

Attachment 5, Key Considerations for the RFP and Contract(s) as identified by the Golf Operating Options Committee

FOOD AND BEVERAGE

Full restaurant with
Breakfast, Lunch and Dinner
and Banqueting Facilities

Liquor License

Investment to expand
banquet facilities in support
of Tournaments

Improved Tournament
services and marketing

Beverage Cart Service – on
demand availability especially
in warm conditions

Excellent Customer Service: -
evaluations – secret shopper
– reporting to advisory group

Healthy options on menu to
promote well-being

Allow proposers to identify
capital improvements

PRO SHOP

High Quality Products – with
a variety of brands

Experienced Professionals for
Lessons and Programs

Customer Service a priority –
Consideration, recognize
people, build loyalty,
evaluations and surveys to
feedback.

Motivated Counter Staff -
Easy Check in

Tournament innovations and
program ideas to be
requested.

Program ideas for SGBC.

COURSE MAINTENANCE

Establish and maintain
standards – auditing and
correction protocol to be
explicit and have teeth.

Demonstrable experience
with multiple golf courses

Clear communication with
golfers and pro shop
regarding conditions

Leverage Economy of scale

Industry leading agronomy

Class A Superintendent
dedicated to the course

IPM Program remains a
requirement

MANAGEMENT

City retain Control over –
Pricing, Policy and Capital

Increased cohesion between
maintenance, proshop and
F&B

Continuation of GAC and
PIFSC

Joined up marketing and
pricing strategy to the
primary benefit of the golfers

Allow Proposers to propose
incentive plans that may
benefit City