

**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