

Dear Members of the Purchasing Department,

Bid: #200034

I am pleased to present you with the enclosed proposal. I am certain you will find the information in line with the criteria needed. The proposal covers the criteria listed:

- Diverse Programming
- Work History
- Revenue Sharing Plan
- Financial Resources
- Operating Plan
- Marketing Plan
- References
- Capital Investment

I would be an optimal candidate for the position of the Head Professional at Charlie Vettiner Golf Course. Since 2001, I have worked at Seneca, Long Run, Charlie Vettiner, and Audubon CC respectfully developing an excellent rapport with public golfers of Louisville.

With a commitment to customer service, policies and procedures, community outreach, and golf development programs I see Charlie Vettiner as a great opportunity.

Sincerely,

Patrick Vadden, PGA

Note: I have enclosed a Revenue and Marketing Plan for Charlie Vettiner, Long Run, and Iroquois

DIVERSE PROGRAMMING

A. GOLF CLINICS

I have assisted in Junior golf clinics at Seneca, Long Run, and Charlie Vettiner. I was an instructor for St. Patrick Elementary School clinic from 2009-2011. May of 2009 and June of 2010 helped with Play Golf America at Seneca. September of 2008, I helped with PGA Foundation Junior Clinic at Shawnee. I assisted in the Louisville 1st Tee Program in 2008 and 2014.

In August 2014 I was a volunteer at the Youth and Military Clinic. In addition to these, I also offered free clinics to members of Junior and Ladies Leagues at Charlie Vettiner Golf Course. I also helped at the Louisville 1st Tee Library Program. During my time at Audubon CC I have been involved with growing the game initiatives Get Golf Ready, PGA Junior League which has expanded to two teams during my tenure.

B. GOLF LESSONS

I have given many group and individual lessons trying to promote the game of golf to the beginning player as well as the advanced player. I have worked with women, men, juniors, young and old at Audubon, Charlie Vettiner, Long Run, and Seneca. I plan to continue growing the game of golf for all ages.

C. SPECIAL EVENTS

- Men's Metro 2008, 2010, 2014
- Mussleman/Dunn
- USGA Publinx Women Qualifier 2007
- Junior Fall Cities 2006, 2013
- High School Regional 2013
- Ladies Jefferson County 2008, 2012
- Louisville 1st Tee Library Program 2013
- Down Syndrome of Louisville Golf Outing 2015-2019

D. GROWTH OF THE GAME INITIATIVES

I plan to use programs like Get Golf Ready Clinics for beginning men and ladies. A major focus would be to rejuvenate the Junior Club participation back to the level it was when I left in 2014. A Parent-Child tournament for all Junior Club members at the end of the season. PGA Junior League for intermediate skilled juniors and Operation 36 (juniors will be required to shot 36 from 25 yards for 9-holes to graduate to 50 yards and so on) for more advanced. The Metro Parks golf professionals host one of the oldest junior tournaments in the country, Junior Fall Cities. I have been proud to participate in the tournament when I was a junior golfer. I also was proud to assist in hosting the event at Charlie Vettiner in 2006 and 2013. I am hopeful we can continue to host this event at Charlie Vettiner. Grow Men's and Ladies Golf Association with new tournament formats that can be played anytime throughout the day not just in the morning.

WORK HISTORY

Audubon Country Club, Louisville, KY (December 2014- Present)

Title: Assistant Golf Professional

Audubon Country Club is an 18-hole private facility with 280 members playing 17,000 rounds annually.

Outside Staff Supervisor

- Managed daily golf operations of the club, including the hiring, training, and scheduling of 12-15 outside service staff and two golf shop assistants. Responsible for monitoring a \$50,000 payroll budget while providing outstanding customer service and proper coverage.

Junior Golf

- Integral in the development and organization of the junior golf program which has increased 30% in participation since 2015 and has two PGA Junior League teams.

Tournament Operations

- Coordinated all activities for the Nine Hole Ladies Organization and the 25 club events throughout the season. Participated in all aspects of tournament operations including promotion, online registration, League and Event portal page set up, tee sheet blocks, preparing rules sheets, starting, pace of play, scoring, prize budgeting, and course marking.
- Assisted in coordination of twelve yearly outings and special events.

