



Indian Summer  
GOLF & COUNTRY CLUB

# FEBRUARY

## 2018 NEWSLETTER

### Announcements

#### Valentine's Dinner

**Wednesday, February 14**

Save the date! Embers will once again host Valentine's Dinner on February 14! We will have a very special menu for this evening, including chateaubriand for two, lobster, French cut 10-ounce pork chop, and cedar plank salmon. You can make reservations now with anyone at Embers or email [ians@indiansummorgolf.com](mailto:ians@indiansummorgolf.com).

#### Wine Club

**Thursday, February 15**

The Wine Club returns with a special glassware event presented by Reidel on February 15. The cost of the event is only \$45 and includes a set of three Reidel red wine glasses. Please email [kevinm@indiansummorgolf.com](mailto:kevinm@indiansummorgolf.com) to RSVP. Space is limited to the first 60 guests.

#### St. Valentine's Open

**Saturday, February 24, 10:00AM Shotgun  
Entry Fee \$25**

You don't want to miss our last winter golf event coming up on February 24! The format will be Primary Colors with the top net scores receiving payouts. Be sure to sign up now with the Golf Shop!

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## 2017 MEMBER SURVEY RESULTS

Dear Indian Summer Members,

Thank you to all who participated in our year-end survey! Your feedback is appreciated and valued as it provides us good insight to any areas of success, as well as any areas of opportunity. Overall our property satisfaction score was 84%, and while this is a good rating, we are still short of our >90% goal. Below is a brief summary of the results:

### **Golf Shop: 89% satisfaction score**

Trent and his team will continue to build on a good foundation via improved communication, growing membership participation, and engagement with a service-minded approach.

### **Food & beverage: 74% satisfaction score**

Our most significant area of opportunity lies with our food and beverage program. We are currently working on changing our core menu to offer options for healthy eating including gluten-free dishes, as well as additional vegetarian options. In conjunction with our new menu, we will be establishing seasonal offerings that change quarterly so that we may offer more variety throughout the year. We want to earn your business—and with our new menu items, quality ingredients, consistent preparation, and great service, we look forward to seeing your more. We want you and your guests to choose Embers as one of your favorite dining options in Olympia!

### **Golf Course: 85% satisfaction score**

Golf course conditioning remains the overwhelming area of importance regarding membership satisfaction and we will continue our focus on this area.

All areas of the golf course rated very high with the

exception of the bunkers. For those of you who have been playing throughout the winter, you have probably already noticed significant improvement in our bunkers. Not only have we added sand that was lost or contaminated during the May storm, but we have also been consistent in keeping the bunkers well edged and weed-free. We look to maintain these practices throughout the golf season with a particular focus on our greenside bunkers. We continue to ask for our members' assistance in raking the bunkers and finishing by placing the rake perpendicular to the edge with the handle at the edge. This will prevent damage of the rakes from both carts and maintenance vehicles.

### **Administration: 89% satisfaction score**

Member engagement is an ongoing priority, so we've begun to improve our communication to the membership this winter. With the assistance of our Home Office team in Bellevue, we have been able to deliver monthly newsletters, timely emails regarding events, and an improved Facebook presence. The Golf Department has also improved its communication of our winter events by using the software program Golf Genius to not only promote, but to show results as well. Through improved communication we have already noticed increased participation in not only our winter golf events, but our events at Embers including Trivia Night and an outstanding showing for New Year's Eve.

Again, thank you for taking time to participate in our survey and know that we value your feedback. Please note that we welcome your feedback throughout the year; our doors are always open! We're all looking forward to a great 2018 and seeing you at the club!



