

## Board of Directors

### **President:**

Terry McKillip

### **Vice President:**

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### **Treasurer:**

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### **Secretary:**

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Scott Gall

Rich Firebaugh

Jeff Waechter

Scott Mathson

Shar Sabin

## Managers

### **Clubhouse:**

Melissa Conley

### **ProShop:**

Chad Robbins

### **Superintendent:**

Reid Koberg

# ACC Clubhouse Bulletin

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March 14, 2018

## ***Golf Committee / Pro Shop***

Spring is in the air and the long awaited anticipation of being on the golf course is almost here. There are just a few items for all members to note as we get closer to the 2018 golf season.

At the back of this newsletter is a complete calendar of all social and golf events for the 2018 year. However, all golfers should note these specific upcoming events:

Cross Country Scramble: Sun, April 8.

MGA Stag: Sat, May 12.

One Person Scramble : Sat, May 26.

Ryder Cup: Sat & Sun, June 2-3

### ***Arrowhead to host:***

***Illinois Amateur Qualifying Round – Thu, June 14***

Chad will be sending emails with specific information about each event at a later time.

Parents of children interested in participating in the Jr. PGA League should watch for an email from Chad with details.

This year Arrowhead will begin following the USGA/CDGA guidelines governing when scores should be posted, as well as the minimum number of rounds necessary to play in an event where a handicap is required. Chad and the Golf Committee will be providing specific details regarding those changes in future emails.

Information regarding the website is discussed in more detail later in this newsletter. Members should begin checking the Arrowhead website for course conditions as well as information regarding the events listed above.

Chad has done an amazing job bringing in new inventory to the ProShop this year. With the 60<sup>th</sup> anniversary, many of his new items are geared towards a "throwback" to 1958. Please be sure to take the time to stop into the ProShop and see what's new.

Hopefully, the new golfing season will begin shortly and we look forward to seeing all of you soon.

## Capital Projects Update

As stated in the February newsletter, Arrowhead currently has three capital projects that are being discussed and evaluated. At a recent special meeting of the Board of Directors, those improvement projects were discussed and approved with unanimous support by all that attended.

**Deck Renovation:** After many months of research and review of various design considerations, Lakeside Custom Builders, Inc. of Mossville was selected as the contractor to

renovate the outside deck. A project planning meeting will be scheduled very soon with the renovation to begin shortly afterward.

**Cart Shed:** We are in the final stages of discussions with our selected Cart Shed contractor, which we hope to have completed by mid April.

**Water Heaters:** Gary Crull Plumbing was selected to replace the two aging water heaters in the basement. Right now, we have two over-sized

units that are no longer necessary as we do not use enough hot water to warrant their size or lack of efficiency. By replacing these units, we increase the efficiency and also will be decreasing our utility bill.

The one important capital project that we will continue to research is the repair and/or replacement of the HVAC system for the Clubhouse. We will continue to explore all possible alternatives and keep the membership updated.

### Social & Pool Memberships

Although the idea of swimming in a pool and basking in the sun seems like a far distant desire, we are in the process of updating our membership now so we know who will be rejoining Arrowhead as either a Social or Pool member. That being said, invoices will be sent out in the next couple weeks to the members we currently show as falling into those membership categories.

However, there are many members that we do not have contact information for or any way of getting in contact with them. If you are currently a Social or Pool member, and have friends that fall into these membership categories, please have them reach out to the Business Office so we can update their information and ensure they continue to be members.

### Business Office Hours of Operation

Arrowhead is committed to ensuring accessibility to the Business office to all members, potential members and/or possible banquet rentals. We want to provide regular and consistent hours when the Business Manager is available to the membership. Therefore, starting in April, we will be communicating the hours of operation via multiple outlets. We will utilize the website, our Mailchimp mass emailing system, as well as posting the hours on the Office door. It is vitally important that members feel they have access to a person, on a regular basis, to discuss any issues or concerns or overall questions regarding the Club. The hours will be communicated on a weekly basis as they will change depending on the needs of the Club.

## Membership Promotions & Guest Passes

As discussed previously, Arrowhead is running a couple of membership promotions for 2018. First, we have a three month preview membership that runs from March 1<sup>st</sup> through May 31<sup>st</sup>. This membership option has a cost of \$400 and entitles the member full access to the golf course as well as the pool (once we open) and social events. If they choose to join Arrowhead at the end of May, their \$400 will be credited towards their membership plan. Additionally, we are again running a three-year contract plan. Same parameters apply as has been done in the past. The three-year member would pay 80% of dues their first year, 90% their second year and full dues their third year.

Newly introduced this year is a Student Membership. This membership is geared towards teenagers who are either on a golf team at the various schools that use our Club for games, or for that teenager who wants to be exposed to a country club atmosphere and be able to enhance their skills on the golf course. As with all other membership plans, the Student membership entitles the member to enjoy full access to the pool, social events as well as full use of the golf course. Certain restrictions apply to this membership including meeting with Chad to learn about golf etiquette, ability to play during specific times and this member will only have the ability to walk the course versus having cart access.