Golf Operations

- Put revenue checks and controls in place to make sure club maximized revenue in these areas. Handicap, range fee billing, and club storage.
- Responsible for changing weekend tee times to a wave system allowing for maximum participation, revenue and member satisfaction.
- Assisted in the development and member training of the club's website, (www.auduboncc.org), including the transition to online tee time reservations.
- Responsibility for all club re-gripping and repair.

Golf Car Maintenance

- Responsible for a fleet of 70 electric powered EZ-GO golf cars including rotation to ensure equal use of all carts and coordinating the required monthly and yearly maintenance.

Charlie Vettiner Golf Course Louisville, KY 2006-2014

Title: Assistant Professional

Tee sheet manager/starter

- Greeting customers, taking green fees, answering questions about course, making sure groups are teeing off in the correct order, and on time.

Assistant Director of Junior Golf Program

- Organize and instruct a junior program that had nearly 100 kids of all ages

Outside Staff Manager

- Oversee the training work of all outside staff and scheduling

Tournament and League Director Men's and Women's

- Make pairings
- Rule sheets
- Cart assignments and cart signs being correct
- Collecting fees
- Score keeping
- Rules Official
- Monitoring pace of play
- Preparing event formats

Instruction

- Responsible for teaching individual lessons, group lessons, and clinics of all ages for men, women, and juniors.

Merchandising

- Managed golf shop inventory

Food and Beverage

- Successfully completed the Louisville and Jefferson County Board of Health Sanitation Course for Food Service Managers. This requires that concession area is a clean and sanitary environment where we serve and prepare food under the guidelines of the Health Department.

Golf Car Maintenance

- I was responsible for gassing cars weekly and quarterly checks of oil, tire pressure, belts, and filters.

Daily Paperwork

- I assisted with making sure all end of the day reports were printed out, incident and accident reports were completed promptly and accurately.

Long Run Golf Course Louisville, KY January 2005-April 2006
Title: Assistant Golf Professional

Instruction

- Responsible for teaching individual and group lessons to novice players. I also assisted with the junior golf program.

Golf Car Maintenance

- Responsible 50 electric powered carts biweekly filling batteries with water and checking battery cables for corrosion.

Golf Course Maintenance/Driving Range

- Assisted with the building of the driving range tee box by cutting and laying of sod.
- Assisted with the clearing of tall brush and overgrowth in rear end of the driving range which is now the location of a 3-hole par 3 course.
- Responsible for picking up of balls daily as well as maintenance of driving range equipment.

Seneca Golf Course Louisville, KY January 2001-December 2004

Title: Apprentice

Food and Beverage Inventory

- Responsible for weekly food and beverage inventory level

Golf Car Supervisor

- Performed yearly winter maintenance on 60 gas powered golf cars

Instructor

- Teaching novice players in group and individual settings

Education or Experience in Golf Course Maintenance

In my tenure as Assistant Professional at 3 different Metro Park Golf Courses I have performed some maintenance acts, such as,

- Being able to turn on or off irrigation systems
- Cutting holes for greens
- Using a bush hog to remove overgrowth and tall brush around tee boxes
- Sod cutter to roll and lay sod for Long Run driving range and par 3 youth course

Education completed in Golf Course Maintenance through PGA includes:

- Turf grass Management
- Golf Course Design

The working relationship between the Head Superintendent and Golf Professional is vital to the overall success of the golf course. Weekly scheduled meetings will develop proper communication and organization.

Revenue Sharing Plan

The revenue sharing plan proposed for Charlie Vettiner Golf Course is as follows:

- Carts: 15% of gross sales
- Concessions: 12% of gross sales
- Merchandise: 1% of gross sales

I will assist with janitorial supplies cost that relate to the clubhouse.

Revenue Sharing Plan

The revenue sharing plan proposed for Long Run Golf Course is as follows:

- Carts: 12% of gross sales
- Concessions: 10% of gross sales
- Driving Range: 10% of gross sales
- Merchandise: 1% of gross sales

I will assist with janitorial supplies cost that relate to the clubhouse.

Revenue Sharing Plan

The revenue sharing plan for Iroquois Golf Course is as follows:

- Carts: 12% of gross sales
- Concessions: 10% of gross sales
- Merchandise: 1% of gross sales

Documentation of Financial Resources

Buying Plan for Charlie Vettiner Golf Course

I will invest and own all equipment necessary to perform all phases of the golf operation.

