long way with our customers.
- We have been getting positive reviews on Golf Advisor for all areas (conditions, service, restaurant, etc.)

Staffing Report

- Staff has been instructed to eliminate the single rider option.

Looking Ahead/Goals

- Continue advertising for Summer Junior Programs as well as other instructional programs offered.
- Promote Mixed 9 & Dine league.
- Coordinate and work together with Remzi to ensure a successful outing month.
- Monitor staff and adjust their daily routines as deemed necessary.
- Begin practice for our 6 PGA Jr League teams.
- Make more instructional videos on Instagram.
- Connect laptop provided to GolfNow Reservations to have as additional terminal for tee time bookings during busy times.
- Continue to keep the tee sheet organized daily with the number of leagues, organizations, outings, and regular play traffic we get each day.