# MEMBERSHIP

<b>Membership Communications</b>	<b>2015</b>	<b>2017</b>
Timeliness of Communications	39.70%	80.00%
Quality of Content	53.40%	84.80%
Website Design and Functionality	38.40%	78.30%
Availability of On-Property Communications	35.60%	78.30%
<b>Section Average</b>	<b>41.78%</b>	<b>80.78%</b>
<b>Overall Club Experience</b>	<b>2015</b>	<b>2017</b>
Member Satisfaction	46.90%	93.10%
Level of Service	48.50%	87.90%
Cleanliness	70.30%	86.20%
Amenities	34.40%	77.60%
<b>Section Average</b>	<b>50.03%</b>	<b>86.20%</b>
<b>Golf Shop</b>	<b>2015</b>	<b>2017</b>
Golf Shop Services	72.50%	94.50%
Outside Services	55.10%	89.40%
Pace of Play	82.30%	98.10%
Instruction	63.90%	92.10%
Clinics/Camps/Programs	30.30%	78.10%
Tournaments/Events	39.00%	86.40%
Quality of Merchandise	66.10%	90.40%
Quality of Selection	49.20%	80.00%
Merchandise Pricing	58.60%	84.30%
Team Member Appearance & Professionalism	88.50%	94.20%
Hours of Operation	86.70%	92.50%
Overall Experience	61.70%	92.40%
<b>Section Average</b>	<b>62.83%</b>	<b>89.37%</b>
<b>Golf Course Conditions</b>	<b>2015</b>	<b>2017</b>
Overall	62.70%	96.20%
Greens	86.50%	96.30%
Fairways	67.80%	88.90%
Tee Boxes	49.20%	94.40%
Bunkers	44.10%	57.40%
Rough	47.50%	85.20%
Practice Facility		83.40%
Chipping Areas		83.40%
<b>Section Average</b>	<b>59.63%</b>	<b>85.65%</b>
<b>Overall Food &amp; Beverage</b>	<b>2015</b>	<b>2017</b>
Embers Restaurant	36.10%	64.70%
Embers Lounge	51.60%	77.80%
Snack Bar	33.40%	88.90%
Refreshment Cart	35.70%	65.90%
<b>Section Average</b>	<b>39.20%</b>	<b>74.33%</b>

<b>Embers Restaurant</b>	<b>2015</b>	<b>2017</b>
Quality of Food	43.50%	65.30%
Quality of Beverage	80.40%	97.90%
Quality of Menu Selection	47.60%	65.30%
Quality of Service	54.80%	79.60%
Quality of Timeliness	39.30%	64.60%
Hours of Operation	55.00%	83.00%
Team Member Appearance		
Team Member Professionalism	79.00%	93.90%
<b>Section Average</b>	<b>57.09%</b>	<b>78.51%</b>
<b>Embers Lounge</b>	<b>2015</b>	<b>2017</b>
Quality of Food	59.60%	80.00%
Quality of Beverage	86.90%	91.70%
Quality of Menu Selection	55.70%	79.40%
Quality of Service	54.90%	83.30%
Quality of Timeliness	46.60%	74.20%
Hours of Operation	60.60%	94.50%
<b>Section Average</b>	<b>60.72%</b>	<b>83.85%</b>
<b>Refreshment Cart</b>	<b>2015</b>	<b>2017</b>
Quality of Food	30.00%	80.00%
Quality of Beverage	42.00%	94.70%
Quality of Menu Selection	22.00%	77.20%
Quality of Service	48.00%	92.30%
Quality of Timeliness	44.00%	68.40%
Team Member Appearance & Professionalism	60.70%	97.50%
<b>Section Average</b>	<b>41.12%</b>	<b>85.02%</b>
<b>Management &amp; Administration</b>	<b>2015</b>	<b>2017</b>
Availability	58.10%	93.70%
Responsiveness	50.00%	91.60%
Member Billing/Account Administration	69.80%	82.60%
<b>Section Average</b>	<b>59.30%</b>	<b>89.30%</b>
<b>Club Social Events</b>	<b>2015</b>	<b>2017</b>
Frequency	38.60%	89.20%
Variety	32.70%	80.60%
Quality	46.40%	91.60%
Overall Enjoyment	47.40%	82.90%
<b>Section Average</b>	<b>41.28%</b>	<b>86.08%</b>

<b>Property Average</b>	<b>53.38%</b>	<b>83.91%</b>
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# SOCIAL + DINING