- A fleet of golf cars
- All golf shop merchandise and display fixtures
- All janitorial supplies
- All food and beverage equipment, inventory and supplies

Operating Plan

Hiring Practices and Procedures

I will not discriminate against any worker because of race, creed, color, religion, national origin, handicap, or sex and will comply with all local, state, and federal regulations prohibiting such discrimination. I feel it is a vital service we provide to the community to have diversified cultural backgrounds as part of our workforce.

I plan to accomplish this by contacting these organizations for assistance:

- University of Louisville
- Local High Schools
- Senior Citizens Organizations
- KGA/PGA Office

As part of the community, I feel it is my obligation to expose everyone to the game of golf; employment is a great way to start.

Operating Plan

Staffing plans for Charlie Vettiner (March-October) is as follows:

- Head Professional
- Assistant Professional
- Pro Shop Attendant (3)
- Accountant
- Cart Attendants (3)
- Food and Beverage (4)

November-February staff hours will depend on weather and amount of play.

Each employee will have an annual review of his/her work performance.

Golf Operations Wages:

- | | |
|--------------------------|--------------------------------|
| • Assistant Professional | Hourly wage plus lesson income |
| • Food and Beverage | Hourly wage |
| • Pro Shop Attendant | Hourly wage |
| • Cart Attendants | Hourly wage |

Employee Policies and Procedures

This facility is a service-oriented organization, directed towards all customers. Therefore, each employee is asked to maintain a proper image. This includes, but is not limited to, politeness, courtesy, and graciousness at all times. The first favorable impression is a smile. Speak well and politely when talking to guests

and co-workers. A good attitude keeps customers happy and helps to maintain a positive working environment.

- Dress Code: Personal hygiene and proper attire is a must. All days a collared shirt must be worn. Shirts must be clean and tucked in at all times. No facial jewelry is permitted.
- Each employee must read and sign off on the Metro Parks Pro Shop policy.
- When answering the telephone, the procedure is as follows: Course, name of person speaking, how may I help you?
- When waiting on customers, address them by their name with "Mr." or "Mrs." or "Sir" or "Ma'am." Example, "Hello, Mr. Smith." Ask them how you may help them. Let the customer explain what they want (without interrupting). After all information is heard, assist the customer accordingly and ring up any receipts needed and fill out paperwork, if needed. Following this, give them instructions on what they will need to do next. Always thank the customer.
- Keep customers happy. Give them your full attention. Smile.
- Be accurate and thorough when carrying out your duties.
- Dependable and enthusiastic employees create an enjoyable atmosphere for customers.
- Customer complaints: Although we pride ourselves on great customer service, there will be times when we make mistakes. In these instances, patience and empathy are the keys. Handle the complaint with delicate concern. Put yourself in the customer's place. If you can correct the problem, it is your responsibility to do so. If you can't, forward the information to the appropriate person.

Golf Shop Staff Responsibilities

Accountant

- Maintain and keep all the daily records so that all policies and procedures as well as accounting measures are accurate and accountable for all government agencies.

Food and Beverage Staff

- Properly prepare all food according to the Health Department codes and ensure that we are serving good quality, wholesome foods in a sanitary manner. Prepare orders for the upcoming day or week. Keep facility clean.

Pro Shop Attendants

- Perform all required daily maintenance duties for the concession area, clubhouse, and Pro Shop as outlined in Section 3 – Daily Clubhouse and Pro Shop Maintenance.

Cart Personnel

- Every cart upon its return after a completed round is to be washed and cleaned of debris. No cart should be put in line for rental or put away at the end of the day without a thorough cleaning. Always check the steering, brakes, and speed to make sure it is in proper working order.

All Staff

- The primary responsibility is to check green fees tickets as well as cart receipts and keys. Make sure they have been properly issued and each player is in the correct cart. All carts have numbers and the key should match the cart.
- Check for coolers. No one is allowed to have one except for those people who have certain medical conditions. This policy includes both walkers and riders.
- Each player must have a set of clubs and a bag.
- Join groups up. Try to make as many foursomes as possible. Singles and twosomes are required to join if possible and/or necessary.

- Only one single rider cart per group.
- Ensure that nobody is on the course that has not paid a greens fee or gotten permission from the Pro Shop. Should there be any questions about someone coming onto the course, do not hesitate to notify someone in the clubhouse.

