



## **Frequently Asked Questions:**

### **What are the plans for South Shore Harbour Country Club (SSHCC)?**

We are excited for the opportunities that returning SSHCC to an independent Club offers! We are committed to hiring a top-notch management team which will be focused on providing an improved Member experience for our Members. From improving course conditions to overall service levels, our on-site leadership team and staff will be responsible for transitioning SSHCC back to an independent Private Club which serves as a gathering place and the center of the community... a Club in which our Members find great value and a sense of pride in belonging.

### **Who will be managing Club operations?**

The Club will have an experienced and dedicated leadership team including a General Manager, Head Golf Professional, Golf Course Superintendent, Membership Director, Accounting and Food and Beverage leadership. This team will be responsible for day-to-day operations and will be employed by 1859 Historic Hotels, Ltd. who has been contracted by American National to manage the Club through the transition.

### **Why did this link take me to a South Shore Harbour Resort web page? Are the properties linked or otherwise combined?**

The new SSHCC website is still under development and not yet ready for traffic. The SSH Resort and Country Club, while remaining separate entities, are both managed by 1859 Historic Hotels, Ltd. This allowed the ability to create a landing page to get this information out to all Members. We will transition to the Club's new website as soon as it is completed.

### **Why do I have to re-enroll as a Member?**

Due to the combined Membership with Magnolia Creek, we must ask all Members wishing to move or maintain their Membership at SSHCC to select their preferred category and re-enroll. Because we are installing entirely new and integrated Club Management software, this will also require a new Membership application. This also ensures that we have updated information for all SSHCC Members.

### **How long do I have to select a new membership category?**

New membership category selections for SSHCC are scheduled to begin January 1, 2022 and will be due by January 25th, 2022. We will offer on-line Members applications on our new SSHCC Website as soon as it is launched and will have leadership staff on site at the Club to assist, answer questions and enroll Members beginning the first week of January as well.

### **Will an Initiation Fee be required?**

No! During the introductory and re-enrollment period, current Members of South Shore and Magnolia Creek can enroll in their choice of Membership level at SSHCC without an additional Initiation Fee. Membership category selections will be due by January 25<sup>th</sup>, 2022.

However, after January 31, 2022, the difference in Initiation Fees paid will be owed to upgrade to a higher category of Golf Membership.

## **What will change as far as hours of operations?**

After a short few days of expected downtime and interrupted service the first week of February 2022 (needed to rehire staff, change out cart fleet, install network, tee sheet, point of sale terminals and other needed equipment) we will continue normal Tuesday- Sunday operations for the golf course and practice facilities. We will assess Food & Beverage operations hours and communicate any changes needed with a focus to improve our Member service.

## **What will happen to the Club's staff?**

Though some of the Club's leadership team will stay with Magnolia Creek and ClubCorp, all remaining staff will be retained and immediately rehired. We are committed to building a team of Member focused staff and will continue to attract, retain, and develop team members that are committed to providing the level of service our Members deserve.

## **Are there other changes expected?**

Yes! With the goal of improving our Member's Experience there are many!

**Cart fleet-** We have on order an entirely new Club Car fleet. Our new fleet will feature new lithium battery technology as well as top of the line features such as GPS location services and players aides as well as premium seats and other amenities. We have also secured a partial temporary replacement of the existing fleet while waiting for delivery of the new fleet. This will consist of 1 year old Club Car carts that will immediately replace 2/3rds of the existing fleet on Feb 1, 2022.

**Golf Course Maintenance Equipment-** We are working with industry leaders to secure our Superintendent and his crew the needed equipment to prepare and maintain the course at an improved level. This will represent a sizeable investment not only in equipment but in SSHCC team. We trust this investment will provide a return with not only improved Member satisfaction but increased Member and guest rounds.

**Other improvements-** we will continue to identify and prioritize improvements to the facility, grounds and our team's tools based on Member feedback and needs. While some may be instantly visible to Members, others will be behind the scenes improving infrastructure and efficiencies. Projects will be completed over time so that we can deliver on the promise of an improved Member experience while providing balanced business and financial performance needed to ensure a bright future.

**Improved Social Event Calendar-** Our goal is for the Club to become the "center of the community" and a bigger part of our Member's lifestyle. To achieve this, we will be adding events to the Club calendar. From traditional holiday celebrations to special events and traditions, from play days and tournaments to happy hours and other events we look forward to working with our Member to identify and host events that our Members will support.

## **What else should we know?**

We are committed to improving the Club, building on the history of its past with an eye on improving the Club to ensure and secure a successful future for our Members and their families. We value our Member's past patronage and look forward to earning and deserving our Members loyalty, support, and involvement far into the future. As with all Private Clubs, the need for new Members is an ever-present need. Through delivering on our promise, we hope to foster a referral culture where our current Members are the primary source from which our newest Members are obtained. If you have a friend, family member, business associate or other that you feel would be a great candidate for Membership, we would be honored to extend on your behalf an invitation to join. Please contact us at [Membership@SSHGolf.com](mailto:Membership@SSHGolf.com)

We look forward to serving you,  
South Shore Harbour Country Club