City of Spokane PARKS & RECREATION

Spokane Park Board Golf Committee

8:00 a.m., Tuesday, Oct. 06, 2026
In-person: Ponderosa Room, Finch Arboretum, 3404 W. Woodland Blvd, Spokane, WA 99224
Webex virtual meeting: Call-in: 408-418-9388; Access code: **2493 606 9219**
Mark Poirier, Golf Manager

Committee Members:

Barb Richey – Chair
Gerry Sperling
Doug Kelley
Dean Davis

The Golf Committee meeting will be held in-person in the Riverfront Park Pavillion Conference Room and virtually via WebEx at 8:00 a.m. Tuesday, Oct. 06, 2026. Committee members, staff, and presenters still have the option to participate virtually via WebEx during all meetings.

The public may listen to the meeting by calling 408-418-9388 and entering access code **2493 606 9219**, when prompted. Written public comment may be submitted via email or mail. Comments must be received no later than 1:00 p.m. Oct. 05 by email to: *spokaneparks@spokanecity.org* or mail to: Spokane Park Board, 5th floor City Hall, 808 West Spokane Falls Blvd., Spokane, Washington 99201. Submitted public comments will be presented to committee members prior to the meeting.

Agenda

Call to order – *Barb Richey*

Public comment – *Barb Richey*

Action Items:

1. Kyle Kelly dba 2ks Golf Management / The Creek at Qualchan Golf Professional contract / over $50,000 -*Mark Poirier*
    a. Agenda attachments include RFP and Kelly RFP Response

Discussion Items:

1. Golf professional RFP process update - *Mark Poirier*

Standing Report Items:

1. Golf marketing report - *Fianna Dickson*
2. Golf financial report - *Mark Poirier*
3. Superintendents report - *Mark Poirier*
4. What's happening at the courses - *Mark Poirier*

Adjournment – *Barb Richey*

Agenda Subject to Change

Americans with Disabilities Act (ADA) Information: The City of Spokane is committed to providing equal access to its facilities, programs and services for persons with disabilities. Individuals requesting reasonable accommodations or further information may call, write, or email Human Resources at 509.625.6373, 808 W. Spokane Falls Blvd, Spokane, WA, 99201; or *ddecorde@spokanecity.org*. Persons who are deaf or hard of hearing may contact Human Resources through the Washington Relay Service at 7-1-1. Please contact us forty-eight (48) hours before the meeting date.

Return to Agenda

Spokane Park Board Briefing Paper

Committee	Golf **Committee meeting date**: 10/6/26
Requester	Mark Poirer **Phone number**: 509-625-4653
Type of agenda item	◯ Consent ◯ Discussion ◯ Information ◉ Action
Type of contract/agreement	◉ New ◯ Renewal/ext. ◯ Lease ◯ Amendment/change order ◯ Other
City Clerks file (OPR or policy #)	
Master Plan Goal,Objective,Strategy (Click **HERE** for link to the adopted plan)	**Master Plan Priority Tier**: (pg. 171-175)
Item title: (Use exact language noted on the agenda)	Kyle Kelly dba 2ks Golf Management / The Creek at Qualchan Golf Professional contract / over $50,000
Begin/end dates	Begins: 01/01/2027 Ends: 12/31/2031 ☐ 06/01/2525

Background/history:

Professional service contracts greater than $50,000 require a Request for Proposal (RFP) process administered by City Purchasing Department.

Current contracting golf professional at The Creek at Qualchan, Mark Gardner, has announced his retirement end of year 2026.

Parks and Recreation Golf issued an RFP for golf professional contract services for the years 2027-2031 (5-years) which includes an optional 5-year renewal.

Parks and Recreation Golf received 4 qualified responses. Kyle Kelly, Golf Professional dba 2ks Golf Management, scored the highest in both the written proposal and oral presentation to selection panel.

Motion wording:

To approve a 5-year contract, with an optional 5-year extension, between the City of Spokane and Golf Professional Kyle Kelly dba 2ks Golf Management LLC.

Approvals/signatures outside Parks: ◉ Yes ◯ No

If so, who/what department, agency or company:

Name: Kyle Kelly Email address: 2ksgolfmanagement@gmail.com Phone: 760-898-1652

Distribution:

Parks – Accounting
Parks – Sarah Deatrich
Requester: Mark Poirier
Grant Management Department/Name:

Fiscal impact: ◉ **Expenditure** ◯ **Revenue**

Amount: over $50,000 (see contract details)

Budget code: TBD

Vendor: ◯ Existing vendor ◉ New vendor

Supporting documents:

- ☑ Quotes/solicitation (RFP, RFQ, RFB)
- ☐ Contractor is on the MRSC Roster - City of Spokane
- ☑ UBI: 606 217 258 Business license expiration date: 9/30/27
- ☐ W-9 (for new contractors/consultants/vendors
- ☐ ACH Forms (for new contractors/consultants/vendors
- ☐ Insurance Certificate (min. $1 million in General Liability)

CITY OF SPOKANE – PURCHASING
& CONTRACTS
915 N. Nelson St.
Spokane, Washington 99202
(509) 625-6400

REQUEST FOR PROPOSALS

RFP NUMBER: 6535-26 **RFP TITLE: Head Golf Professional/Manager at The Creek at Qualchan Golf Course, 301 E Meadowlane Road, Spokane WA 99224** **RFP COORDINATOR: Thea Prince, City of Spokane Purchasing Department** **GOLF COURSE TOUR: Tuesday May 19th 2026 9:00 am at The Creek at Qualchan Golf Course** **QUESTION DEADLINE: Monday June 8th 2026 TIME: 5:00 pm**	**PROPOSAL DUE DATE: Monday, June 15th, 2026** **TIME: 1:00 pm** **PROPOSAL SUBMITTAL:** **All Proposals shall be submitted electronically through the ProcureWare online procurement system portal: https://spokane.procureware.com by the due date and time.**

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1. GENERAL INFORMATION

1.1 GOLF COURSE TOUR

A Golf Course Tour is scheduled to be held on Tuesday May 19th at 9:00 am, local time, at **The Creek at Qualchan Golf Course Clubhouse located at 301 E. Meadowlane Rd., Spokane WA 99224** All prospective Proposers should attend; however, attendance is not mandatory. Questions and answers will be issued by Addenda through the City of Spokane's online procurement system portal https://spokane.procureware.com. The City shall be bound only to written answers to questions. Any oral responses given at the Pre-Proposal Conference shall be considered unofficial.

1.2 COMMUNICATION

All communication between the Proposer and the City shall be with the Request for Proposals Coordinator and submitted through the 'Clarifications' tab in the City of Spokane's online procurement system portal: https://spokane.procureware.com. Any communication directed to other parties is prohibited.

1.3 BACKGROUND AND PURPOSE

The City of Spokane, through its Parks and Recreation Department (hereinafter "City") is initiating this Request for Proposals (RFP) to solicit Proposals from prospective Individuals interested in providing Golf Professional/Manager Services for one of the City's municipal golf courses; specifically The Creek at Qualchan.

1.4 MINIMUM QUALIFICATIONS

Prospective Golf Professional's must be licensed to do business in the State of Washington and a PGA (Professional Golf Association) certified member.

1.5 CONTRACT PERIOD

Any contract resulting from this RFP will be five (5) years. Contract is renewable upon mutual agreement for one (1) five-year period.

1.6 ADDENDA

It is the responsibility of Proposers to check the City of Spokane's online procurement system https://spokane.procureware.com for Addenda or other additional information that may be posted regarding this Request for Proposals.

1.7 TERMS AND CONDITIONS

Terms and Conditions applicable to this RFP are included herein by reference and attached to this RFP as Attachment 1.

1.8 ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES

Golf Course Tour	May 19th, 2026 – 9:00am
Deadline for Questions	June 8th, 2026 – 5:00pm
Proposals Due	June 15th, 2026 – 1:00pm
Evaluation, Negotiation and Contract Award	TBD

Begin Contract Work	January 1st, 2027 (or sooner)

The City reserves the right to revise the above schedule.

