



ClubLink

Greater Baltimore Club Managers Association of Ideas

Letter From the President

Summer is here and the kids are starting to finish up with school. Pools are open and the grass is green. While it seems we never have a slow season anymore, this is still the time of the year when our Clubs run at their peak. There are activities on every inch of the property and always something for everyone to do. Clubs have always been busy this time of the season, but it just seems like there is so much more to prepare for and get done nowadays.

I know time is limited, and I am certainly not an exception, but we all still need to make time to network and share ideas with our peers. Remember to make time to go to chapter events and education sessions. These opportunities help us better ourselves and keep our industry strong. I can't recall any chapter event that I attended without learning something new from either a speaker or another Club manager.

Just as in our Clubs, our chapter is trying to give our membership plenty to do. We have some educational events coming up along with our marquee summer event, the Chapter's Golf Outing. Please make time to join us or share the experience and opportunity with others by sending staff, management, or board members from your Club to a chapter event.

Every once in a while as a leader of an organization you get the opportunity to reach out and spread the goodwill of the people you represent. I got this opportunity the other day as the president of the GBCMA when I visited the St. Vincent's Villa and presented them with a donation check on behalf of the chapter for the money we raised at our silent auction during the Installation Dinner. Maria Busko took me on a tour of the facilities and I got a chance to meet some of the children our donation will benefit. I hope the chapter can assist them with a future event and give our membership an opportunity to visit St. Vincent's Villa and see the great work they do.

Hope to see you soon,

Scott Lockwood

GBCMA President

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Upcoming Events and Education

Continuing education is important for Club managers to stay current with the latest developments, skills, and new technologies

June 16th

Whitney Reid; Team Building/Staff Development, Elkridge Country Club, 8AM



July 27th

Golf Outing, Hillendale Country Club, 10:30AM



August 7th

Family Fun Day, Sparrows Point Country Club, 12PM



September 14th

Details Coming Soon, 8AM

October 25th, 26th, 27th

Workshop on the Shore



November 16th

Wine Tasting, Country Club of Maryland, 4PM



January 11th

Annual Installation Dinner, Baltimore Yacht Club, 6PM



Spring 2015

Upcoming Events and Education

UPCOMING GBCMA EDUCATION AT THE ELKRIDGE CLUB

GUEST SPEAKER: Whitney Reid, Reid Consulting Services



Tuesday, June 16th
9am Registration
9:30-11:30 Education
11:30 Lunch

MAKE CHECKS PAYABLE TO GBCMA
COMPLIMENTARY EDUCATION FOR ALL GBCMA MEMBERS
\$25 FEE FOR GUESTS
Business Attire

Whitney Reid is the founder and president of the award-winning Reid Consulting Services. She is a published author and widely praised seminar leader, with over 20 years of club operations management and consulting experience. Lucrative and innovative marketing concepts coupled with comprehensive alignment strategies and training programs are Ms. Reid's trademark.

She has extensive hands-on experience managing multi-million dollar renovations and clubhouse remodeling projects, along with successful new club openings, and is also highly skilled in special event management, successfully crafting and executing events ranging from private banquets to national PGA and LPGA tournaments.

Ms. Reid is nationally known for expertly facilitating management and staff workshops, and is Internationally recognized as an expert in club management. She has been invited to speak to managers around the world sharing new ideas and concepts and her love of club traditions. She has been an invited speaker at the World Conference on Club Management, the Club Managers Association of Europe, the Assistant Club Managers Conference, the Golf Inc. Conference and at the Business Management Institute International, hosted by St. Andrews in Scotland. Ms. Reid has also been an invited speaker/educator for numerous CMAA chapters throughout the country presenting varying programs in club management and leadership.

Ms. Reid received a BS degree from New Mexico State University with a Major in Resort/Hotel Operations and a Minor in Business Management.

CMAA MISSION STATEMENT

The Club Managers Association of America advances the profession of club management by fulfilling the educational and related needs of its members.



