

GOLF ADVISORY COMMITTEE 6/11/25

June 11, 2025 / 5:30 PM

ATTENDEES

	<u>Mitch Greenwald</u> - Chair	X	<u>Jon Barleycorn</u> - Chair	X	<u>Darrin Reeb</u>
X	<u>Lesley Kurtzahn</u> - Women's Chair	X	<i>Sara Colton</i>		<u>Jake Didion</u> - Junior Chair
	<u>Ryan Horace</u>	X	<i>Karen Beaty</i>	X	<i>Steve Snyder</i> – Vice Chair
X	<i>Alex Bork</i> - Secretary		<i>Aron Rolsen</i>	X	Nate Curtis - Golf Pro
X	<i>Tyler Klava</i>		Josh Bryant- Superintendent		Anthony - Asst Pro

Italics - New Members Underline - 1-2 Years Left

NorthStar Golf Committee Meeting Agenda

- **Call to Order**
 - Approval of previous meeting minutes (if applicable).
✓ Approved.
- **NorthStar Leadership Update / Feedback**
Presented by Nate
 - No main updates, golf club in good shape.

1. Employee Golf Privileges & Guest Policy

- Review and consider restricting employee play to Mondays only, walking only.
- Discuss limiting or eliminating free guest privileges for employees; consider aligning employee guest fees with member guest fees.
- Address concerns about excessive staff and ex-staff play, particularly during peak times.
- Review current enforcement of rules regarding staff play after hours and course conduct.
- Ask Nate how this was done at Kinsale or other places.
 - Per Nate's comments: Employee golf privileges have been a hiring advantage, and the current levels of access have helped employee retention. The purpose of the current employee golf policy, which was modeled closely after the employee golf policy at Scioto Reserve and Kinsale, is to allow staff to play during non-peak times so that staff can enjoy the golf course without infringing on member play. We have had more staff play in 2025 compared to previous years and further study needs to be done to ensure member play isn't impacted by the increase in staff play. NorthStar Management will consider changing access points and employee guest fees if that is needed to provide the best experience for our members.

2. Invitational and Majors Preparation

- Suggest Nate send out an update on information soon regarding timing and distribution of invitational communication.
- Review sample flyer submitted by Ryan Horace; discuss producing a similar promotional piece.
- Suggestions for bag tags for members and guests.

- Consider pre-stocking carts with water bottles and other small hospitality touches (this has been done before in the past)
 - Request to send out major golf event news ahead of time. It was expressed there are high expectations for a \$1200 example, Nate concurred there should be high expectations, that's what the club is striving for. It was asked if there are any small touches we could do this year for Member/Guest. Nate mentioned it will be a similar experience to last year in terms of gifts, etc, though with better facilities and service than in the past.

3. Course Maintenance & Member Experience

- Reinforce need for all members and walkers to carry and use sand bottles, make it a requirement?
 - Can the starter reinforce the need to actively monitor who is going out—especially walkers—and ensure they are carrying sand bottles?
 - Nate to remind starters to remind walkers to confirm they have a sand bottle. Also, equip marshals with sand bottles to give to walkers they spot on the course with no sand.
- Address ongoing complaints about excessive divots and unrepaired ball marks.
 - This will forever be an issue, we do have a younger membership which is great to have, how do we continue to reinforce this, starter reminding everyone?

4. Starter Technology

- Proposal to provide the starter with an iPad showing real-time tee sheet changes.
 - This is a compatibility issues with the booking software.

5. Junior Supervision & Starter Awareness

- Should we establish a clearer supervision policy for children and juniors using the course and practice areas?

6. Staff Conduct and Accountability

- Address multiple member complaints regarding behavior and professionalism with a handful of staff members.
 - Nate to share concerns with course management for coaching/improving their professionalism.

7. Cart Barn Service Concerns

- Ongoing feedback that cart barn staff are not going out of their way to assist members (some are but some are not)—bags not being picked up, staff waiting on members to come to them instead of greeting or helping.
- Additionally, reports of bags being thrown around in the cart barn need to be addressed, bags coming back damaged or with lost items and not cleaned.
- Cart staff should be reminded that golf bags and clubs are expensive and must be handled with care and respect.
 - Nate agreed they need to be more proactive, the service is not up to par. More alertness needed, inconsistent experience. Other clubs have a “no cell phone while working” policy to ensure alertness and attention. This will be given consideration though there are no immediate plans for this as of now.

8. Communication and Scheduling Transparency

- Staff should not appear as “Anonymous” on the tee sheet or reserve four tee slots under that label. This sends the wrong message and gives the impression that staff are above the membership—especially when paying members can see limited availability.
 - Nate agrees and will inform staff to stop this

9. Communications Follow-Up

- Mitch to update on status and distribution of the club newsletter.
- Confirm timeline for refreshing the “News” and “Events” sections on the club website.
 - Nate will speak to Paul on who can assist Mitch with this during Lauren's maternity leave.

10. Course Infrastructure

- Update from Alex Bork on pedestal clock proposal.
 - Alex shared that he presented the pedestal clock proposal to Paul, who was very receptive to the idea. If this were to go through it would be for 2026 once all construction and landscape efforts are completed. Alex will follow up with Paul mid-Summer for next steps/updates.

11. Couples Events

- Members have noted there are not many couples' events currently scheduled. Can we explore offering more couples. nights without food included, to encourage participation and keep costs down?
 - The plan is to offer couples' events once the former clubhouse is ready to host dining after these events. The timetable for the event space (former clubhouse) as a functional space is in the next few weeks once inspections have passed.

12. Ad Hoc Items

- Several comments/examples were brought up about subpar restaurant/bar experiences (slow service, not attentive, not professional). Nate will package comments and provide them to Keri.
- Request made to bring back "approach sticks/poles" on #3 and #16 for walkers to shoot distance for laying up. Nate will talk to Josh about this.
- Request made for yardage signs on the par 3s to help pace of play, especially on the elevated boxes on #17. Nate will investigate options for this.
- Request made to rotate tee boxes on #17 more often, lots of positive comments on the "upper deck" experience. Nate will share feedback with grounds-crew to have this rotation more common.
- Comment made about the amount of ticks in the bathrooms. Nate will share with facilities to make sure they are treated with repellent.
- Comment made about the downstairs bathroom closures. Nate said this was due to plumbing issues as part of the renovations. The expectation is these will re-open, though the "food hut" window near the restrooms is not expected to re-open.
- Comment made about the lack of driving range accessibility during league nights. There is too much non-league participation on the driving range, making it difficult to warm up. Nate will make an announcement of driving range availability exclusive to league play only during a certain window. (Note: Communication from the club about this has already gone out).
- Comment made about the beverage cart service being hit or miss. Nate will take this comment to F&B.
- Question came up about the parking lot getting re-paved. Nate said it will happen in the fall once everything is completed.
- Comment made about the staff name tags not always on. Nate will remind staff (both shop and restaurant) to be diligent about this.
- Comment made about rowdy behavior on the patio and bar areas causing disrupt to those having dinner. Suggestion made to use the sim-bar area for post league and event play, enabling a quiet experience for those in the dining area. Nate will bring this to FB& about staffing the sim-bar during league nights.

END OF DOCUMENT