1.9 DEFINITIONS

Definitions for the purposes of this RFP include:

City – The City of Spokane, a Washington State municipal corporation, the agency issuing this RFP.

Golf Professional – Individual who's Proposal has been accepted by the City and is awarded a fully executed, written contract and who is already recognized in good standing with the Professional Golf Association (PGA).

Proposal – A formal offer submitted in response to this solicitation**.**

Proposer - Firm submitting a Proposal in order to attain a contract with the City.

Request for Proposals (RFP) – Formal procurement document in which a service or need is identified but no specific method to achieve it has been chosen. The purpose of an RFP is to permit the consultant community to suggest various approaches to meet the City's needs at a given price.

2. SCOPE OF SERVICES

The City is requesting proposals from qualified golf professionals to operate The Creek at Qualchan golf course, clubhouse, driving range and pro shop. The Creek at Qualchan is one (1) of four (4) City owned municipal golf courses.

Constructed in 1992, this course is celebrating its 32nd year of operation in 2026. The Creek at Qualchan is located in Southwest Spokane, nestled along the banks of Hangman Creek. Spokane's newest course features 5 ponds, wooded and hilly landscape and requires target style accuracy. Par 72, will give all skill levels a special golf experience that teases, tempts, and tantalizes.

Ratings:

Men's Blue: 71.3/127
Women's Blue: 78.1/138
Men's White: 69.4/124
Women's White: 75.7.7/121
Men's Red: 66.7/118
Women's Red: 71.2/120

The 6,559 yard course is complemented by a pro shop, a grass driving range, a restaurant with indoor seating, an outdoor patio area with dynamic views of the course and on-site parking. Parks and Recreation will consider proposals that anticipate capital project improvements and recover of improvement costs by the professional. The course draws heavy play from local residents as well as out-of-town visitors. Over the past decade, an eight month golf season draws an average of 43,000 plays per year.

Pro shop

- 1360sf (main)
- 1340sf (lower level)

Clubhouse

- 3600sf (main floor)
- 760sf (lower level)

3. PROPOSAL CONTENTS

3.1 PREPARATION OF PROPOSAL

Proposals shall be clear, concise, in order and titled as: Letter of Submittal, Technical Proposal, Management Proposal and Cost Proposal.

3.2 LETTER OF SUBMITTAL

The Letter of Submittal shall be signed and dated by a person authorized to legally bind the Firm to a contractual relationship. Include the following information about the Firm and any proposed sub-consultants:

A. Name, address, principal place of business, telephone number, and e-mail address of legal entity or individual with whom contract would be written.

B. Legal status of the Firm (sole proprietorship, partnership, corporation, etc.) and location of the facility from which the Firm would operate.

C. Identification of any current or former employees from the participating Agencies employed by or on the Firm's governing board as of the date of the Proposal or during the previous twelve (12) months.

D. Confirmation that Firm meets minimum qualifications as identified in Paragraph 1.3 "Minimum Qualifications".

E. Acknowledgement that the Firm will comply with all terms and conditions set forth in the Request for Proposals, unless otherwise agreed by the Agencies.

3.3 TECHNICAL PROPOSAL

The Technical Proposal shall contain a comprehensive description of services including the following elements:

Provide a detailed business plan including your schedule for implementing the contract should you be selected as the successful Proposer. Your plan and schedule should address the following elements:

1. Occupation of the Pro-Shop (how you will be customer ready by the 2027 golf season)
2. Pro-Shop renovations
3. Restaurant/Clubhouse renovations
4. Evidence of obtaining a Washington State Business License
5. Evidence of the ability of obtaining a Washington State liquor license
6. Recruitment and training of staff (provide an organizational chart)

7. Providing sixty-five (65) power carts for rental. Carts must be no older than five (5) years from date of manufacture.
8. Plan to obtain adequate Pro-Shop merchandise
9. Operation of the driving range.
10. How you plan to build relationships with the existing golf course superintendent and maintenance staff, who work directly for the City of Spokane.
11. Any other details necessary to have The Creek at Qualchan fully operational by January 1, 2027.
12. Proposed operating and capital budget for years 2027-2031 (incorporating proposed revenue projections below)

3.4 MANAGEMENT PROPOSAL

Proposal content for this section shall include experience, capabilities, qualifications, and application of resources to convey the ability to perform the scope of services.

A. EXPERIENCE OF THE GOLF PROFESSIONAL

1. Provide a career resume with your accomplishments that showcase why you are the best Golf Professional to lead The Creek at Qualchan Golf Course.

2. Provide your experience leading golf lesson instructional programs.

3. Provide evidence you are current in the PGA certification program.

4. Provide an organizational chart of your proposed team, indicating lines of authority for personnel involved in the performance of this potential contract and relationships of this proposed staff to the programs and functions of the Proposer.

5. Include a list of contracts the Proposer has had during the last five (5) years that relate to the Proposer's ability to perform the services needed under this RFP. List contract reference numbers, contract period of performance, contact persons, telephone numbers, and fax numbers/e-mail addresses. The Proposer grants permission to the City to contact the references provided.

B. REFERENCES

List names, addresses, telephone numbers, and fax numbers/e-mail addresses of three (3) business references for whom work has been accomplished and briefly describe the type of service provided. The Proposer grants permission to the City to contact the references provided. Do not include current City staff as references. The City may evaluate references at the City's discretion.

C. RELATED INFORMATION

1. If the Proposer has had a contract terminated for default in the last five (5) years, describe the incident. Termination for default is defined as notice to stop performance due to the Proposers non-performance or poor performance and if the issue of performance was either (a) not litigated due to inaction on the part of the Proposer, or (b) litigated and such litigation determined that the Proposer was in default. Failure to disclose may result in rejection of proposal or potential breach of contract.

2. Submit full details of the terms for default including the other party's name, address, and phone number. Present the Proposer's position on the matter. The City will evaluate the facts and may, at its sole discretion, reject the Proposal on the grounds of a past experience. If no such termination for default has been experienced by the Proposer in the past five (5) years, please so indicate.

D. FINANCIAL INFORMATION

Provide a letter of credit from a financial institution demonstrating financial stability to include the amount of approved credit available for business startup or continuation costs.

E. LITIGATION/LIENS

1. Litigation: Provide the style and cite of any current/pending litigation and any litigation settled or disposed within the past five (5) years against the Proposer or brought forth by the Proposer, including its parent, sister or subsidiary companies and proposed sub-contractors. (See issue of Non-Disclosure above in section 3.4(c))

2. Liens: Provide the style and cite of any current/pending liens and any liens settled or disposed of within the past five (5) years against the Proposer or brought forth by the Proposer, including its parent, sister or subsidiary companies and proposed sub-contractors.

3.5 REVENUE SHARING PROPOSAL

Historically City of Spokane Parks and Recreation has been entitled to the following at The Creek at Qualchan Golf Course:

- 1% of gross receipts from the operation of the practice range
- 1% of gross receipts from rental of golf carts and pull carts
- 1% of gross receipts from Pro Shop sales, including golf club rentals
- 100% of green fees
- 0% of food/beverage concession sales

Please propose a revenue plan for your five (5) year Proposal. Entitlements are up for negotiation.

Category	City Golf Division%	Golf Professional %
Practice Range		
Rental Carts		
Pro Shop Sales		
Food/Beverage Concessions		
Green Fees		
Lessons		
Off-season revenue		

4. PROPOSAL SUBMISSION AND EVALUATION

4.1 SUBMISSION OF PROPOSALS

Proposals shall be submitted with most favorable terms that can be proposed. There will be no best and final offer procedure. Proposals shall be submitted electronically through the City of Spokane's online procurement system portal: https://spokane.procureware.com before the due date and time. **Hard paper, e-mailed, or faxed copies will not be accepted. Late Proposals shall not be accepted.** Proposers must register if they have not done so previously and follow the steps below to enter and submit the electronic Proposal:

1. Click on "Bids" located on the left hand column.
2. Find the applicable project and click the "Project Number".
3. Click on the "Response" tab.
4. In the "Questions" tab, **answer questions and upload required documents** into the bid portal by clicking on "Browse" for each item. Note that only one document can be uploaded per question line item so combine if necessary.
5. Click on the "Pricing" tab and enter pricing as requested. A "Comment" field is available if needed. Skip "Pricing" Tab if it has no line items. Cost shall be included in Proposal document submitted.
6. Once the Questions have been entered, the yellow "Question Response" information message will change from incomplete to complete. Then the "Submit" button will become available.
7. Click the "Submit Bid" button and review the terms and conditions, pop-up window that appears. If you agree to the terms and conditions, click the "I Accept and Submit this Bid" button.
8. If you want to remove your Proposal, click the red "Withdraw Bid" button in the "Response" tab for the applicable Proposal.