Spring 2015



Hillendale
COUNTRY CLUB

Annual Golf Outing



Join us for the
**15th Annual
Greater Baltimore Club Managers Association
Golf Tournament**

Monday, July 27, 2015

Hosted By:

Hillendale Country Club

11:00 a.m. Lunch

12:30 p.m. Shotgun Start

**Reception, Dinner, Open Bar and Prizes
to follow play (approximately 5:00 p.m.)**

**\$185 per person
\$700 per foursome
\$85 for reception only**

Club Contact:

Tina Lutzi-Regler, CCM,CCE ~ Joseph Fulco, CCM,CCE

Tlutzi-regler@hillendalecc.com ~ jfulco@hillendalecc.com

410-592-8011



Jimmy Pappas Scholarship



Alex Marshall

Scholarship Winner

Alex Marshall is the dining room manager for Hillendale Country Club. He graduated from Coastal Carolina University with a degree in Business Administration majoring in Resort and Tourism Management. His true passion is club technology. With the Scholarship winnings he has returned to Stevenson University and will focus on Business and Technology Management. One day he plans to integrate a modern and emerging software for all private clubs.

Jimmy Pappas Scholarship

This scholarship is named in memory of Jim Pappas, former General Manager of Chestnut Ridge Country Club and a past president of GBCMA. Jim was with Chestnut Ridge as their General Manager for 15 years. Jim served on our board for several years and this culminated with being Chapter President in 2003.

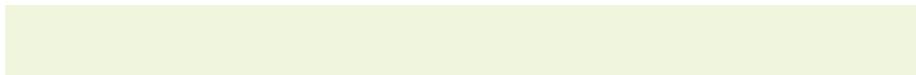
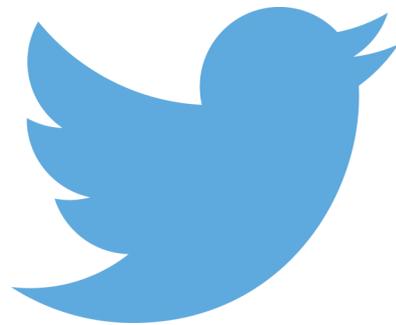
GBCMA Twitter

Account

Coming soon

Jay Austinbittner is in the process of creating our first GBCMA Twitter Account. Please email him with any suggestions or ideas.

jaustinbitner@yahoo.com



Rebranding, The Start of a New Horizon

GOLF COURSE

EXPENSES

The cost per hole in 1955 was approximately \$2,750. The CPI adjusted cost of a hole in 1955 was approximately \$24,000 with labor accounting for approximately two-thirds of that cost.

Total golf course expenses in 2014 were a little bit higher than 2013. The cost remains at approximately \$60,000 per hole, which is about a 15 percent drop from five years ago. The West continues to lead the way in this with its costs more than \$6,000 higher per hole than the average. However, this is a dramatic improvement over prior years.

CLUBS IN
TOWN&COUNTRY
60th ANNIVERSARY
EDITION



Sparrows Point

Established in 1925, Sparrows Point Country Club is a private, member owned Club located in Southeastern Baltimore County situated on 272 acres of natural woodlands and waterways which overlook scenic Chesapeake Bay tributaries.

Our golf course, originally designed by William Gordon, features 27 Championship holes that rank among some of the most challenging in Maryland. Members come from all around the Baltimore region to enjoy our beautiful and challenging course.

Complementing the golf course is a full service clubhouse with facilities for formal and casual dining, weddings and parties, as well as other fun social events year round. Our main dining room features an impressive waterfront view overlooking Bear Creek, along with a charming copper fireplace and a spacious wood dance floor.

Members also enjoy our uniquely picturesque Olympic - sized pool area, a 62-slip marina, Har-Tru tennis courts and a wooded picnic area and playground. Our friendly and informal atmosphere provides a welcoming place for families, serious or casual golfers and tennis enthusiasts, as well as avid boaters. Conveniently located minutes from downtown Baltimore, Towson, Annapolis and White Marsh, we offer a beautiful retreat that can be a complete mini vacation destination for families who love to play, dance, eat, and drink!

At the 2015 annual meeting, Sparrows Point's membership voted to approve a development plan that would enable renovation and improvements to our golf course, clubhouse, and pool facility. This project will take place over the next five years and produce two hundred villas on forty acres. Sparrows Point is very excited about the future of the Club, its improved amenities and the fantastic membership.



Sparrows Point Country Club



What's New at The Club Foundation?
Please join us in welcoming **George P. Carroll, CCM, CCE**, as the **new Chief Executive Officer of The Club Foundation!** George brings with him an extensive amount of industry experience and knowledge as a former club manager, past President of CMAA and a long-time member of the Foundation's Board of Governors.