Another new item Arrowhead is introducing this year is a guest pass booklet. These booklets will be in five-pass books and ten-pass books. These guest pass books will be available for purchase starting in May and must be used during the 2018 season. More information regarding pricing and availability will be discussed in the April issue of the newsletter.

As stated in the last newsletter, current Arrowhead members are the best advertisement to increase our membership rolls. If you know anyone who may be interested in joining a country club or learning how to golf, please discuss the incredible amenities and the exciting atmosphere Arrowhead has to offer. The longevity of Arrowhead Country Club is something that we should all hold to a high importance and encouraging other friends and/or family to join to help achieve that longevity.

## Website

With the season fast approaching, we will be making some changes and doing some updating to our website to make it more user friendly for the 2018 season. We will ensure that both social events and golf events will be published and updated accordingly. In addition, we will be utilizing the website to post the newsletters, Board minutes and other communications to ensure that our members are informed of everything that pertains to the Club. We ask that you please be patient with us as we start making the changes and updates. As always, if you have suggestions on items that you feel would be beneficial to post on our website, please feel free to contact the Business office with those suggestions.

## In-House Charges

One of the benefits of belonging to Arrowhead is the ability to purchase from the snack shop, pro shop and bar via your in-house accounts. Many of you choose the option to pay directly upon purchase while others choose to pay their in-house charges at the end of the month. Last year we had some situations arise where incorrect accounts were being charged for purchases. In an attempt to prevent issues like this moving forward, we have adopted a new process for in-house charging.

As stated above, many of you do not use this benefit therefore this change will have no impact on you. However, if you wish to use this benefit, the Business office **MUST HAVE** an ACH form filled out for your account. On this form you will be able to designate who can charge to your account (ie. kids, spouse, etc). At the end of the month, we will send you the invoice for your in-house charges where you can review to ensure accuracy. At this time, you can either submit payment, within 10-days of receipt, OR we will run your charges via ACH through your checking account. This will allow us to not only ensure accurate charges to accounts, but will also ensure these in-house charges are paid off in a timely manner. The form can either be emailed, or picked up directly from the Business office. **If we do not have a form on file for you, you will not be able to charge to your account until we have the completed form.**

We truly appreciate your understanding of our new process. The sole intent is to ensure accuracy and timely payments.

## Social Event Committees

As mentioned in the February newsletter, we will be sending an email out asking for members to sign up for specific social events held at Arrowhead. The next social event to occur will be the Easter Egg Hunt on March 31<sup>st</sup>. We will be utilizing the current committee we have in place now so when the sign up goes out next week, if you wish to be on the Easter Egg committee, it will be for the 2019 season. The remaining events that will be in the email will be for the current season.

In the past, we have not asked for members to RSVP to many events. We will be encouraging that with the social events for this year. The main purpose is to ensure we have the necessary help to make the event a success, as well as helping us to control costs by ordering enough food and beverages. In prior events, we have either ordered too much or too little and that causes issues either way. It is our hope that by asking members to RSVP, we prevent certain issues from arising going forward.

We will be using an email system called SignUp Genius for all RSVP's, as well as for members to sign up for the events of their choice. The RSVP email will be going out next week for the Easter Egg Hunt. The hope is to then send out the email for the event sign-ups either next week or the week after. At the current time, it is difficult

## Social Event Committees (cont'd)

to determine the manpower needs for certain events. Therefore, even though the sign up email will state a specific number, we may need to add or remove members depending on the need. That will be communicated in advance of the event.

Additionally, as stated in the prior newsletter, we mentioned we would be emailing who is currently on the list for a specific event. That email will be going out shortly as well. We ask that if you wish to remain on that event listing, you reply back to the email stating as such. However, if you wish to change events, or be added to an event if you currently aren't included in one, please wait for the SignUp Genius email to declare what event you choose to volunteer your time. If you have any questions regarding the upcoming events, or you have questions regarding signing up for events, please reach out to the Business office to discuss. We look forward to full participation of our members not only to work the events but to attend as well.

## Snack Shop / Bar Information

With the new season comes new challenges, new ideas and new changes to how we run the operations in the snack shop and bar. In an effort to encourage members to take advantage of the snack shop and bar, we will be introducing some new items as well as polishing up some procedures used in the past.

This year the snack shop will be offering different menu items on a trial basis. If we find the new items are a success, we will add them to the menu for the duration of the season. Both the snack shop and bar will be open effective Monday, April 2<sup>nd</sup>. For the month of April, we will be using a scaled back version of the menu as the weather is still unpredictable in April and many of our members haven't returned from their snowbird states. Starting in May, we will introduce our new menu items as well as start featuring weekly lunch specials. Our hope is to encourage our members to start utilizing the benefits offered by Arrowhead if they know they have more of a selection to choose from. We will be including healthier choices as well as fresh fruit to the menu.