4.2 EVALUATION PROCEDURE

Responsive Proposals will be evaluated in accordance with the requirements stated in this solicitation and any addenda issued. Point scoring is preliminary for evaluation discussion to determine ranking.

The City, at its sole discretion, may elect to select the top-scoring Firms as finalists for an oral presentation and evaluation. The RFP Coordinator may contact the Firm for clarification of any portion of the Firm's Proposal.

4.3 EVALUATION SCORING

The Proposal will be evaluated as follows:

TECHNICAL PROPOSAL – 35% Business Plan Implementation Plan	 35 Points (Maximum) 35 Points (Maximum)	70 points
MANAGEMENT PROPOSAL – 30% References Golf Lesson Program experience Experience/Resume	 15 Points (Maximum) 15 Points (Maximum) 30 Points (Maximum)	60 points
COST PROPOSAL – 35%	70 Points (Maximum)	70 points
GRAND TOTAL FOR WRITTEN PROPOSAL		**200 POINTS**

4.4 AWARD/REJECTION OF PROPOSAL/CONTRACT

This RFP does not obligate the City to award a contract. Any contract awarded as a result of this procurement is contingent upon the availability of funding.

The City of Spokane reserves the option of awarding this contract in any manner most advantageous for the City and without further discussion of submitted Proposal. Failure to comply with any part of the RFP may result in rejection of Proposal as non-responsive. The City also reserves the right, at its sole discretion, to waive minor irregularities, reject any and all Proposals received without penalty and to not issue a contract from this RFP. More than one contract may be awarded. Contract negotiations may incorporate some or all of the Proposal.

Award of contract, when and if made, will be to the Proposer whose Proposal is the most favorable to the City including, but not exclusively, consideration of the evaluation criteria. Interlocal agreements accessing other agency contracts where applicable may be considered as a Proposal. Contract is optional (non-exclusive) use.

5. RFP ATTACHMENTS

Attached to this RFP and incorporated herein by reference are the following background documents:

- The Creek at Qualchan Golf Course Financials
- 1990 Golf Course Plan Rendering
- 1992 Clubhouse Electrical
- Terms & Conditions

Bid Response Summary

Bid Number RFP 6535-26
Bid Title Head Golf Professional/Manager at The Creek at Qualchan Golf Course
Bid Base Currency USD
Due Date Monday, June 15, 2026 1:00:00 PM [(UTC-08:00) Pacific Time (US & Canada)]
Bid Status Closed to Bidding
Company 2K's Golf Management
Submitted By Kyle Kelly - Saturday, June 6, 2026 10:13:31 AM [(UTC-08:00) Pacific Time (US & Canada)]
Kyle@premiergolfoutings.com 7608981652
Comments

Question Responses

Group	Reference Number	Question	Response
PROPOSER ACKNOWLEDGMENTS:			
	1	Proposer Acknowledges receipt of Addenda by entering quantity of Addenda here (enter 0 if none have been issued):	1
	2	Proposer agrees and acknowledges that Request for Proposal document(s) and all related information has been read and understood.	I agree and I acknowledge
	3	Proposer agrees and acknowledges compliance with Terms and Conditions in Informal Request for Proposal document(s). If answer is " AGREED WITH EXCEPTION IDENTIFIED", include requested exception in proposal submittal on separate page and title as “Exception to Terms and Conditions”. The City will consider and determine if exception will be accepted.	AGREED AND ACKNOWLEDGED
	4	Proposer agrees and acknowledges that proprietary information must be included in Proposal submittal on separate page(s) and clearly identified as “Proprietary”. See “Proprietary Information/Public Disclosure” Paragraph for public record requirements.	I agree and I acknowledge
	5	The Contractor shall not award any portion of the Work to any subcontractor without the City's prior approval. The Contractor shall be fully responsible to the City for the acts, errors and omissions of its subcontractors. No contractual relationship shall be created between any subcontractor and the City.	FWfwfe
	6	Proposer has included Letter of Submittal with Proposal combined into one document per Section 3 "Proposal Content" instructions.	I agree and I acknowledge

	7	Proposer acknowledges and agrees with Paragraph 4.4 Award/Rejection of Proposal/Contract.	I agree and I acknowledge
	8	Provide the name, phone number and email address for point of contact person regarding this Proposal.	Kyle Kelly 3019 W. 22nd Ave Spokane, WA 99224 kyle@premiergolfoutings.com
	9	Provide the name, phone number, and email address for the person in your Firm that would potentially sign a contract through the DocuSign process used by the City.	Kyle Kelly (760) 898-1652 kyle@premiergolfoutings.com
DOCUMENTS TO UPLOAD:			
	1	Upload Request for Proposal Response (your Firm's Proposal). Combine documents as needed. Only one document can be uploaded in this line item.	Kyle Kelly - RFP 6535-26.pdf
	2	Upload Addenda documents if applicable and if not combined with uploaded Proposal response. Combine documents as needed. Only one document can be uploaded in this line item.	
	3	Upload any other information required or desired. Combine documents as needed. Only one document can be uploaded in this line item.	
	4	Upload any other information required or desired. Combine documents as needed. Only one document can be uploaded in this line item.	

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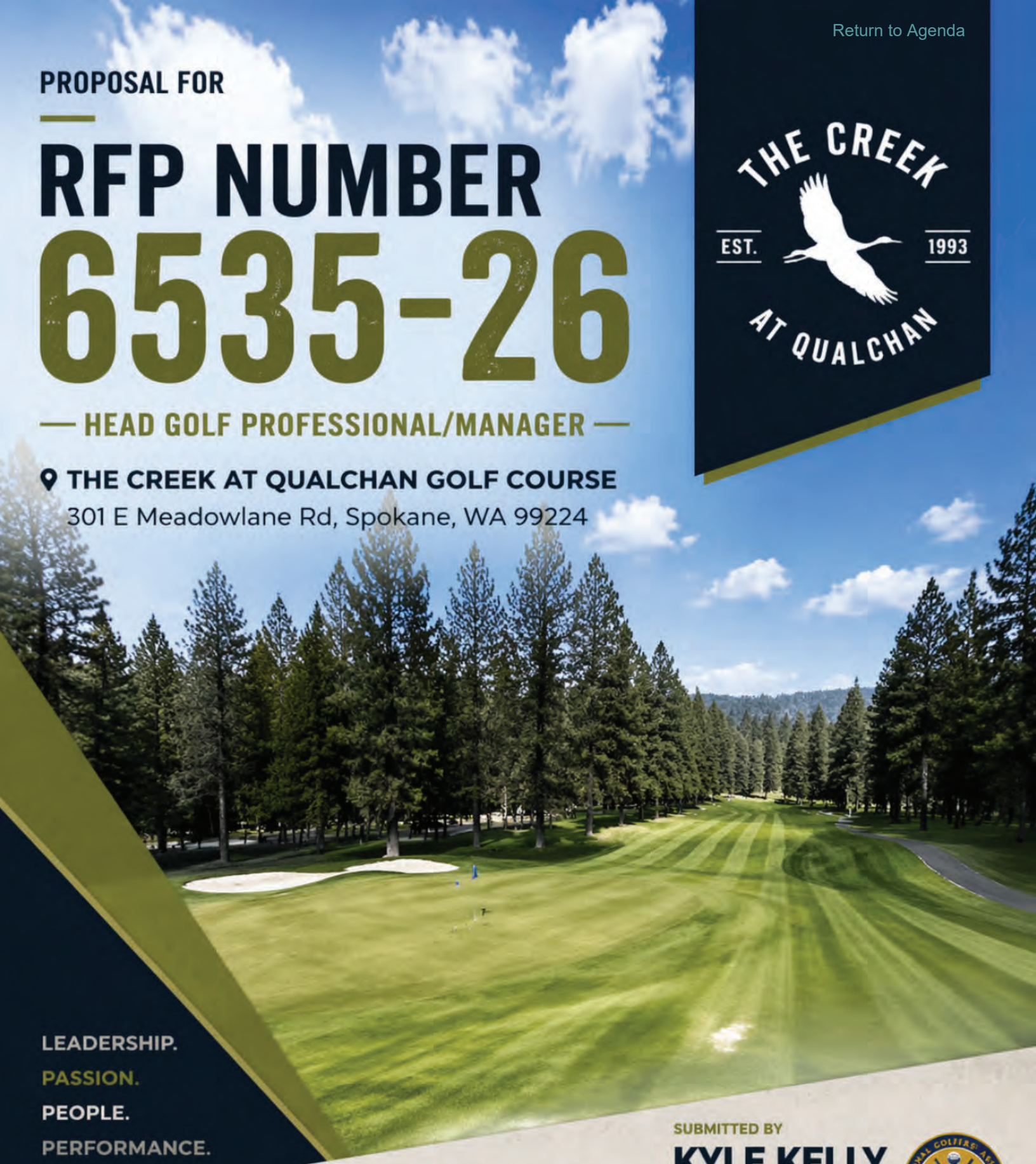
PROPOSAL FOR

