



FOUR SEASONS RACQUET CLUB NEWSLETTER

NOTE FROM JOSH YOUNG

The entire team has been busy taking Four Seasons to the next level and I could not be more proud of everything being accomplished. Some of the items are visible, but many are not as we have been focused on foundational items of the business. The reality we faced moving into the Fall season, we were moving too quickly, and it wasn't sustainable. So, we took a pause and started to focus on processes, procedures, discipline, and systems to properly manage the new programs and growth to come. We implemented Project Management software and hired Sherri Gesin as our Project Manager to keep things on time and within budget. We moved to an internal communication system so that our team members communicate in one central location, and are all in sync. The team's goal is to create an exceptional experience for players, and to achieve that goal we must have a culture of continuous improvement that our team has adopted. As you read this newsletter I ask that you continue to reach out to us with your recommendations for improvement. We make changes and decisions daily to improve our club. However, we are not always going to be right. I ask for your grace when we make a change that may not work while giving us feedback to correct it. Conversely, please let our team know when something is going great. What I can assure all of you is the entire team is working tirelessly, and I couldn't be more excited for the future of Four Seasons!

FAMILY FUN AT FOUR SEASONS!



PARENT-CHILD TOURNAMENT, DECEMBER 7TH

Keeping it all in the family! Defending Champions Rui & Madelena Miranda were unable to stave off the Pasdars. The tournament final was a friendly family feud with Nadar & Vida Pasdar defeating Layla & Siroos Pasdar. It was a fun day of Family tennis, followed by pizza and refreshments.

RENOVATION UPDATE

We have been moving aggressively on renovations which has been much more difficult than expected. The designs we have received to date just haven't matched the vision we have for Four Seasons. We decided it was important to tour other tennis clubs to gain an understanding of what we liked, and disliked, and what we could do better than other facilities. So, we have been working on a master plan to provide to our design team to complete the next, and hopefully last iteration of renderings. Upon approval, we will share the renderings with all of you and provide a

timeline of renovations through 2027. There is homework for all of you. In touring other facilities, there was a common theme that locker rooms were not fully utilized by players. I ask that you provide feedback on the amenities you would like in the locker room and the space required. We will take this feedback into account in the design. If the locker rooms will not be utilized then we will shrink the footprint and make them highly efficient while creating room for extra amenities such as massage and other spa services.



FOUR SEASONS RACQUET CLUB

MEET OUR NEW TEAM MEMBERS

First, **Mike Slattery** was hired to lead our new Junior Program and has done a phenomenal job. In a short time, Mike and members of our administrative staff put together a seamless informational, promotional, and online strategy. Together, their efforts quickly brought the players to the courts where Mike and his on-court staff put Four Seasons ahead of other programs in the region. We've also added five new teaching pros to our team that are making a real difference in both adult and junior

teaching programs. Please welcome **Gui De Oliveira, Adam Ibrahim, Carla Del Barrio Blanco, Julien Pereira, and Omar Morsy**. Our lessons, clinics, and workshops offer the best tennis instruction, and player feedback has been positive and insightful. We also welcomed **Angela King** to the management staff. Angela will add her expertise to special projects while also assisting with the logistics of our Junior Program. In addition, our staff is now CPR, First Aid, AED and SafePlay certified.



WE'RE FOCUSING ON PROGRAMMING!

New Junior Program Surpassed Our Expectations! Our newly implemented Red, Orange, Green, and Yellow Ball program met and surpassed our expectations. Over 200 juniors from ages 3 to 18 entered our Fall junior program and (wow!) all the players have improved a great deal. We are seeing improvement with their strokes, movement, but most of all in



MIXED DOUBLES WINNERS!

Congrats to the team of Julie Kaufman and Jamie Horowitz, (sandwiching Chris Damone!) winners of our Mixed Doubles Tourney. Great tennis followed by gourmet pizza and refreshments.

their match play and construction of points. We have created a very fun and constructive environment in which the players are enjoying immensely. We are seeing their work ethic and attitudes improving as well throughout the session. The one variable (piece) that all players need to include in their training schedule is Match Play. Everyone from Orange Ball to Academy needs to have hundreds of practice matches under their belt to reach their potential as a tennis player. With the Winter Session full, we are looking forward to the next 15 weeks of their tennis development. We are excited to take each of the players in our program to the next level in their Tennis Development. **Event & Programs.** We would be remiss if we didn't mention **Shannon Craley** and her programs! From water aerobics this Summer to Fall social events to structuring tennis teaching and playing programs, Shannon hasn't missed a beat. She is tireless in listening to players and creating programs that meet those needs and requests. Programs and

socials have been well attended and she is adding more things every week! **Spring Programs – Coming Soon!** Winter is just starting but our Team of **Mike, Shannon, Angela, and Joe** are already hard at work on 2025 Spring programs and initiatives. We're working on **Summer 2025**, and will include member-only point plays, teams, and programs. We hope to expand our summer club competitive leagues. and of course, there are a lot of parties being planned by the pool.

