

**BRUCE BARILLA**

Bruce Barilla has consulted at over 60 clubs. As a courtesy, he provides many complimentary teaching tools for a better locker room at: [www.lrcgolf.com](http://www.lrcgolf.com)

# Redo or Brand New Locker Room

## *Have Your Architect and Interior Designer Ever Been Locker Room Attendants?*

This is more than a fair question to me.

As a board member, you are responsible for spending millions of dollars of someone else's money. To get it right and avoid continual criticism, why are you hiring someone without experience working in a locker room to design it?

Common sense says you would not pay the tennis pro to give you golf lessons or hire a plumber to do the electrical work. Do not be sold on a "You'll love it!" promise by a self-confident, overly friendly personality whose locker room experience is limited perhaps to cut and paste one size fits all projects.

Do I sound too harsh? Sorry. I have been disappointed when I have seen omissions of major importance in a new build or major renovation. I agree that it is a different situation if the architect and interior designer play golf frequently, belong to private golf clubs, have visited many other locker rooms, keep updated files of resource material with photos and survey members about their locker room needs and wants before construction begins.

However, based on personal experience, this is still not enough. Locker room managers and their staff need a say-so along with having their ideas and suggestions accepted and implemented as part of the finished project. For example, new wood lockers might look nice but if they are not as roomy as the ones replaced, members will be unhappy.

### **GETTING THE LOCKER ROOM ATTENDANT INVOLVED**

Common sense says that experienced employees will know what they need to do their job. When their input is ignored, they are insulted that their voice does not matter. The completed project will be a constant reminder. Morale will decrease. Should their input be the only input? Of course not. The members need to have ample opportunities to provide their input, too. Ideally, planning meetings must include the architect, interior designer, members' representative, GM, CM, facility manager and locker room manager. It must be a team effort.

### **TEAMWORK**

In fairness, I am not an architect or an interior designer. I respect their skills and some of the beautiful work I have seen. I make mistakes, do not claim to have all the answers and learn something new every time I visit another club. However, I know that with a combined effort, without egos and arrogance getting in the way, the finished product will be something to be proud of.

### **WHO IS PAYING THE BILLS?**

If the architect and interior designer seem less than cooperative when the board is searching for someone to hire, remember that the club is paying the bills and signing their checks. They work for the club and not the other way around. There are many firms from which to choose. Once the project is done, major changes will not be redone to correct mistakes caused by not knowing what is needed for an efficient, functional and satisfying locker room layout design.

I would request a "satisfaction guaranteed or partial money back" clause and a product-limited warranty in the signed contract. Negotiate this when deciding which firm to hire. It would also be wise to have in writing that the total payment is not due at the closing but later, in case something goes wrong. I want the club to get its money's worth.

**Resources for a better locker room:** Visit [www.lrcgolf.com](http://www.lrcgolf.com) for many complimentary resources. They include a tip-of-the-week collection covering amenities, layout, service and staff training; PowerPoint shows; a questionnaire to grade the current locker room; a layout features checklists; and a collection of articles published in *BoardRoom*. Please accept this as my contribution to a successful redo or brand new locker room. Thank you. **BR**