RFP NUMBER 6535-26

— HEAD GOLF PROFESSIONAL/MANAGER —

THE CREEK AT QUALCHAN GOLF COURSE
301 E Meadowlane Rd, Spokane, WA 99224

THE CREEK AT QUALCHAN
EST. 1993



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SUBMITTED BY
KYLE KELLY
PGA Director of Golf
The Creek at Qualchan
(760) 898-1652
kyle@premiergolfoutings.com

3.2 LETTER OF SUBMITTAL

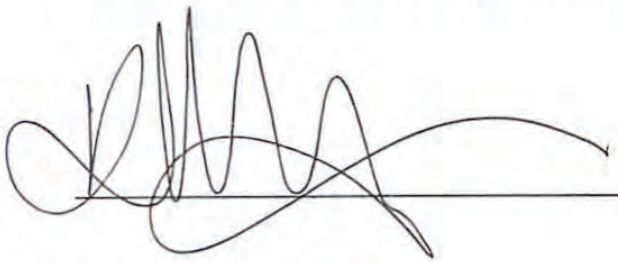
In response to RFP Number 6535-26, please accept this Letter of Submittal and the following proposal for the position of Head Golf Professional/Manager at The Creek at Qualchan Golf Course, located at 301 E. Meadowlane Rd. in Spokane, Washington.

As a PGA golf professional who grew up playing at Esmeralda, picked the range at Downriver, and then began my journey to PGA membership at The Creek at Qualchan, I believe my experience and love for Spokane city golf make me the ideal candidate to lead the next chapter at Qualchan.

I am fortunate to have learned the game and business of golf from Mark Gardner, who has been at Qualchan since the course opened in 1993. The past two years, I have been privileged to run day-to-day operations for Mark, as Director of Golf, and I am confident that my leadership will allow this incredibly special facility to continue to thrive. I will work passionately to ensure The Creek at Qualchan remains the "gold standard" for public golf in the Pacific Northwest.

In the following pages, I am extremely excited to lay out my experience, qualifications, and detailed plans for running operations at The Creek at Qualchan.

I have prepared this entire proposal personally, and I agree to comply with all terms and conditions set forth in the Request for Proposal Number 6535-26.



5/30/2026

Kyle Kelly PGA
President
2K's Golf Management, LLC
3019 W. 22nd Ave.
Spokane, WA 99224
(760) 898-1652
kyle@premiergolfoutings.com

Date

2Ks GOLF MANAGEMENT, LLC.
STRATEGY. PERFORMANCE. EXCELLENCE.

TECHNICAL PROPOSAL

“Your Course, Our Commitment”

3.3 TECHNICAL PROPOSAL

1. Occupation of the Pro Shop (how will you be customer-ready by the 2027 golf season)

Fortunately, I am in a great position to be ready for the 2027 season. As stated in my letter of submittal, I have been in the position of Director of Golf at Qualchan for two years, running this operation for Mark Gardner. Mark and I have had a close relationship for 40 years now, as I started working for him when he was at Downriver in 1992.

I have already had several in-depth conversations with Mark about how this transition would work, should I be selected. The transition would be nearly seamless, as I would work out a financial agreement with Mark to purchase the majority of everything he owns at Qualchan.

Carts:
Mark has a fleet of 65 Yamaha golf cars that are in excellent shape and will be three years old at the start of 2027. I would purchase these carts from him and use them as my fleet for two more years.

Utility Carts:
Mark currently owns two beverage carts and one range picker cart, with attachments. I would purchase these from him as well.

Range Balls and Baskets:
Existing range balls, new and old, would be purchased from Mark and used to start the 2027 season. In addition, I will purchase new range balls to add in next Spring.

Rental Clubs and Push Carts:
Mark has 10 brand new sets of Tour Edge rental clubs. These sets will last another season, so I would purchase these and use them for the 2027 season. I would also purchase Mark's push carts, and then order 6-8 new push carts for next season.

Restaurant Equipment:
Mark owns most of the equipment in the restaurant: tables, chairs, patio furniture, dishwasher, coolers, freezers, ice machine, hot dog machine, two refrigerators, meat slicer, plates, cups, silverware, etc. We have worked out an agreement for me to purchase everything he owns in the restaurant. This will allow me to have the food & beverage operation up and running for the start of the season. New equipment will be purchased as needed.

Golf Shop Inventory:
I would buy the existing inventory in the golf shop from Mark, and then order new inventory for Spring 2027. I will also take on the golf shop credit book, so customers will not experience any disruption to their credit balance, and it will not be necessary for them to spend their existing credit by the end of the year.

Televisions, Golf Simulator, Desks, Chairs, Tools, and Misc Supplies:
Everything not mentioned above would be included in the purchase agreement between Mark Gardner and me.

Mark A. Gardner, PGA
PNWPGA Hall of Fame/ Outgoing Manager
The Creek at Qualchan Golf Course
Cell: 509-230-9156
May 2, 2026

City of Spokane
Parks and Recreation Department
Attn: RFP 6535-26 Selection Committee
808 W. Spokane Falls Blvd.
Spokane, WA 99201

SUBJECT: Letter of Recommendation for Kyle Kelly, PGA – RFP 6535-26 (Manager/Head PGA Professional – The Creek at Qualchan)

Dear Members of the Selection Committee,

It is a privilege to write this letter of ultimate endorsement for Kyle Kelly, PGA, regarding his proposal for the Head Golf Professional and Course Manager contract at The Creek at Qualchan. Having served as the Manager here for the past 34 seasons—since the day The Creek at Qualchan first opened—I possess a unique, firsthand perspective on what this course requires to remain a crown jewel of Spokane's municipal golf system. In all my years in the Pacific Northwest PGA Section, I cannot imagine a more qualified, capable, or deserving Professional for this facility than Kyle Kelly.

Kyle literally grew up at The Creek at Qualchan. Over the decades, I have personally watched him excel at every tier of our operations. His career timeline represents the ultimate masterclass in facility operation:

- The Foundation: He began on the front lines as a course ranger, learning the nuances of pace of play and player relations.
- The Front Counter: He advanced to a pro shop assistant, mastering daily retail operations, point-of-sale systems, and public customer service.
- The Professional Ranks: He earned his stripes as a PGA assistant professional, taking on structural responsibilities, lesson programming, and tournament execution.
- The Executive Leadership: For the past 2 seasons, he has served as our Director of Golf, steering major operational decisions.