## EMBERS RESTAURANT & LOUNGE HOURS

### RESTAURANT & LOUNGE

MONDAY	CLOSED
TUES - THURSDAY	11:00AM - 8:00PM
FRI - SATURDAY	11:00AM - 9:00PM
SUNDAY	11:00AM - 6:00PM

**For social + dining inquiries please contact:**

**Ian Shulman**

**[ians@indiansummorgolf.com](mailto:ians@indiansummorgolf.com)**

## A Note From The Embers Team

We, the Embers Restaurant & Lounge team, are thrilled to be entering the new year with a full head of steam and a definite sense of optimism. I, for one, am of the mind that 2018 has the potential to be a year for the ages here at Indian Summer G & CC. There's just so much to look forward to. Of course, there's Pasta Night every month, as well as a rejuvenated Trivia Night, but Embers will also be turning out a new menu program keeping things fresh and interesting throughout the year. It is our pleasure to take care of and, frankly spoil rotten, every one of our guests and members. You deserve it!

As it seems to get busier and busier as the year goes on, be assured that our steadfast regulars will continue to receive our most heartfelt hospitality. If it's been a while since your last visit, I encourage you to come by very soon and keep your eye out for us. In the very near future Embers Lounge will have a brand new Happy Hour program featuring different food and drink specials every day for our guests to experience. It's hard not to be enthusiastic when we are so poised to build on our successes from last year. With that, the Embers team hopes to see you all very soon. Give us a shout, we'd love to save a spot for you.

As always... Cheers!

## Valentine's Dinner

Save the date! Embers will once again host Valentine's Dinner on February 14! We will have a very special menu for this evening, including chateaubriand for two, lobster, French cut 10-ounce pork chop, and cedar plank salmon. You can make reservations now with anyone at Embers or email [ians@indiansummorgolf.com](mailto:ians@indiansummorgolf.com).



## Wine Club

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## Trivia Night

Trivia Night is back with another great event coming Saturday, February 10 at 7:00pm. This is a fun night run by our members in the Embers Lounge. You won't want to miss it—last month's turnout was incredible! Please let us know if you will be attending as this month we have one of our largest auctions of the year in the ballroom. Feel free to come in early and enjoy our evening specials! Reservations are welcomed at (360) 459-4572.

## Pasta Night

Pasta night continues to bring us all out on the second Wednesday of the month!\* Come and enjoy the evening while our chefs prepare your meal right in front of your eyes! The cost is only \$19.95 per person and reservations are recommended for this monthly event. **\*With the second Wednesday in February falling on Valentine's Day, Pasta Night will take place on Wednesday, February 21.** Please ask any of our servers or call Embers directly at (360) 459-4572 to reserve your spot.



## For The Cocktail Connoisseur

### The French 75

This is a classic and one of my favorite cocktails to make; it never fails to impress, especially at a gathering outside the restaurant setting. It's also one of the only cocktails that can be made two different ways, yet one is no less authentic than the other. Very simply, the French 75 consists of Cognac, lemon juice, simple syrup and Champagne served "up" in a proper Champagne flute. For the more widely known version, just swap the cognac for gin.

This drink is named for the 75mm artillery shells, or "Howitzers," used by the French military and is said to have been enjoyed by French officers before going to battle. The Cognac version most likely originated at the famous New Orleans restaurant, Arnaud's. In my humble opinion, either is best enjoyed as an aperitif to kick off the evening in style. Gin is the more refreshing ingredient, delicious in the summer, while the other is spicier lending itself to being more of a wintertime cocktail. Either way, you can't go wrong!

Here's all you need:

- 2 oz. of your favorite Cognac
- ¾ oz. fresh squeezed lemon juice (there is no worthwhile substitute for this ingredient)
- 1 oz. simple syrup (made ahead of time; a combination of equal parts sugar and water brought to a boil, simmered for 3 minutes, then cooled)
- Champagne (or other dry sparkling wine)
- A cocktail shaker
- A Champagne flute
- Lots of ice



Combine the Cognac, lemon juice and simple syrup in the cocktail shaker filled with ice. Shake vigorously for 20 seconds. Strain and pour into the Champagne flute. Top this off with 3 oz. of Champagne, poured very slowly. Garnish with a lemon twist or zest, if you like. Cheers, y'all!

