

# WYCLIFFE

## GOLF & COUNTRY CLUB

The path to achieving our goals sometimes finds us stumbling as we strive to improve. Over the past few months our Members have experienced numerous changes effecting many aspects of everyday life at Wycliffe. Our food and beverage department has been through the largest change in over 10 years with the arrival of Rob Martin, Michele Spiess and Chef Schenk to name just a few. The menus have been updated, our staff is evolving and we are setting our expectations higher and higher. While I am happy with our progress, I also recognize that we have struggled in some areas. However, please be assured that we are always striving to fulfill your expectations. We are learning from our setbacks and making improvements toward our goal of making Wycliffe the envy of other clubs and a fantastic dining experience for all members.

It is hard to believe that season is already here. We experienced a great turnout for the Fall Celebration and Thanksgiving dinners. Your professional team is gearing up for what promises to be an epic winter at the Club. The Spa, Tennis, Golf, Fitness and Activities departments are planning for some really great events in the upcoming months and we are looking forward to everyone having a great time.

A new reservation system for dining was implemented and I am happy to report that almost 50% of our reservations are being made using the automated system. We are encouraged and pleasantly surprised that the number is so high.

In our recent Member Meeting, I touched upon the importance of the Strategic Plan and specifically the Action Plan that we will be using to help guide much of our long term progress. The Action Plan specifically directs us to improve our systems and processes pertaining to Marketing and Communications, Hiring, Training and Staff Retention, Financial Strength and improved Membership Value through quality Programming and Services. Additionally, as Irwin mentions in his article Effective Club Governance, Long Range Facilities and Golf Course Planning are critical initiatives that are now underway and here to stay.

As we head into the Holidays, I would like to remind all of you of our core values:

- Fostering Friendship and High Quality Social Interactions
- Commitment to Community
- Welcoming and Unpretentious Membership
- Wycliffe as a Fun Place to Live and Play



Darrell Wilde  
General Manager/COO