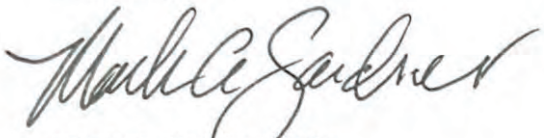
During these last 2 years as Director, Kyle has exceeded my expectations in every single department. He blends world-class golf credentials with elite management savvy. He is a past champion of the prestigious Rosauers Open, demonstrating competitive excellence that

commands immediate respect from regional peers and local players alike. Simultaneously, his operational oversight has kept our daily revenue, staff culture, tournament pipelines, and customer satisfaction at historic highs.

There is no learning curve for Kyle. He knows our layout, our regular players, our agronomy challenges, and our partnership with the city better than anyone else. He understands the precise balance of running The Creek at Qualchan as a high-volume, revenue-generating enterprise fund while preserving it as a welcoming community hub.

I endorse Kyle Kelly's proposal under RFP 6535-26 with the utmost enthusiasm and confidence. Passing the torch to him ensures that the high standards we built over 34 seasons will not only be preserved but elevated.

Sincerely,



Mark A. Gardner, PGA
Manager / Director of Golf
The Creek at Qualchan Golf Course
509-230-9156

INDIAN CANYON

June 2, 2026

To the City of Spokane Parks and Recreation Department and the Golf Selection Committee:

Iam writing to provide my strongest professional endorsement for **Kyle Kelly** for the position of **Head Golf Professional** at **The Creek at Qualchan Golf Course**. My recommendation is rooted in a professional relationship that spans 35 years, dating back to 1991 when I was the Assistant Professional at Downriver Golf Course and Kyle was establishing his foundations in the game. Having followed his journey from a standout local athlete to a highly respected PGA Director of Golf, I can state with absolute certainty that he is the right leader for this facility.

Kyle's connection to Spokane golf is profound. A North Central High School graduate and a decorated Eagle at Eastern Washington University, Kyle has always represented this region with excellence. His competitive pedigree is exemplified by his victory at the **2010 Rosauers Open Invitational** right here at Indian Canyon, where he demonstrated the elite skill and mental fortitude required of a top-tier professional.

Beyond his playing ability, Kyle brings a sophisticated level of management experience rarely seen in municipal golf. His 17-year tenure as Director of Golf at **Tamarisk Country Club**—a storied facility once led by Ben Hogan—has equipped him with a mastery of high-end service standards, complex budget management, and staff leadership. He understands the intricacies of managing a premier 18-hole championship course while maintaining the community-focused accessibility that Spokane's municipal system is known for.

Having served as an assistant professional at The Creek at Qualchan early in his career and more recently returned to help lead Qualchan as Mark Gardner positioned for retirement. Kyle already possesses an intimate understanding of the course's unique terrain and environmental sensitivities as well as the culture that exists there. As the current Head Professional at Indian Canyon, I recognize the qualities essential for success in our city's golf system: a commitment to customer service, the ability to drive revenue through creative programming, and a deep respect for course conditions. Kyle embodies all of these.

Kyle Kelly is a consummate professional who combines global-tier management experience with local heart. I highly recommend him for your next Head Golf Professional without reservation.

Sincerely,

Doug Phares
Head PGA Golf Professional, Indian Canyon Golf Course

3.3 TECHNICAL PROPOSAL

2. Pro-Shop renovations

The Pro Shop at Qualchan is in relatively good shape, but some cosmetic improvements are needed, starting with paint. Walls, window ledges, and doors all need new paint. I also plan to order some new tables and apparel fixtures. Our apparel companies are very willing to work with us and provide us with sleek, new fixtures that will look great in the newly painted Pro Shop.

The office in the Pro Shop needs to be updated and renovated to make it a more appealing place for vendors and/or customers to sit down and meet/chat. Since the beginning of golf, the "Pro's Office" has always been a gathering spot for regulars, and additional seating and new furniture will enhance this space. Organizing the office efficiently will free up space for these new items.

The basement below the Pro Shop has become a "catch-all" space, where inventory, teaching equipment, range balls, and rental clubs tend to get placed all over. I plan to install additional storage in the basement, in the form of storage racks, shelves, etc. More space for storage would help to keep this area organized, clean, and clear, allowing us to use the basement more efficiently, for things like cart repair and club repair. This will also help us store excess inventory in a way that is easy to find and bring upstairs for display. The basement doors underneath the Pro Shop need to be repaired/replaced; the hinges have failed, and the doors simply do not function properly. Finally, there are areas in the basement where drywall has been damaged as a result of years of parking carts in the basement. These spots have been inspected by the City Fire Marshall and need to be repaired immediately.

Several of the doors in the clubhouse need to be repaired as well. Over time, they have developed issues and simply don't open/close properly. In the interest of security, these issues will need to be addressed. Long-range plans would also include replacing the windows on the eastern-facing walls of the Pro Shop. These windows are double-pane, and condensation has crept in and created a real eye-sore.

Additional renovations and updates will need to be completed in the next five years.

3.3 TECHNICAL PROPOSAL

3. Restaurant / Clubhouse renovations

The restaurant/clubhouse is also in need of some cosmetic updates. The stalls and sinks in both the men's and women's restrooms need to be updated (replaced). Toilet seats need to be replaced as well.

Paint is needed in some areas, particularly on the main entrance doors. The blinds on the western-facing windows need to be replaced immediately, as they are in rough shape and barely function, making the afternoon sun in the restaurant an issue.

Aside from cosmetic repairs, I have also met with our Executive Chef, Chris Poole, to get his input on upgrades that need to be made in the kitchen.

- Beer Cooler in the basement needs to be replaced as soon as possible
- The beer tap system at the counter needs to be replaced as soon as possible
- The flat-top grill needs a new heating element

These are the most pressing and immediate needs. Eventually, we would look at installing an additional walk-in cooler for food storage and replacing other outdated kitchen equipment.

Another worthwhile project is to install the proper plumbing in the basement of the restaurant to add a washer/dryer setup there. It would increase the efficiency of our overall operation if we had the ability to wash and dry towels and other items in-house, as opposed to relying on a uniform company.

The patio to the immediate south side of the restaurant is a space that is underutilized and could be greatly improved with a sail-type covering to protect from the afternoon sun. The patio is a great spot to enjoy a drink or lunch after a round of golf, but it does get warm in the afternoon during the summer months, so providing shade would certainly make this space more appealing.

4. Evidence of obtaining a Washington State Business License

UNITED STATES OF AMERICA

The State of Washington

Secretary of State

I, STEVE R. HOBBS, Secretary of State of the State of Washington and custodian of its seal, hereby issue this

CERTIFICATE OF FORMATION

to

2K'S GOLF MANAGEMENT LLC

A WA LIMITED LIABILITY COMPANY, effective on the date indicated below.

Effective Date: 05/04/2026
UBI Number: 606 217 258

THE SEAL OF THE STATE OF WASHINGTON 1889

Given under my hand and the Seal of the State of Washington at Olympia, the State Capital

Steve R. Hobbs, Secretary of State

Date Issued: 05/04/2026

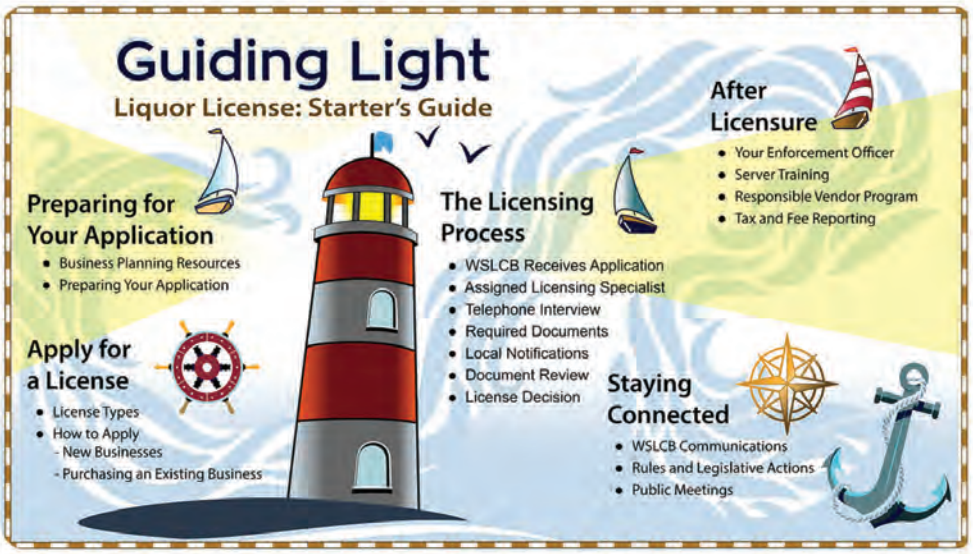
3.3 TECHNICAL PROPOSAL

5. Evidence of the ability to obtain a Washington State liquor license.

On May 4th, 2026, I had a lengthy discussion with Brian in the Licensing Office at the Washington State Liquor and Cannabis Board (LCB). Brian walked me through the following process of applying for a liquor license.