If the responsibilities are carried out by each individual, it makes for a great atmosphere for all workers and creates a well-operated facility for the public. Our service to our customers makes for a pleasant environment that people will want to be involved with.

Daily Procedures

Cart Rental

- Write cart number before you give a key to customer
- Get signature on cart (confirm they are over 18)
- If you cannot read the signature, have them print their name
- Give them the key and the day's cart rule

Green Fees:

When waiting on customers, make sure they get the correct fees (senior, junior, annuals, twilight, etc.). Ask first so that you do not ring up a mistake.

Tee Sheets:

While you wait on the customer for greens fees and carts, make sure that you mark the tee time sheet appropriately. Mark first if they have paid their greens fees, second if they took a cart, and if so, what number cart they are in. Record what time they teed off, if different from the scheduled time. Announce over the PA system the upcoming group on the tee, the group on deck, and if they have not checked in, the group in the hole. This will help with monitoring play. Each group should play nine holes in two

hours and fifteen minutes or less or eighteen holes in four hours and thirty minutes or less. If a group cannot keep this pace, then they will be asked to skip a hole or holes to keep up.

Cart Rules:

Always check with the golf course superintendent as to what cart rules are in effect on that day.

Special Events:

All duties required of any tournaments, leagues, or club events should be completed at least two days before event is to start. Depending on the size, some tournaments should have duties completed as soon as possible, one week or one month, etc. Outing contracts should be signed, and all monies paid eight days in advance.

Concession Area:

The important thing to remember is to always be prepared and have things ready to serve. Don't wait until you run out of an item. Always keep the counter and tables clean, containers full, and trash cans empty.

Cash Registers:

When ringing up a purchase, always put money on the front of the cash register, give the correct change back, then put the money face up and in the same direction as the money already in the cash register.

Bank Deposits:

All bank deposits should be prepared and deposited by the golf professional and/or his assistants. Confirm that each deposit ticket is validated by bank personnel.

Marketing Plan

Charlie Vettiner Golf Course

- Schedule and work with junior, senior, church, and civic groups and corporations to have outings.
- Emails
- Social Media
 - Facebook Twitter and Instagram allow for several ways to target specific markets and build an audience of followers possible customers. Social Media is the easiest and most cost-effective way to engage, educate and entertain a vast audience.
- Offer catering to group outings
- Offer the best service to league and outings
 - Preparation of schedules
 - Pairings
 - Clinics
 - Tournament Formats
- Strive to increase participation in Men's and Ladies Leagues
 - Offer tournaments that last the entire day not just morning
 - Combine the Senior Club with Men's League
- Rejuvenate the Junior Club with different programming
- Promote a late weekend afternoon and evenings for mixed couples and family scrambles
- Promote a weekly scramble during the summer open to all novice golfers especially juniors in underutilized times on the tee sheet

- Continue to promote the game of golf through clinics, individual, and group lessons.

Customer Service Initiatives

- Our customers are the most important people in our business
- Our customers are not dependent on us. We are dependent on them.
- Our customers are not an interruption of our work. They are the purpose of our work.
- Our customers are our business. They are not outsiders.
- Our customers are not someone with whom to argue with or match wits.
- Our customers deserve our respect and the most courteous and attentive treatment we can provide.

Commitment to Metro Parks Policies and Procedures

All the policies and procedures that are implemented help us run fantastic public golf facilities. It is important for all employees of the golf course to be knowledgeable of the Metro Parks Policies and Procedures in order to assure customer satisfaction. These policies and procedures provide the public with consistency at each facility.

Marketing Plan

Long Run Golf Course

- Expand the existing First Tee program into a full program
- Target the heavy populated area for outings and leagues.
- Grow the Junior, Ladies, Men's Clubs and create a Senior Club
- With the range and par 3 holes available growing the game through clinics and golf development programming
- Emails
- Social Media
 - Facebook Twitter and Instagram allow for several ways to target specific markets and build an audience of followers possible customers. Social Media is the easiest and most cost-effective way to engage, educate and entertain a vast audience.
- Offer catering to group outings
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Marketing Plan

Iroquois Golf Course

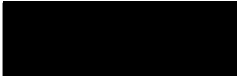
- Continue the excellent Men's and Ladies Leagues
- Grow the company leagues and evening leagues
- Continue the tradition of raising money for Charities through outings
-



H. Joseph Brenner
Senior Vice President
Middle Market

October 16, 2019

Mr. Patrick Vadden, PGA



Pat:

This letter is to confirm that you have been qualified to obtain the appropriate financing that would be needed to start as the Head Professional at any Metro Parks golf course.