In regards to the bar, we have a similar approach to encourage our members to utilize the benefit offered to them. We will be introducing different beer options, as well as featuring a different IPA every month. Additionally, similar to the snack shop, we will be offering weekly drink specials as well. These specials will be posted in the bar as well as the snack shop.

On a more serious, business minded note, there are a couple "rules" that need to be addressed prior to the start of the season. First, Arrowhead Country Club pays for a Liquor License every year. This license allows us to be able to provide alcohol to golf outings, banquet rentals, purchases on the course to daily golfers, as well as purchases at the end of day in the bar. Losing our license would cause a significant decrease in our revenue stream to the Club. Therefore, the staff at Arrowhead will be more strict and stringent on outside alcohol being brought onto Arrowhead premises. **Outside alcohol is strictly prohibited as it violates our Liquor License, which in turn could cause us to lose our license.** If

## Snack Shop / Bar Information (cont'd)

there are specific types of beer and/or liquor that we do not currently keep in stock, please let us know and we would be more than willing to consider adding it to our lineup of options.

The second "rule" we will be following also applies to the bar. The bartenders will be trained on what to watch out for in respect to over indulgence of alcohol. Our main focus is to ensure the safety of our members, as well as protect the Club as a whole and our staff. We ask that you be mindful of your consumption and do not become offended or argumentative if our staff refuses to continue serving alcoholic beverages. Dram Shop is there to protect the Club, the staff, our members as well as the unsuspecting public when a member leaves our Club after over-indulging. Lastly, being mindful of the best interest of the Club, we will be approaching our inventory and purchases in a different manner to ensure we maintain adequate inventory as well as covering the costs for the rising expenses in inventory purchases. We will be making some changes to the pricing in both the snack shop and bar this year. Additionally, bartenders will focus on a measured pours for drinks in the bar, as well as charging the right amounts if members wish to have that added splash of liquor.

### Tee Markers

Arrowhead is currently looking at making some changes to the advertising plaques on the tee markers. As of today, we are not completely certain as to how the pricing will look or the length of the advertising contracts. If you own a business, and would like more information on how to advertise on our tee markers, please send us a message. Additionally, if you know someone who owns a business, who might be interested in advertising on our tee markers, please have them get in touch with the Business Office for more information. We hope to have more of a definitive answer in regards to pricing and length after the March Board meeting.

Arrowhead is currently having some issues with our phone system. We are working to get this issue resolved. In the meantime, we are asking members to reach out to the Managers directly if you have any questions or concerns.

Melissa Conley, Business Manager: 309.657.9347

Chad Robbins, Golf Professional: 708.497.8142

Arrowhead welcomes any feedback from the members. Our Club wouldn't be what it is today without our members. If you have any comments, questions, concerns or suggestions, please feel free to email [Melissa.arrowheadcc@gmail.com](mailto:Melissa.arrowheadcc@gmail.com) or stop by the office.

Thank you!

**Business Manager Email: [Melissa.arrowheadcc@gmail.com](mailto:Melissa.arrowheadcc@gmail.com)**

## Social and Golf Events for 2018

<b>Date</b>	<b>Event</b>	<b>Time</b>
March 31	Easter Egg Hunt	9:00am
April 8	Cross Country Scramble	9:00am
April 25	WGA Opening Day	
April 26	MGA Opening Day	
May 7	Dunlap Rec Outing	1:00pm
May 11	Appreciation Cocktail Party	6:00pm
Ma 18	Independent Sportsman Outing	1:00pm
May 19	Spring Stag Event	1:30pm
May 21	Young Life Outing	1:00pm
May 26	One Person Scramble	11:00am
May 28	Memorial Day Couples Event	1:30pm
June 2—3	Ryder Cup Event	8:00am
June 4	IVC Education Foundation Outing	1:00pm
June 8	Steak Fry	6:00pm
June 11	DTS Charities / St. Jude Outing	TBD
June 14	Illinois Amateur Qualifying Round	TBD
July 4	Red, White & Blue Event	9:00am
July 13—14	Men's Invitational	Fri—12:30 / Sat—9:00am
July 21	Bob & Fred Event	10:00am
July 23	Jr. Prep Tour	7:00am
August 1	Rally for the Cure Event	8:00am
August 3	Corn Boil	6:00pm
August 4 -5	Toby Event	8:00am
August 11	Mulligans for Miracles Event	9:00am
August 13	Rumbold & Kuhn Outing	1:00pm
August 18	Couples Scramble	11:00am
August 18	Fish Fry	5:00pm
August 20	OSF Outing	1:00pm
September 8	Ladies Invitational	TBD
September 9	IVC Boosters Outing	12:00pm
September 21	Wick Open Event	1:00pm
October 6—7	Member Member Event	9:00am
October 13	Hog Roast—End of Season Celebration	5:00pm
November 10	Turkey Shoot	11:00am
December 8	Breakfast with Santa	9:00am