1. Submit application for liquor license to the Washington State Department of Revenue
2. Application will then be sent on to the Washington State Liquor and Cannabis Board for review
3. Welcome letter will be sent out
4. Create an account on the LCB portal
5. Application will be sent to a LCB Licensing specialist
6. Initial interview scheduled
7. Send required documents to the LCB

The processing time to obtain a liqour license is 45-90 business days, so I would start this process immediately after being named the successful candidate, to ensure that this license would be in place no later than January 1, 2027.



3.3 TECHNICAL PROPOSAL

6. Recruitment and training of staff (provide an organizational chart)

3.3 TECHNICAL PROPOSAL

6. Recruitment and training of staff

In any business, the operation is only as good as the people who run it on a daily basis. Fortunately, I have extensive experience in the areas of recruiting and training quality staff. In my 17 years as Head Golf Professional at Tamarisk Country Club, I hired and trained new employees each season: golf professionals, starters, retail salespeople, marshals, and outside services team members.

On the following page, you will find an organization chart, which outlines the staff members I believe are necessary for Qualchan to be successful. In Management Proposal Section A-4, I will get more in-depth regarding job descriptions and details on what is expected of each department and employee, but in this section, I will touch on my basic philosophies for recruiting and training the best staff possible.

Recruiting Staff:
Over the past two years, I believe we have put together a staff that outpaces any other public facility in the Spokane area. Our Pro Shop staff is experienced and professional, and we have truly created what I refer to as a "private club" atmosphere. We are on a first-name basis with the majority of customers who walk in the door; we learn about them personally, and this allows us to give them the feeling that they belong to a private club. We have created a family at Qualchan, and I am very proud of that. Each of the past two seasons, I have made sure that we have hired a female presence in our Pro Shop, as I think it is important that our staff mirrors our customer base, at least to a reasonable extent. These new hires have experience in social media, which is an area of our operation I have made great efforts to improve. We all know that social media is how we get our updates these days, and the re-launch of our Facebook page has created quite a buzz for Qualchan. People interact with our page regularly, and it allows us to reach a group that we may not normally have the opportunity to interact with.

There are several effective avenues to use when recruiting Pro Shop attendants. We can advertise through the PGA of America, LinkedIn, and other job recruitment sites. That said, I have found word-of-mouth to be the most successful recruiting tool for us at Qualchan. We get referrals for new staff members all the time, and I take the time to research each candidate and meet with them one-on-one to find out if they are the perfect fit for us.

Our outside services team is young but experienced, and they do a fantastic job for us at Qualchan. We recruit most of these employees through personal referrals, and we have become something of a job-feeder facility for Cheney and Lewis & Clark High Schools. We have had great luck with young people from these schools working for us in outside services, and each year we get even greater response from students at these schools, as they inevitably hear from their friends who work for us that Qualchan is a great place to work.

As far as the Food & Beverage department, we are so fortunate to have an exceptional leader, Executive Chef Chris Poole. He has experience managing restaurants and has a wide network of potential employees to draw from. When you have the right leader in place, the best policy is to stay out of their way and let them recruit the best possible team members for their part of the operation.

Training Staff:

Once we have identified and hired the best people, it has been my job to make sure these new employees get properly trained on every aspect of our operation. I meet with each new employee on their first day and give them the “ins and outs” of what the most critical operations are. After that, they will spend several days “shadowing” one of our best employees, so they get a close-up look at how things should be done.

In addition to one-on-one training, I find it crucial that we meet with each department before the season starts, in a large “team” setting. During these sessions, we go through the department handbook line by line so each employee understands their job description, policies, and procedures, and knows where to go if they have questions or need further guidance. On the following pages, you will find handbooks that I have created the past couple of years.

These pre-season meetings are also a chance for new employees to get to know each other and the returning employees, and allow us to start team-building. At Qualchan, we encourage all employees to be as creative as possible, and we encourage them to come to us if they feel like the operation is lacking in any way and they have suggestions on how we can improve. Input from employees on the front lines is invaluable.

My philosophy in training staff centers around my belief that work should be performed professionally and efficiently, and that we should foster a culture of fun! My goal is that all of our employees enjoy what they are doing, and I take great pride in making sure everyone is happy to be doing their job on a daily basis. On the next few pages I have included several letters from current and former employees and co-workers.

Outside Services Handbook

Prior to the 2025 season, I created the handbook below for our Outside Services team. This handbook outlines polices, procedures, and expectations for this department. We meet with our Outside Services team before the season starts, and we go through this handbook in detail.

OUTSIDE SERVICES
EMPLOYEE HANDBOOK
2026

SERVICE

OUR NUMBER ONE PRIORITY AT THE CREEK AT QUALCHAN IS TO PROVIDE OUR CUSTOMERS WITH OUTSTANDING SERVICE. THIS MEANS GOING ABOVE AND BEYOND TO ENSURE THAT THEIR EXPERIENCE HERE IS ENJOYABLE AND CARE-FREE.

EACH AND EVERY CUSTOMER SHOULD BE GREETED PROMPTLY, WARMLY, AND IN A PROFESSIONAL MANNER. "YES, SIR" OR "YES, MA'AM".

EXCELLENCE

WE EXPECT EXCELLENCE FROM OUR ENTIRE STAFF.
YOU HAVE BEEN CHOSEN FOR EMPLOYMENT HERE BECAUSE WE BELIEVE YOU HAVE THE TRAITS THAT WE ARE LOOKING FOR TO HELP ELEVATE QUALCHAN TO AN UNPARALLELED GOLFING EXPERIENCE. WE WANT EACH EMPLOYEE TO FEEL THAT THEY ARE AN INTEGRAL PART OF THE ENTIRE QUALCHAN TEAM, NOT JUST OUTSIDE SERVICES. WORKING TOGETHER WE WILL PROVIDE THE VERY BEST GOLF EXPERIENCE IN THE PACIFIC NORTHWEST.

FUN

ONE OF OUR MAIN GOALS IS TO MAKE SURE QUALCHAN IS A FUN PLACE TO WORK. WE WANT EVERYONE TO ENJOY WORKING HERE, WHILE AT THE SAME TIME WORKING HARD AND DELIVERING THE SERVICE MENTIONED ABOVE.

IF YOU HAVE ANY IDEAS OR SUGGESTIONS ON HOW WE CAN IMPROVE / UPGRADE THE OUTSIDE SERVICES OPERATIONS, WE WOULD LOVE TO HEAR THEM! DON'T BE SHY ABOUT SHARING YOUR IDEAS!