UPCOMING PROGRAMS

#3 in our 'Tis the Seasons Series

Lob & Overhead Drills

Friday, December 20th, 10a-11:30a

GIANT POWER Point Play

January 1st, 11:00a-12:30p Tennis followed by a healthy lunch!

Email Shannon at

scraley@4seasonstennis.com

to reserve your spot!

For more programs check our website

4seasonstennis.com

FOUR SEASONS RACQUET CLUB

OUR USTA TEAMS CORNER



We kicked off our Four Seasons (4S) USTA Season on September (photo at right) with our First 4S USTA Event. We had more than 45+ players play and celebrated the Fall/Winter USTA season. Currently, we have 16 USTA teams at Four Seasons and we are the 2nd largest club in Southern CT with about 200 players, competing out of our club, across all levels and all age groups: 18+, 40+, 55+ for both women, men, and mixed. For the first time this year, we implemented level based USTA Practices run by Chris Demone to give all players an option to play and learn doubles strategies. The Fall/Winter season is in full swing



For all MIXED USTA Players, the Spring/Summer season registration deadline is early this year, December 8th. Please contact **Eva Ortiz** ASAP if you would like to be a Captain and organize a team, and we will get it started! Good LUCK to all USTA players in the remaining half of Fall/Winter Season! Currently, the teams with the highest percentage games won are: 3.0 18+ **Kicking Aces** 59%; 3.5 40+ **Good Vibes** 59%; 3.0 40+ **Set2Win** 58%; 7.0 55+ **Love2Play** 57%; 7.0 Mixed 53%.



and in the past 12 weeks, our teams competed in 75 matches, with almost as many still to go. All the leagues are very competitive and we are hoping to send several of our teams to District or Sectionals. We are very thankful to our wonderful captains, all 22 of them for organizing and managing the teams without a hitch. In the Spring/Summer season, we are planning have about 18-20 USTA teams. If you are interested in being a Captain or starting a new team, please let us know! We will be adding back a NEW 2.5 team this summer and are hoping for more men's teams as well.



NEW COURTRESERVE APP

New CourtReserve App Coming to Four Seasons Racquet Club

As we focused on building our Juniors Program, court availability became an issue. While we did our best to keep the schedule dynamic so that courts are always updated for availability, it became apparent that our system could not handle it. Cancellations and changes are a manual process. So, if there is a cancellation last minute the court is not released and we report it as not available when in fact it is.

We've spent the 3rd & 4th Quarters preparing to move to a new system that is completely cloud-based and updated in real time. We will now have a Four Seasons app so you can book private lessons, courts, clinics, and events straight from your phone. The result is a completely dynamic schedule that is updated in real-time with court availability.

We expect this will dramatically improve court availability and will be launched in the 1st Quarter of 2025.

FOUR SEASONS RACQUET CLUB

REMEMBERING OUR MARI



We lost our friend Mari Ignami, so we donned her favorite blue and green and we toasted her memory. We celebrated your short but full life. Mari, you were small but mighty (especially your forehand!) and you will be deeply missed. RIP dear friend.



SERVING UP SURVEYS

On occasion, you will receive a survey from **Joe Watson** asking for your input on certain programs or events held at Four Seasons. As you know, we constantly strive to improve our programs and social events, so we need your input. These surveys are anonymous, with the responses going directly to Joe. He takes the information/suggestions and disperses it to the team. The survey questions are short and encompass program information, as well as surveying our staff and how they perform.

Also new this fall and winter are regular program surveys being sent to participants to get feedback on how we are doing. Many member suggestions have been taken into account and program plans have been amended.

Again, we hope you will participate, and it is much appreciated if you do.

SEASONAL REWIND

The Summer of 2024 goes down as the year of bringing fun back to the outdoor pavilion. The pool was very busy, we had continuous parties and events, and full tennis courts. It was fantastic and the summer of 2025 is going to be even better! The Ladies Summer Dogwood Team won their division. You can see the silver trophy at the front desk. Last summer the Margarita Party was the largest social

event to date and the USTA Open House was so well attended that we had to use both indoor and outdoor courts. Free Member Point Plays were very popular and will continue next summer. Summer Parties were well attended including a new Family Fun Days that included free hamburgers, hotdogs along with pool and tennis games for the kids. Four Seasons was definitely full of Family Fun!