## GOLF EVENTS OVERVIEW

FEBRUARY 24	<b>Saturday, 10:00AM</b> <b>St. Valentine's Open</b>
MARCH 11	<b>Daylight Savings</b>
COMING SOON	<b>PGA Jr. League</b>

**For golf inquiries please contact:**  
**trenth@indiansummerngolf.com**  
**360.459.3772**

## GOLF COURSE HOURS

	GOLF SHOP	PRACTICE FACILITY
MONDAY	10:00AM - 5:00PM	10:00AM - 5:00PM
TUES - SUNDAY	8:00AM - 5:00PM	7:30AM - 5:00PM

### FIRST TEE TIME OF THE DAY

MONDAY	10:30AM
TUES - SUNDAY	8:00AM

## EZ Links Handicaps

As of January 1, 2018 the EZ Links Handicap Network will no longer support the USGA handicap system for Oki Golf or any other association. For those members who have been using this complimentary service, we recommend converting to the GHIN system used by the Washington State Golf Association. Our professional staff can easily assist in the transfer of scores from the EZ Links system to GHIN. In order to have a GHIN handicap, members must enroll in either the Women's Club or the Men's Club per WSGA's bylaws regarding the handicap system. We apologize for any inconvenience this may cause but we are confident this transition will be seamless and beneficial for all in the long run. Should you have any questions or concerns please contact Head Professional, Trent Henning or General Manager, Kevin Myers.

## St. Valentine's Open

**Saturday, February 24, 10:00AM Shotgun**  
**Entry Fee \$25**

The top net scores in the St. Valentine's Open will receive payouts in this Primary Colors tournament. Each player will begin by teeing off on the middle tees; a bogey or higher will move them up to the forward tees on the next hole, and a birdie or better will move them to the back tees. If a par is made, the player will continue teeing off from the middle tees.

### Winter Rules

You may mark, lift, clean, and place your ball within one club length of your original lie no closer to the hole. A ball in the hazard must be played as it lies.





## A Message From Trent

I sure hope everyone's year has started out wonderfully! We have been keeping busy in the Golf Shop planning the 2018 calendar of events and we are close to finalizing it, so stay tuned! Our last winter series golf event is just around the corner, so make sure to mark your calendars for Saturday, February 24 for the St. Valentine's Open. The format will be a 2-person progressive tee best ball. We had 30 participants compete in our last event, but let's see if we can grow that number to 50! Be sure to sign up for this event soon, even if you don't have a partner. Just give the Golf Shop a call and we'll help you find someone to play with. Our golf season is right around the corner and with only one more winter event on the schedule, you don't want to miss this opportunity to keep your swing tuned up and your shot making sharp!

Just to follow up from last month's article: the downstairs hitting room is now officially open for business. Please take advantage of this *warm and dry* indoor practice facility. Whether you need an early spring tune up with our professional staff or just a place to work on your contact with that tricky 4 iron when it's raining outside, I encourage you to make it part of your off-season golf program. A special "thanks" goes out to Robin McClymonds and Jason Graves for helping to clean and organize this room last weekend!

As I mentioned last month, the EZLinks Handicap system has been phased out. EZLinks made a decision to remove themselves from handicapping altogether. There is a slow push to eventually have one, world-recognized and approved handicapping system. As you can imagine, this will be a multi-year process involving golf governing bodies around the globe. The GHIN company figures to be the main and active player in this rollout. As a club, we will be migrating everyone over to GHIN through the WSGA. To be active in this GHIN program, members will need to either join the Men's or Ladies Club here at Indian Summer—this will automatically enroll you in GHIN going forward.

We do not begin posting scores to the GHIN system here in the Pacific Northwest until March 1. If you are a member who has used the EZLinks handicap system until now and you are planning on playing golf in a location where scores

are being posted, please notify the Golf Shop. We will manually activate you so that you are able to post scores while away. Lastly, we will be happy to help you transfer your last several scores over to GHIN from EZLinks if needed.

I will be heading to southern Oregon for a golf trip the week of February 11—cross your fingers that we'll have some decent weather! My office hours will stay the same during the month of February; Wednesdays through Saturdays, 7:00am-5:00pm. Please feel free to stop in this month for a chat and see the new drivers, fairway woods, and hybrids that will begin rolling in.

Have a wonderful month and I look forward to seeing you all on the golf course soon!

— Trent Henning

## Kiwi's Corner

Spend 70% of your practice within 55 yards of the pin.