SPRING & FALL SCHEDULE: (MARCH-APRIL & SEPTEMBER-OCTOBER)

MONDAY – FRIDAY	1ST SHIFT	2:00 – CLOSE
	2ND SHIFT	3:00 – CLOSE
SATURDAY/SUNDAY	1ST SHIFT	12:00 – CLOSE
	2ND SHIFT	3:00 – CLOSE

SUMMER SCHEDULE: (JUNE, JULY, AUGUST)

MONDAY – THURSDAY	1ST SHIFT	1:00 – CLOSE
	2ND SHIFT	3:00 – CLOSE
FRIDAY-SUNDAY	1ST SHIFT	11:00 – 4:00
	2ND SHIFT	2:00 – CLOSE
	3RD SHIFT	4:00 – CLOSE

These shifts are subject to change depending on the schedule of the course; tournaments, leagues, special events, etc

- *The Schedule will be posted one week in advance in the Schedule Book behind the counter (large, white binder).*
- *Contact Kyle or Garrick well in advance if there are any days you need off; vacations, etc.*
- *You are expected to work each shift you are scheduled for.*
  - **You are welcome to find a co-worker to cover your shift, but must notify Kyle or Garrick of any changes you are making to the schedule.**
- *You are expected to show up ON TIME for each and every shift*

OUTSIDE SERVICES POLICIES

- *Clock in using the time clock in the golf shop*
- **Upon report to work, check in with the shop staff, then supply of the following:**
  - **Range Balls**
  - **Clean Carts in the Staging Area**
  - **Range Baskets**
  - **Begin work on whatever area needs immediate attention**
- *When your shift begins, focus on picking range balls and cleaning dirty carts*
  - *Make sure there are 8-10 clean carts staged down below and ready to rent out*
  - *Check in regularly with the golf shop to make sure we are stocked up with plenty of range balls and baskets.*
  - *Make sure the areas around the clubhouse do not become cluttered with dirty carts*
- *If all areas are stocked, check with the golf shop staff for any other tasks that need to be completed*
  - *Hauling inventory boxes downstairs*
  - *Taking empty boxes to the dumpster; all boxes need to be broken down*
  - *Emptying garbages*
- *Outside Services Employees should NEVER be hanging out in the golf shop or in the restaurant (unless it's a meal period)*
- **Limit cell phone use to appropriate times and places**
- *Complete the Outside Services Checklist and check in with the professional on duty in the golf shop before clocking out and leaving for the night*

WASHING & STAGING CARTS

It is extremely important that you care for these carts just like you would your personal vehicle.

- **When washing carts, please be sure to remove all trash and personal belongings**
- *Wash carts thoroughly…under the seat and up underneath in the wheel wells*
- *When parking carts, either in the basement or in the cart pen, please be careful to not rub carts up against each other; this causes scratches and unnecessary wear and tear*
  - **Leave several inches in between carts when parking them**
- **The cart wash area needs to be kept CLEAN!**
  - **Empty garbages every day**
  - **Pick up all lose trash in and around the wash area; pencils, wrappers, cups, tees, etc.**

PICKING RANGE BALLS

We are starting the year off with brand new range balls; it is very important that we get as many balls picked as possible each night, especially early in the Spring with high school and college golfers on the range.

- *The sides of the range have millions of golf balls in them*
  - *Sides need to be picked every night; there is plenty of time in your shift to pick the sides of the range*
- **Picker Cart: The picker cart needs to be treated with gentle care**
  - **DO NOT drive the picker too fast!!**
  - **Make sure the front attachment is secure before picking**

The picker cart is a bit fragile and our driving range is very rough…please drive the picker SLOWLY and avoid the potholes and rough areas on the fairway!! You are welcome to listen to music while you pick but texting while driving is strictly prohibited!

BATHROOMS

- **Counters and sinks wiped down**
- **Toilets scrubbed and sparkling**
- **Floors swept**
- **Toilet Paper and Paper Towels fully stocked**

CLEAN, CLEAN & CLEAN

The main focus of outside services this year will be CLEANLINESS:

- **Range Balls washed and cleaned after every pick**
- **Carts cleaned; consoles, cupholders, kick plates, etc**
- **Bathrooms cleaned every night; this means cleaned and not just touched up**
- **Cart Pen area kept clean and garbage free; no pencils, tees, balls, etc laying on the ground**
- **Ball Wash area kept clean; no garbage and balls laying around**
- **Basement kept clean; organized and swept out regularly**

BENEFITS

- *Free Fountain Drinks*
- *½ Price Meal when working*
  - *12 – Close and 3 - Close Shifts are allowed one 20-minute meal period*
    - *Please eat your meals in the back corner of the restaurant, not behind the counter in the golf shop*
- *You may use the golf course and practice facilities free of charge*
- *If you bring guests out to play golf, they are required to pay regular golf fees; no exceptions.*

Thank You all so much for being a part of Team Qualchan.
We are looking forward to a great season and we are so happy to have an amazing outside services staff on board this year!

Please reach out to Kyle, Garrick or Gonzo with any questions, concerns, feedback or for any issues we need to address.

GOLF SHOP STAFF CONTACTS:

- *Kyle Kelly (760) 898-1652*
- *Garrick Little (509) 994-6792*
- *Mike Gonzalez (509) 879-6374*

OUTSIDE SERVICES
NIGHTLY CHECKLIST

INITIALS ***DATE:*** _____

_____ RANGE PICKED CLEAN

_____ RANGE TEE SET
- BOARDS AND ROPE MOVED SIDEWAYS, OR
- PICKED UP COMPLETELY IF CLEAN PICK NIGHT

_____ SIDES OF RANGE PICKED

_____ RANGE BALLS WASHED & AREA AROUND BALL-WASHER CLEANED UP

_____ CLEAN & DRAIN BALL WASHER

_____ BATHROOMS CLEANED
- TOILETS & URINALS CLEANED!
- SINKS & COUNTERS WIPED DOWN
- MIRRORS CLEANED
- GARBAGES EMPTIED

_____ ALL CARTS WASHED
- ALL TRASH REMOVED FROM CUPHOLDERS, ETC
- CONSOLES AND CUPHOLDERS WIPED DOWN
- WINDSHIELDS WASHED AND DRIED
- ENGINES RINSED OFF

_____ COUNT CARTS & KEYS – 65 TOTAL

_____ CART WASH AREA CLEAN OF ALL TRASH, WRAPPERS, BALLS ETC

_____ TRASH CANS IN & AROUND GOLF SHOP EMPTIED

_____ BREEZEWAY SWEPT & GARBAGES EMPTIED

_____ ALL RANGE BASKETS STOCKED NEXT TO BALL BIN

_____ CART GATE LOCKED AT BOTH ENDS

_____ CLEAN RENTAL CLUBS & CHECK FOR FULL SETS

_____ BASEMENT DOOR CLOSED & LOCKED

_____ ANY CART NOT RUNNING, FLAT TIRE, OR DAMAGED MUST BE PARKED IN BASEMENT WITH NOTE ON THE STEERING WHEEL

The employee who performs each task needs to initial that spot; if multiple employees help with any task they should all initial that task.

To the Selection Committee of RFP 6535-26,

I am writing to strongly recommend Kyle Kelly as a top candidate for the next in this position. Kyle consistently demonstrates the qualities of an exceptional leader, and I believe he would be a valuable asset in this role.

Kyle is one of the hardest-working individuals at the Creek at Qualchan Golf Course. He takes on a significant leadership role, including coordinating and hosting the majority of tournaments at the course. Beyond that, he ensures that every employee is supported, motivated, and equipped with the resources needed to perform at their best.

He is the first person people turn to when something needs to get done. Kyle is always willing to step in, offer guidance, and lend a helping hand, no matter the situation. His positive energy is constant—whether he's interacting with customers or collaborating with coworkers—and it contributes greatly to a productive and enjoyable work environment.

In addition to his work ethic and attitude, Kyle brings valuable experience and leadership skills. Having successfully run his own businesses and taken on supervisory roles, he understands what it takes to lead effectively and responsibly.

With all of this in mind, I strongly encourage you to allow Kyle Kelly to step into this position. I am confident he will exceed expectations and make a meaningful impact.

Sincerely,

Daidyn Christ
Outside Services Staff Member, 2024-2025
The Creek at Qualchan
(509) 220-5680
Dchrist876@icloud.com

To the Selection Committee of RFP 6535-26,

I am writing to recommend Kyle Kelly for this opportunity. I have worked under Kyle's wing for the past two years, and during that time, he has consistently demonstrated the qualities of what it means to be a leader.

Throughout my experience, I have encountered a variety of management styles, but Kyle stands out for his professionalism, approachability, and genuine respect for his team. He has made an environment where people feel comfortable discussing both work-related and personal challenges, which shows the kind of person he is.