Best regards,

A handwritten signature in dark ink, appearing to read "HJB", followed by a horizontal line.

H. J. Brenner
SVP

JP Morgan Chase Bank, NA
502-566-2789



13119 Alken Road
Louisville, KY 40223
(502) 244-9244
(800) 456-4577
Fax (502) 244-5807

4007 U.S. Hwy 62
Calvert City, KY 42029
(270) 395-4312
(800) 897-1103
Fax (270) 395-4024

KHP Rental Office
4089 Iron Works Parkway
Lexington, KY 40511
(859) 233-7921
hpark@cunninghamgolfcar.com

October 15, 2019

Mr. Patrick Vadden

Patrick Vadden PGA



PRE- APPROVAL LETTER

This letter is intended to assure that Mr. Patrick Vadden, of Patrick Vadden PGA LLC, has been recommended and preapproved to lease Yamaha Golf cars for the next 5 years. Having done business with Mr. Vadden for the previous 15 years, we feel confident Mr. Vadden is more than capable of operating a high volume, 18 hole facility within the Metro Parks Golf Course system. His ability to attract play, manage his staff and contribute to a positive golf experience for his members and guest, will ensure success at any venue he may be given responsibility to manage on behalf of the Louisville Metro Parks System.

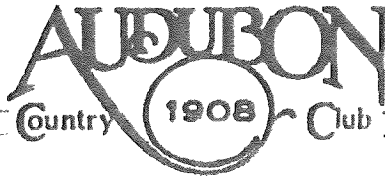
Mark Jackie

A handwritten signature in cursive script that reads "Mark Jackie".

Fleet Sales Manager

Cunningham Golf & Utility Vehicles Inc.

502-244-9244



October 15, 2019

To whom it may concern:

It has been brought to my attention that Patrick Vadden, PGA is under consideration for the Head Golf Professional Position at Charlie Vettiner Golf Course. It is without hesitation that I extend my full recommendation on Patrick's behalf.

I have been the PGA Head Golf Professional at Audubon Country Club for the past twenty years and have served the Louisville community as a golf professional since 1994. It has been my pleasure to supervise Patrick Vadden as the first assistant golf professional at our facility for the past five seasons. He joined my staff in December 2014 *specifically* to fully develop his skill set in preparation to run a Louisville Metro Parks golf course. Prior to joining my staff, Patrick was a highly regarded assistant professional at Charlie Vettiner (nine years), Long Run (one year), and Seneca (three years).

In his time at Audubon, Patrick has endeared himself to the membership with an unparalleled work ethic, outstanding rapport with ladies and juniors, and tremendous leadership skills. Behind the scenes Patrick's ability to embrace technology has helped our operation integrate a new website with state of the art tournament operations software to enhance the golf experience of our members and guests.

Rounds and revenue have been directly influenced through Patrick's growth of the game efforts. Largely due to his energy and creativity, over 100 unique juniors have participated in golf programming each year of his tenure. In my personnel committee meeting last week, the vice president of the club said, "Pat Vadden is junior golf at ACC". His leadership of the Nine Hole Ladies Organization resulted in the dissolution of their board/committees. They no longer need them because of their trust in his ability to put together events that will drive participation in a representative way.

As a small business owner it is critical that the individuals I employ are trustworthy, loyal, and have strong business acumen. A number of my former assistants are now the highest ranking PGA members at their respective facilities (Kevin Main – Kentucky State Parks, Chad Stocker – University of Louisville Golf Club, Blake Watts – Wildwood Country Club, Kevin Grantz – Covered Bridge Golf Club). It is without reservation that I state that none of them was more ready to successfully run a golf operation than Patrick Vadden is today. His passion for the game of golf and for the city of Louisville cannot be matched by any other candidate. His reputation as a golf professional in this city is exemplary. He represents everything the Metro Council is looking for in trusting the PGA Professional with some of the city's most precious assets.