Highlights from CMAA World Conference on Club Management

Conference Golf Tournament

We hosted 85 players on a cold and rainy Texas day at The Quarry Golf Club for the CMAA World Conference Golf Tournament. More than \$10,000 was raised for the Sally Burns Rambo Scholarship Fund thanks to the participation of the players, sponsors and organizers. Congratulations to the winning team: **Dan Brennan, CCM, CCE; Steve Gonzalez, CCM, CCE; Adam Pletcher;** and **Patrick Wilson, CCM.**

Run With the Presidents

Congratulations to **Tiberius Adascalitei** and **Meridith Picarelli-Khattar, CCM**, who led a record field of more than 200 registered runners. A big thank you to CYBEX and Royal Cup Coffee for their support of the event and everyone who got up bright and early to participate!

The Club Foundation Event – Texas State Fair

Our Texas State Fair Event had record numbers this year – over 800 registered! Attendees were treated to the musical talents of a number of amazing musicians, singers and songwriters, tested their skills at a variety of carnival games, feasted on typical state fair food and danced the night away with the fantastic Savannah Jack Band. A great time was had by all!

The Club Foundation and Wine Society Auctions

The annuals auctions, hosted by CF and the Wine Society moved into the technology age by going digital this year. We had incredible feedback from participants saying how much they loved the new format and it clearly showed! We raised more than **\$116,500 for our Scholarship and Grants Program!** Thank you to everyone who donated, placed bids or won items!

**BMI CERTIFICATION REVIEW COURSE
AND CCM EXAM**

Location: Georgia State University, Atlanta, GA

Dates:

November 15-19, 2015
January 24-29, 2016
November 13-18, 2016

Credits: 30 CMI Education Credits

Price: Member - \$1,800*

EXAM DATES

May 4, 2015 Local Proctored Exam *

August 3, 2015 Local Proctored Exam*

November 16, 2015 Local Proctored Exam*

November 20, 2015 Georgia State

Where Are They Today....

As past presidents, board members, and leaders of GBCMA, I thought it would be great to feature Christopher S. Wyles, CCM and Mitchell Platt, MCM, CCE.

The Club industry demands long hours, holiday weekends, and comes with a 24-7 schedule but I had the opportunity to speak with our past presidents, via facetime. While many have faded out of the industry, we look at two managers who continue to wow the industry and our chapter.

Bald Peak Colony Club



Interview with Mr. Christopher S. Wyles, CCM

Q: My first question is, of course, do you miss the GBCMA?

A: Absolutely. I always felt that the managers in the chapter were welcoming. I developed some of my best friendships during my eight and half years in the Baltimore area.

Q: How is your family adjusting?

A: Melvin Village, NH isn't exactly a booming metropolis. Tracy has to plan a bit to go to the grocery store or WalMart. We have been happy with the school system and our son starts kindergarten in the fall. Moving is always tough but we are figuring it out.

Q: So tell me a little about your Club.

A: Bald Peak was founded in 1921. It is right on Lake Winnepesaukee. Lake Winnepesaukee is the largest lake in New England, spanning 24 miles. We have 18 holes designed by Donald Ross and every hole has a lake or mountain view. There are 27 over night rooms, 5 tennis courts and beach for aquatic activities. The Club is open from Memorial Day through Columbus Day. During the season, the Club is extremely busy. There are 85 homes in Bald Peak which is a gated community. There are over 400 total members from inside the gates and the surrounding communities.

Q: What is your biggest challenge in your new job?

A: The Club has been well run for a long time and has many long tenured employees. My predecessor was here for 20 years. I would just say general change and getting used to the Club and the Club getting used to me.

Q: Have you gotten involved with the New England Club Managers Association?

A: I have attended two meetings so far. It seems like a nice group. It is more difficult to make some of the meetings due to geographic challenges.

Q: What was your favorite GBCMA event?

A: I love the Workshop on the Shore. I have only missed one over the years and I intend to continue going even though I am much further away. It is a great couple of days of education and networking.



We hope to see him soon at future CMAA and GBCMA events. Chris wanted me to make sure to mention that all of you are welcome to visit Bald Peak.



