



Please Honor Requests By Your Locker Room Staff

Many excellent locker room employees want and try to make the locker room the best it can be. However, they are unable because they lack the needed amenities and "tools" to do the job.

Sadly and unfortunately, those with approval authority sometimes ignore, avoid or dismiss staff requests. The result is a locker room less than it could be, with increased staff frustration, a decrease in morale and the potential for employee turnover.

PUT YOURSELF IN THEIR PLACE

It is important to honor requests by your locker room staff whenever possible. Be concerned about their feelings and put yourself in their place. When not done, the high-standards employees find it extremely disappointing and discouraging as they know things should be better for members and guests. The locker room is also a reflection of them.

While I agree that some improvements take time and long-term budgeting, many requests are simple and easy fixes that do not require a large cash outlay. I consider them an investment in a better overall locker room experience rather than just a bottom-line expense.

Additionally, please work with the staff when doing a major renovation project. Staff can help design an efficient floor plan layout, recommend lockers that are roomy and functional, choose the location of the shoeshine room and know where to install extra shelves to display bathroom and shower amenities.

Respectfully, if the architect and interior designer have never worked as locker room attendants, the club is at a disadvantage and not getting its money's worth. It is wise to consider doing many of the changes in-house. For instance, the bathrooms in the deluxe rooms at The Greenbrier, done professionally in-house, are the nicest I have ever seen. A team effort makes more sense.

SEEING IS BELIEVING

It is wrong when the club's website claims that the club has the finest amenities and the best service when in reality it does not even though it sounds good, has a competitive advertising advantage and helps attract new members. Do you have doubts?

EXAMPLES OF REQUESTS NOT HONORED

What is considered one of the best locker rooms anywhere still lacks an open service counter as part of the shoeshine room rather than an obstructive wall. It also lacks heated towels by the showers and a large glass door refrigerator for chilled bath towels by the steam, sauna and whirlpool.

A golf club hosting pro tour events needs a U-shaped amenity shelf around the sides and back of each individually partitioned grooming sink because the items on the counter get wet.

The shoeshine attendant at a city club needs and wants a QuikDry4P shoe drying cabinet to prepare street shoes before polishing and to present warm shoes on cold days. An opening between two locker coves at a golf resort would provide better visibility, service and security.

Allowing locker room "managers" to order and arrange supplies without oversight makes them feel more like managers. Concern was expressed before ordering that the sample new wood locker held less than the old metal ones being replaced. Afterward, the members complained.

Featuring heated robes in the women's locker room provides a feminine touch. Relocating the shoe shine room to a centrally located area and adding a barbershop in its place is doable at a club in the Midwest, as is adding a massage room at a club out east.

Heated robes should also be a Forbes Five-Star spa locker room requirement along with heated bath towels, chilled bath towels, scented damp chilled and scented damp warm face towels, hot lather machines, freshly squeezed juice, fresh cut fruit and homemade pastries each in separate containers plus wrapped chocolates. These upgrades would have improved the Forbes Five-Star spa, where I was a locker room attendant.

If I may politely and sincerely make one request, it is this: "Please honor requests by your locker room staff." **BR**