



July 5, 2023

To: Members of The Niners, CWGA, and CMC

Subject: Boundaries, Consideration, and Respect

The Charbonneau Golf Club is a rather unique golf club in the Portland area. While we are a public golf course like Langdon Farms, OGA, or any of the Portland city courses; it is easy for our annual members and club golfers to think of the course as semi private. There are a significant number of golfers that play three or more times per week (myself included) so we become very familiar with the staff and other regular golfers. I think many of the golfers who live in Charbonneau think of our course as "my course". Our pride in the Charbonneau Golf Course has helped the course survive very difficult financial conditions in the past and is now contributing to its success. In the first three months of our fiscal year, April, May, and June, we have seen our revenue grow 50% over the same period last year. The courses will experience over 22,000 paid rounds of golf in just three months. The good weather is certainly a factor, but Charbonneau is attracting more golfers outside the community and the fabulous condition of the three courses is keeping them coming back. Our annual memberships in all varieties have risen to a record 473, with 183 of them being the highest category of unlimited play 7 days per week. Comparing ourselves to other golf courses in the Portland area, we are recognized as the best value.

All this success does not come easily and the real credit goes to our Charbonneau Golf Club employees. Our course maintenance staff, led by course superintendent Matt Collier, start each morning at 5:30 AM working on a myriad of projects and weekly maintenance jobs to keep our 27 holes in top playing condition. Even that early start time does not always leave the crews adequate time to perform their on-course work before the first golfers begin teeing off, as early as 6:30. This has led to some recent incidents where our superintendent and other personnel have been grazed or nearly hit with golf balls. A golf ball hit by a club can be a deadly projectile when it meets up with a person. While certainly accidental, many of these incidents could have been avoided by our golfers simply not hitting while maintenance personnel are in the line of sight. Yes, we do stress pace of play, particularly among our clubs, but not at the cost of potential injury to someone else. As a golf club, we will now begin blocking out some tee times so that personnel can complete larger jobs like fairway sanding and fertilization without golfers on the course. We may also delay the first tee time for some of our club play by a half hour to one hour in the morning to give grounds crew more time on the course alone. Common sense and consideration will prove to be the best guidelines.

The Charbonneau Golf Course maintenance facility on French Prairie will now only be accessible to CGC employees and authorized personnel. Annual members and the public must make an appointment. We recognize that our maintenance foreman, Richie DeBelloy, does perform work on golf carts but we need that work to be scheduled in advance and will no longer allow non authorized personnel to just drop in at the maintenance facility. This is for safety reasons and out of respect for the daily work our employees are expected to perform.

Life around the Charbonneau “campus” that includes the pro shop, The Market Café, our new activity center, the event center, and the patio pavilion is hopping and vibrant like no time I remember in my ten plus years living here. Our pro shop and Market Café personnel have significant people interaction throughout their day. Our annual members and club members who frequent the pro shop and Market Café are not shy with opinions on what they like, don’t like, or would like changed at the golf course and the restaurant. These opinions and suggestions matter a great deal to us as they come from our most loyal customers. The suggestions and opinions, however, made to our personnel are not always timely or in consideration of that employee’s other duties. Sometimes these employees are just too busy or in no position to deal with a complaint or suggestion. This has resulted in some stressed out employees who feel caught between doing their job and trying to please a specific customer. Going forward, we ask that when you have a complaint or a suggestion for any of our operations you email it to General Manager, Chris Bensel at: chris@charbonneaugolfclub.com . Feel free to attach a “Read Receipt” to the email if you are concerned it will “get lost in the shuffle”. We want and value your compliments, complaints, and suggestions. We just need to set some boundaries on how they are delivered so personnel can concentrate on the job at hand.

Both the CGC board of directors and personnel know we still have issues to work on and improvements to make. That awareness is why I am so excited about the future of the Charbonneau Golf Club. We have turned the operation into a profitable and self-sustaining enterprise, while significantly growing our revenue and customer base. With 27 holes available, we still have plenty of open tee times on most days. Our courses are playing to the best condition in their history and we still see lots of areas for improvement. It remains our goal to give you, our customers, a great golf experience.

Sincerely Yours,

A handwritten signature in cursive script that reads "Bill".

Bill Bray
President