Cosmos Club

Interview with Mitchell Platt, MCM, CCE

Q. What are some of the greatest differences between a city club and country club?

A: The greatest difference between city clubs and country clubs are the focus of the membership. In country clubs the focus tends to be on the recreational aspects as well as the facility itself. In city clubs, such as Cosmos Club, the focus tends to be on the social interaction between members, the intellectual programming and the peaceful respite from the hectic lifestyle so many lead. City clubs are safe havens where members share in like-minded pursuits in a tranquil setting. Additionally, city clubs tend to be heavily dining focused, as some city club managers would say, "the dining room is our golf course, our number one asset." As the culinary world has developed and with the extreme competition from world class dining operations that are located in major cities, it has shifted city clubs to become more contemporary in style and presentation. Members want more than just a good hamburger (although they still need that too).

Q. How is the National Capital Chapter different from the Greater Baltimore Chapter and what do you like the most?

A: I have been in DC since October of 2013 and the transition into the National Capital Chapter has been a seamless one for me. I have been a member of CMAA since 1992, affiliated with GBCMA, and there has always been a close relationship between the two chapters. I now get the best of both worlds as I live in Baltimore and work in DC. This affords me even more educational opportunities than before. Both chapters have strong leadership, outstanding programs and dedicated members. I am proud to remain an honorary member of GBCMA and to still serve as a board member of the Baltimore Club Foundation.

Q. What do you miss most about GBCMA ?

A: I can't say I miss too much about GBCMA because I remain active. I will always have the Workshop on the Shore marked on my calendar and I will support the chapter to my fullest ability. I have great friends in GBCMA and this will always be my home.



About the Club: Cosmos Club was born on November 16, 1878 in the home of John Wesley Powell, one of the most distinguished geologists of his time. (Initiation fee was set at \$25 and annual dues at \$20.) Its first Clubhouse was located on the corner of 15th Street and Pennsylvania Avenue, N.W. on what is now the site of the Washington Hotel.

From 1886 to 1952, the Club occupied several historic residences along the northeast corner of Lafayette square, including the Dolley Madison House, in sight of the White House. Since 1952, the Cosmos Club house has been located at 2121 Massachusetts Avenue, an imposing historic structure.

Cosmos Club is a private social club, incorporated in Washington, D.C. in 1878 by men distinguished in science, literature and the arts. In June, 1988 the Club voted to welcome women as members. Since its founding, the Club has elected as members individuals in virtually every profession that has anything to do with scholarship, creative genius, or intellectual distinction. Among its members, over the years, have been three Presidents, two Vice Presidents, a dozen Supreme Court justices, 36 Nobel Prize winners, 61 Pulitzer Prize winners and 55 recipients of the Presidential Medal of Freedom.

The Club has a full panoply of programs for every member interest. Cultural programs include evening lectures, noon Forums, musical concerts, book and author dinners. A well-stocked library offers members a quiet haven. Among the social activities are movie nights, seasonal dinner dances, and other special dinners. There are sightseeing and travel, chess and bridge tournaments and "clubs within clubs" for members with special interests—Cosmotographers, wine lovers or computer enthusiasts, for example.



Spring 2015

Neighboring Education Opportunities

July 13, 2015

Richard Flint
Featuring Mr. Richard Flint

Hosted at:
Chevy Chase Club
6100 Connecticut Avenue
Chevy Chase, Maryland 20815

Registration
1:00PM

Business Meeting & Education
1:30PM-5:00PM



Philadelphia and Vicinity
Club Managers Association

PLEASE JOIN US
AT THE
17th ANNUAL
CLUB MANAGERS' GOLF CLASSIC
BENEFITTING
MAKE-A-WISH® FOUNDATION
OF
PHILADELPHIA, NORTHERN DELAWARE
AND SUSQUEHANNA VALLEY

Monday, July 6th

Stonewall Links
375 Bulltown Road
Elverson, PA 19520
(610) 286-3030
www.stonewalllinks.com

8:30 am Registration and Star Brunch

10:30 am Classic Shotgun Start

*Old Course with Caddies – two best balls; North Course with Carts – Shamble

3:30 pm Wish Reception and Auction

With your participation, we are one step closer to granting the wish of a child who has been diagnosed with a life threatening illness. Join us for a fun-filled, memorable day and help us...

Share the Power of a Wish®

Please click [here](#) to register by 6/22

