

Lakeview Golf Course

Management and Transition Discussion





FAQs

- Competitive Rates
- Approximately 32,000 Rounds Played Annually
- An 18 Hole, Par 72 Golf Course
- Junior Programs
- Men's and Women's Associations
- Full Tournament Programs
- Golf Lessons and Packages
- Driving Range and Practice Facility
- Full Food and Beverage Offerings
- Weddings, Special Events

Concerns for a Smooth Transition



OPERATIONS

Services including reservations, technology, merchandise and logistics.



MAINTENANCE

Course conditions and environmental conservation and sensitivity



FOOD & BEVERAGE

A la carte, outing, event and on-course services



SALES & MARKETING

Market analysis, social media, targeted campaigns and promotions



HUMAN RESOURCES

Transition, onboarding, benefits and payroll



ACCOUNTING & FINANCE

Bookkeeping, reports, compliance and audits

Action Items

Operations -

- Review Staffing Plan
- Complete Operations Assessment
- Develop List of Needs/Tools to Enable Operating Efficiency
- SOP Manual and Implementation
- Review previous work schedules
- Determine immediate needs of operations
- Point of Sales system analysis and programming
- Full merchandise inventory
- Golf car inventory
- Preventative maintenance schedule for golf cars
- Develop Transition Team Assignments
- Orientation Team
- Transition Team meeting to review next 30 day priorities
- Staff Orientation and New Hire Paperwork completion
- Determine staff hire date
- Count opening Inventory for F&B and Merchandise
- Transfer or establish business license and permits
- Operations Opportunity Short Term Plan
- Operating Expenses
- Property Organization Chart
- Accounting Assessment
- Competitive Market Analysis
- Establish Guidelines to eliminate OT & optimize Payroll
- Develop Master calendar - ALL activities
- Establish Communications Guidelines for Golf & F&B events
- Develop Operating Budget and Marketing Plan
- Develop Capital Budget

Golf Course Maintenance -

- Count opening Inventory of Equipment and Supplies (Chem, Fert, etc.)
- Review Equipment Maintenance Records
- Review golf course issues or areas of concern
- Evaluation of pumps and irrigation system / schedule maintenance of preventative service
- Review cultural practices and mechanical processes and schedule
- Develop standard operating procedures for course and grounds department
- Soil tests and water tests
- Develop new agronomic plan if required after assessment

Food and Beverage -

- Meet with staff members and get a list of all functions
- Meet with department heads One-On-One
- Implement checkbook & procedures
- Establish weekly department head meetings
- Alcohol training guidelines and SOP's with staff
- Setup E-Mail Addresses for Key Personnel
- Evaluate grill room menu and operations
- Review Menus for catering and special events
- Review auto-attendant prompts on phone system
- Install employment posters in all departments
- Determine uniform needs for all departments
- Review Job Descriptions for all positions
- Setup procedures for GM Report and Client Letters
- Review calendar of events
- IT Needs
- Evaluate previous staffing plans and implement new plans as needed
- Determine hours of operation in All F&B Areas
- Evaluate safety program
- Review Operating Procedures and previous health inspections
- Review menus and pricing and develop recommendations
- Determine immediate needs
- Count opening Inventory of Kitchen Equipment and Smallwares
- Evaluate kitchen equipment and functionality
- Review POS System for efficiency & make recommendation
- Catering Sales - BEO, Contracting, Selling, etc. - Review entire process

Preferred Short Term Transition Plan

❑ Execute a 6 month agreement with Kemper Sports for Full Management

KEMPERSPORTS LEVERAGES ITS SCALE AND DEPARTMENTAL EXPERTISE TO PROVIDE EACH PARTNER WITH GUIDANCE AND SUPPORT IN ALL AREAS OF THE OPERATION. SUBJECT MATTER EXPERTS CURATED DECADES WORTH OF EXPERIENCE INTO A COMPREHENSIVE POLICIES AND PROCEDURES GUIDE WHICH INFORMS AND PREPARES DEPARTMENT HEADS. THESE EXPERTS ARE AVAILABLE TO CONSULT WITH THE ONSITE TEAM TO DELIVER THE BEST POSSIBLE RESULTS.



Next Steps

- Implement Transition Plan
- Budget Amendment (offset with revenue)
- Execute Management Agreement
- Contract with National Golf Foundation to Create a Master Plan
- Contract with Baer Design Group to Evaluate Irrigation System
- Evaluate and Cleanup Water Rights

<https://youtu.be/nFZchf3WmUc>



Western Ada Recreation District



Questions?



Thank you!