



LEGACY GOLF

ADVISORS

INTRODUCTION

Legacy Golf Advisors have unrivalled knowledge, experience and expertise that spans all aspects of golf club management.

Our aim of the Club Advisory Subscription Service is to offer a flexible service, based on three levels, that will deliver value from the outset whilst making the financial commitment for clubs affordable.

HOW IT WORKS

- LGA will engage with clubs to identify the key requirements for business.
- LGA will propose the appropriate Service Level for the club with agreed specific requirements.
- 12 Month Rolling Contract with monthly payment.
- LGA will develop a structured 12 month plan in line with the club's diary and business year.

THE VALUE

Our aim is to demonstrate real value and a considerable return on investment for clubs.

Through all the areas in each level we believe clubs will see a tangible return over time.

Clear financial returns will be pursued from our procurement, machinery, contracted services and staff structure reviews.

The team at LGA have strong commercial backgrounds that don't compromise on member / visitor experience and in most cases their recommendations will enhance the clubs processes which in turn will help deliver better long term profitability.

LEVEL 1
1

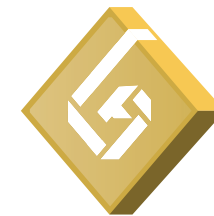


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| 1 | Overview of Club / F & B / Course / Facilities / Processes | Comprehensive site visit getting to know you, your club and how it runs. Looking at all aspects of the club, course and its processes to enable us to provide a detailed analysis, we will produce a report of our findings which will allow us to work with you on providing an agreed action plan to work from. |
| 2 | Course Audit & Review of Course Policy | We will carry out a course walk with the relevant personnel and audit accordingly. A review of the Course Policy will also takeplace. This will be followed up with a detailed report from which action plans can be made. |
| 3 | Customer Service / Service Standards / Feedback Metrics | Review where the club is in terms of Service, how it manages and monitors its success. Recommendations for improvements will be made alongside the sharing of best practice and training methodology. |
| 4 | Governance/ Staff Structure Review | An assessment of the clubs structure – ‘fit for purpose’ and suitability for the future are key areas for analysis. Guidance given for employee appraisal programme. |
| 5 | 1 Training Day –Topic of the clubs choice | Our expertise covers a wide range of topics from Customer Service, Upsell, Membership Sales, Leadership, Team Building plus others. As we get to know your club we can use the day to help educate your teams. Additional days available. |
| 6 | Quarterly ZOOM ‘Catch Up’ | Quarterly ‘catch ups’ with set agenda to maintain the momentum for the clubs. These calls can include whichever subjects the stakeholders of the club see fit. |
| 7 | 365 Support Service | We will be on hand to help and advise on any problems that arise. Our guarantee to you is someone will be able to help within 6 working hours of making contact. |

LEVEL 2
2



1	Overview of Club / F & B / Course / Facilities / Processes	Comprehensive site visit getting to know you, your club and how it runs. Looking at all aspects of the club, course and processes to enable us to provide a detailed analysis and report of our findings which will enable us to work with you on providing a detailed action plan to work from.
2	Course Analysis, Machinery Audit & Course Policy reviews, plus 1 site visit per annum	We will carry out a course walk with the relevant personnel and audit accordingly alongside a review of the Maintenance facility and machinery. A review of the Course Policy will also take place. This will be followed up with a detailed report from which action plans can be made.
3	Strategic / Business Plan Review	Review the existing Strategic or Business Plan for the club. Assess the strengths and weakness and recommend the necessary tasks to improve. LGA offer an additional service to work with the club to create a suitable Strategic Plan.
4	Customer Service / Service Standards / Feedback Metrics	Review where the club is in terms of service and how it manages and monitors its success. Recommendations for improvements will be made and use of contracted training days recommended.
5	Procurement and Contract Management Review	Analysis of the Club's purchasing history and existing management contracts. Report with recommendations to be produced.
6	Governance / Management / Staff Structure Audit	Analyse the Governance and organisational chart for the club and assess if 'fit for purpose'. Ensure the necessary processes are in place to get the best out of the people. Recommendations for performance / appraisal programmes given.
7	Recruitment –1 x advertised search & 2 x Junior level	1 x advertised search through our partner Timberlake Golf. In addition, using our network we can help fill those awkward roles in F & B or the greens teams by providing you with a selected short list of suitable candidates.
8	1 Training Day –Topic of the clubs choice	Our expertise covers a wide range of topics from Customer Service, Upsell, Membership Sales, Leadership, Team Building plus others. As we get to know your club we can use this day to help educate your teams
9	Monthly ZOOM 'Catch Up'	Monthly 'catch ups' with agenda to maintain the momentum for the club. These calls can include whichever subjects the stakeholders of the club see fit
10	365 Support Service	We will be on hand to help and advise on any problems that arise. Our guarantee to you is someone will be able to help within 6 hours of making contact.



1	Overview of Club / F & B / Course / Facilities / Processes	A detailed audit of the club and its operations and processes. Looking at all aspects of the club, course and processes to enable us to provide a detailed analysis and report of our findings with relevant metrics which will enable us to work with you on providing a detailed action plan
2	Course Analysis, Machinery Audit & Course Policy reviews, plus 1 site visits per annum	We will carry out a course walk with the relevant personnel and audit accordingly alongside a review of the Maintenance facility and machinery. A review of the Course Policy will also take place. This will be followed up with a detailed report from which action plans can be made
3	Strategic Plan Review	Review the existing Strategic or Business Plan for the club. Assess the strengths and weakness and recommend the necessary tasks to improve.
4	Customer Service / Service Standards / Feedback Metrics	Review where the club is in terms of service and how it manages and monitors its success. Recommendations for improvements will be made and use of contracted training days recommended.
5	Sales & Marketing Review inc Social Media	Carry out detailed review of the clubs marketing and its sales process for each key revenue category. Assess the output on the various social media platforms and make the necessary recommendations.
6	Procurement and Contract Management Review	Analysis of the Club's purchasing history and existing management contracts. Report with recommendations to be produced.
7	Governance/ Management / Staff Structure Audit	Analyse the Governance and organisational chart for the club and if 'fit for purpose'. Ensure the necessary processes are in place to get the best out of the people by utilising the various recommendations given.
8	2 Training Days –Topic of the clubs choice	Our expertise covers a wide range of topics from Customer Service, Upsell, Membership Sales, Leadership, Team Building plus others. As we get to know your club we can use these days to help educate your teams.
9	9 Recruitment - 1 x HoD search & 2 x Junior level	1 x Executive (department head) search through our partner Timberlake Golf. In addition, using our network we can help fill those awkward roles in F & B or the greens teams by providing you with a selected short list of suitable candidates.
10	Staff Mentoring Service x 2 Staff	Assisting with the talent management within the club. Offering 2 members of the team from any department the opportunity to be mentored by leading figures within the industry. Offering regular dedicated catch up's as well as structured PDP's and training recommendations.
11	Monthly ZOOM 'Catch Ups'	Monthly 'catch up' with agenda to maintain the momentum for the clubs. These calls can include whichever stake holders the club sees fit.
12	365Support Service	We will be on hand to help and advise on any problems that arise. Our guarantee to you is someone will be able to help within 6 hours of making contact.