**One club, two distances.** In order to become great from 50 yards (the scoring zone), you need to develop your feel. A great way to practice feel is to hit the same club from differing distances.

- Start at 55 yards and hit one ball to the target
- Move to 45 and use the same club to hit to that same target

Repeat this process moving 10 yards closer each time.

By the end, you will have played from six distances and used three different clubs, twice each.

Some players choke down on the club, some will change the ball position for distance control, and others change swing length and tempo. Experiment with these methods and see what works for you.

**"One day or day one, you decide."**

— Brad Stephens, Assistant Professional



## TURF MAINTENANCE UPDATE

We have turned the corner and the days are getting longer...YES!! Every winter a tremendous amount of time is spent cleaning up tree debris. As a result of the May micro-burst, the amount of debris following wind events has been greatly reduced. Less time picking up sticks equates to more time tackling projects that will improve the course for the 2018 golf season.

Currently, the verti-drain has completed the fairway circuit and will begin targeting poorly draining tees, walk-offs, and several of the fairways (1, 9, and 18) that struggle with slower drainage. The lake effect that occurs on the second fairway on 17 following heavy rainfall has been eliminated by adding a deep dry well and surface drain box.

We are currently addressing several projects. We have begun edging and cleaning the cart paths; this project will likely take two weeks to complete as we divide our time between daily maintenance and project work. With the assistance of the golf committee, the tees are being reshaped in an effort to return them to their original size and shape. Through normal mowing it is common for tees to change shape. Originally, all of the tee stones were located within the tee itself, however, in many places the tee shape

has changed enough that some stones are located outside the teeing surface. The reshaping process consists of minor adjustments, but it is important for recapturing the lost teeing areas. Along with the reshaping process, the individual tee stones are being removed, cleaned, and repainted so that the numbers and logo are clearly visible again. In some cases, the tee stones will be adjusted inward if it is determined that the stones are not located within the tee surface after mowing adjustments have been completed. The tee stone painting process will likely take two weeks to complete as well. The process involves removing two holes worth of stones per day followed by cleaning, drying, and hand painting. The paint requires about 12 hours to dry inside of the heated shop, then the stones are put back in their respective locations and two more holes of stones are then removed. If you play over the next couple of weeks don't be surprised if the tees are missing stones on two holes! After the tee stones are completed, the fairway stones will be addressed. Hope you are having a great winter!

— Rick Hancock, Course Superintendent



## FEBRUARY

Sun	Mon	Tues	Wed	Thu	Fri	Sat
				1	2 Prime Rib Night	3
4	5	6	7	8	9 Prime Rib Night	10 Trivia Night
11	12	13	14 Valentine's Day at Embers	15 Wine Club Glassware Event with Reidel	16 Prime Rib Night	17
18	19	20	21 Pasta Night	22	23 Prime Rib Night	24 St. Valentine's Open
25	26	27	28	1	2 Prime Rib Night	3

## Management Team

Kevin Myers | General Manager  
(360) 459-2708 • kevinm@indiansummergolf.com

Windy Brazel | Sales Manager  
(360) 923-1075 ext. 116 • windyb@indiansummergolf.com

Rick Hancock | Superintendent  
(360) 459-2707 • rickh@indiansummergolf.com

Mike Sherman | Executive Chef  
(360) 459-4572 • msherman@indiansummergolf.com

Trent Henning | Head Professional  
(360) 459-3772 • trenth@indiansummergolf.com

Ian Shulman | Food & Beverage  
(360) 459-4572 • ians@indiansummergolf.com

Lonie Kragelund | Administrative Assistant  
(360) 923-1075 • loniek@indiansummergolf.com

## GOLF COURSE HOURS

	GOLF SHOP	PRACTICE FACILITY
MONDAY	10:00AM - 5:00PM	10:00AM - 5:00PM
TUES - SUNDAY	8:00AM - 5:00PM	7:30AM - 5:00PM

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FRI - SATURDAY	11:00AM - 9:00PM
SUNDAY	11:00AM - 6:00PM

## ADMINISTRATION OFFICE HOURS

MON - FRIDAY	9:00AM - 5:00PM
SAT - SUNDAY	CLOSED



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