I very much welcome the opportunity to speak with you in greater detail about Patrick's qualifications. I can be reached by cell at 502.489.1076.

Kind Regards,

Mark A. Kemper
PGA Professional

October 21, 2019

I am writing to recommend Patrick Vadden for the head professional's position at Charlie Vettiner golf course. Patrick was my first assistant at Charlie Vettiner for nine years. Although Patrick has worked the last five years at Audubon Country Club, many of the customers at Charlie Vettiner still ask about him and voice their support for Patrick to be hired for the Golf Professional position at Charlie Vettiner.

Patrick's strengths include his ability to communicate properly with customers and staff, his tireless work ethic, outstanding teaching ability, and his great leadership. Customers were always very complimentary about the level of service Patrick provided. He always exhibits a positive outlook and tireless work ethic. Patrick has a willingness to work beyond the duties of the job to make sure the facility is successful.

Patrick has worked in the Metro Parks system for thirteen years. He understands every facet of the system and has worked extremely hard to prepare for a head professional position. He has attained his Class A PGA membership and participates in Continuing Education classes.

In addition to the above, Patrick is a very accomplished player. He uses his knowledge of the game and ability to communicate to improve the games of many players. Patrick also uses his teaching ability and patience to teach junior golfers as well.

Patrick has also reached out to the community to help assist other programs such as First Tee, Play Golf America, and the First Tee Library Program.

It was my privilege to work with Patrick for nine years, and I highly recommend him for the head professional position at Charlie Vettiner. Please feel free to contact me at (502) 435-9477 if I can provide any additional information.

Sincerely,

Mark Kemper
PGA Head Golf Professional
Charlie Vettiner Golf Course
10207 Mary Dell Lane
Jeffersontown, KY 40299
kemgolf@aol.com



Patrick J. Welsh

Direct 502-587-3679 | Fax 502-540-2228
E-mail pwelsh@bgdlegal.com

October 18, 2019

Charlie Vettiner Golf Course
10207 Mary Dell
Louisville, Kentucky 40299

Ladies and Gentlemen:

As a director of The First Tee of Louisville, Inc. since practically its inception, as a member of Audubon Country Club for over 30 years, and as a fellow golfer, it is my pleasure to introduce to you Patrick Vadden as an applicant for the Head Professional of the Charlie Vettiner Golf Course in Louisville, Kentucky.

Patrick is a gentleman who is above reproach in all of his endeavors. He works countless hours in all phases of the golf course, including staffing the pro shop and managing tournaments. He gives countless lessons (including Yours Truly), and make the lessons easy to understand.

Additionally, Patrick has put in countless hours on junior golf, the lifeblood of the golf game.

I urge you to hire Patrick Vadden as the Head Professional at Charlie Vettiner Golf Course.

Very truly yours,

Patrick J. Welsh

PJW/pjo



PROSPECT INSURANCE GROUP

KURT A. ZINSER & ASSOCIATES, LLC

PROSPECT, KY 40059

October 17, 2019

Patrick Vadden

Dear Patrick,

This letter is to inform you and anyone else with interest that Prospect Insurance Group will work with you in securing insurance coverage as you transition to Charlie Vettiner Pro Golf Shop. The coverage we anticipate that will be needed includes the following:

- Commercial General Liability
- Liquor Liability
- Commercial Property Coverage
- Additional Insured Protection for Louisville/Jefferson County Metro Government
- Commercial Crime Coverage
- Commercial Inland Marine Coverage for Golf Carts
- Workers Compensation Coverage

We will discuss the requirements and information needed to apply for coverage. Once application for the insurance is submitted and based on favorable underwriting results and if coverage is bound, we will then provide proof of coverage when needed.

Sincerely,

Kurt A. Zinser, CLU, ChFC

Capital Investment Plan Charlie Vettiner

I will make a commitment to complete the following capital improvements to the golf operation.

- Renovate the golf shop and the landscaping areas surrounding the clubhouse

Capital Investment Plan Long Run

I will make a commitment to complete the following capital improvements to the golf operation.

- Renovate the golf shop and the landscaping areas surrounding the clubhouse
- Driving range improvements to allow for more utilization by clinic participants

Capital Investment Plan Iroquois

I will make a commitment to complete the following capital improvements to the golf operation.

- Renovate the golf shop and the landscaping areas surrounding the clubhouse