Kyle consistently goes above and beyond his responsibilities. Even on days when he is not scheduled to work, he is still around the pro shop helping manage men's and women's league scoring, doing lessons, and even there just to unbox and help organize the pro shop. He seems to never take days off and is always going out of his way to help around the course.

Kyle has been in the golfing industry for a long time and throughout the many years of being in this industry Kyle has built strong, lasting relationships with both golfers and staff. His reputation and connections reflect his professionalism and show how much people enjoy being around him.

Kyle possesses the qualities necessary to excel in this role, and I am confident he would be a valuable asset. I strongly recommend him without a doubt.

Sincerely,

Kirkos McQuesten
Outside Services Staff Member, 2025-206
The Creek at Qualchan
(509)329-8963
Kirkos728@gmail.com

Marshal Handbook

Prior to the 2026 season, I created the handbook below for our Golf Course Marshals. This handbook outlines policies, procedures, and expectations for this department. We meet with each Marshal individually and take them out for training sessions before the start of the season.

Marshals are an integral part of our operation; with the increase in the popularity of golf, the pace of play has become a key issue. To maximize the enjoyment of everyone on the golf course, it is important that all groups play at a reasonable pace and that they do not hold up the play of groups behind them. That said, nobody likes to be warned or told they are slow, so it's critical that our marshals are able to do their job in a manner that does not offend or upset the groups they are interacting with. In addition, a secondary job of the marshal is to make sure that all groups are following our rules and regulations, such as keeping carts parked on cart paths and watching for reckless behavior.

MARSHAL HANDBOOK
2026

Welcome to the Marshal position atThe CreekatQualchan; we are excited to have you on board and we are looking forward to another successful season! The marshal position is one of the most important at the course; it is critical to the success of our operation that all groups on the course play at or under our recommended pace of play to ensure a positive experience for every customer playing each day.

SPRING SEASON — **MARCH 1 – MAY 15**

- *Shift 1: 8:00 am — 1:00 pm*
- *Shift 2: 12:00 pm — 5:00 pm*

SUMMER SEASON — **MAY 16 – AUGUST 31**

- *Shift 1: 7:00 am — 12:00 pm*
- *Shift 2: 9:00 am — 2:00 pm*
- *Shift 3: 12:00 pm — 5:00 pm*

FALL SEASON — **SEPTEMBER 1 – OCTOBER 31**

- *Shift 1: 8:00 am — 1:00 pm*
- *Shift 2: 12:00 pm — 5:00 pm*

SHIFT 1

- *Check in with the Golf Shop Staff and pick up a printed tee sheet*
- *Stock pencils and scorecards in the mailbox on #2 Tee.*
- *Change yardages on #14, if necessary.*
- *Make a backwards loop around the front nine (#9 back to #2)*
- *After your first loop on the front nine, make a quick loop around Holes #10 - #15, then move back to the front nine.*
- *In the Summer, your focus should be primarily on the front nine once the Shift 2 Marshall arrives.*
- *It is extremely important that all morning groups play at or quicker than our recommended pace; if morning groups fall out of position it will set us on a poor pace for the entire day.*
- *Pick up range baskets at the range and bring them up to the shop each hour.*

SHIFT 2

- *Check in with the Golf Shop Staff and pick up a printed tee sheet*
- *Check in with your fellow marshall to get the daily update on groups that need to be monitored or other issues to look out for.*
- *Your focus should be on Holes #10 - #15 for your first three hours, then focus on the front nine once the morning marshall leaves.*
- *Pick up range baskets at the range and bring them up to the shop each hour.*

For the Summer Season, Shift 2 will be an added shift that will overlap the morning and afternoon shifts. Itis important to communicate with your fellow marshalls so the morning marshall can pass along information on slow groups, or you can pass along information to the afternoon marshall.

SHIFT 2/3

- *Check in with the Golf Shop Staff and pick up a printed tee sheet*
- *Check in with your fellow marshall to get the daily update on groups that need to be monitored or other issues to look out for.*
- *Your focus should be on Holes #10 - #15 for your first hour*

PACE OF PLAY

FRONT NINE - 2:05 MAX **18 HOLES - 4:20 MAX**

- *Identify groups that are out of position and approach them with a friendly greeting*
  - o **Warning #1:** *Explain to the group that they are out of position and politely ask them to get back into position behind the group in front of them as quickly as possible*
  - o **Warning #2:** *After giving the group 30 minutes to improve their position, approach them a second time if they are still behind. Again, politely explain to them that if they do not improve their position quickly, they will be asked to pick up their balls and skip ahead to get back into position behind the group in front of them.*
  - o **Warning #3:** *After two warnings, if a group is still slow, contact the golf shop and a golf professional will come out and ask them to skip ahead.*
- **After making a loop around the course, you should be able to identify groups and know approximately where they are located on the course.**
- *It is important to keep moving; sitting in one spot for an extended period may seem like an effective way to marshall, but being continuously on the move is much more effective. It helps when groups see you moving around the course and know that pace of play is being strictly monitored. Sitting in one spot gives golfers the impression that you aren't doing your job.*

OTHER DUTIES

While the primary focus of this job is pace of play, you must monitor the course for rules infractions as well:

- *Cart Parking – Carts should be parked on the cart paths around all tees and greens, and carts should NEVER be parked closer than 30 feet from tees and greens.*
  - o *Handicap Flags – Some players will have handicap flags that allow them to park off the paths around tees and greens, but these players must still adhere to the 30' Rule around all tees and greens.*
  - o *#13 – Carts should NEVER be parked on the 13th tee, and they should NEVER go off the path on #13.*
- **Fivesomes are NEVER allowed at Qualchan and must be broken up into groups of two and three immediately.**
- **Alcohol Policy: Outside alcohol (not purchased from our restaurant) is NEVER acceptable**

You should politely address any players violating these rules and ask them to rectify the situation immediately; i.e. move carts to the paths, break up fivesomes and dump outside alcohol. If customers are rude and/or non-compliant, contact the golf shop immediately and ask a golf professional to come out and handle the situation.

BENEFITS

- *All Marshalls will be given unlimited golf at Qualchan, and 20 free rounds (total) at the other three city courses*
- *Free carts at Qualchan*
- *50% Off cart rentals at the other three city courses ($12 for your seat)*
- *50% Off all Food & Beverage at Qualchan*

In addition to creating the Marshall Handbook, I also created the pace of play chart you see here. This chart makes it very simple for our marshalls to check groups for pace and know immediately if a group has fallen out of position. If they have, they will be given an official warning and professionally asked to speed up and get back into position behind the group in front of them.

TheCreekatQualchan - Pace ofPlayGuidelines

HOLES	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
PACE	:14	:28	:43	:55	1:10	1:24	1:36	1:50	2:04	2:20	2:33	2:48	3:03	3:16	3:30	3:46	4:01	4:18
TEE TIME																		
6:00 AM	6:14	6:28	6:43	6:55	7:10	7:24	7:36	7:50	8:04	8:20	8:33	8:48	9:03	9:16	9:30	9:46	10:01	10:18
6:09 AM	6:23	6:37	6:52	7:04	7:19	7:33	7:45	7:59	8:13	8:29	8:42	8:57	9:12	9:25	9:39	9:55	10:10	10:27
6:18 AM	6:32	6:46	7:01	7:13	7:28	7:42	7:54	8:08	8:22	8:38	8:51	9:06	9:21	9:34	9:48	10:04	10:19	10:36
6:27 AM	6:41	6:55	7:10	7:22	7:37	7:51	8:03	8:17	8:31	8:47	9:00	9:15	9:30	9:43	9:57	10:13	10:28	10:45
6:36 AM	6:50	7:04	7:19	7:31	7:46	8:00	8:12	8:26	8:40	8:56	9:09	9:24	9:39	9:52	10:06	10:22	10:37	10:54
6:45 AM	6:59	7:13	7:28	7:40	7:55	8:09	8:21	8:35	8:49	9:05	9:18	9:33	9:48	10:01	10:15	10:31	10:46	11:03
6:54 AM	7:08	7:22	7:37	7:49	8:04	8:18	8:30	8:44	8:58	9:14	9:27	9:42	9:57	10:10	10:24	10:40	10:55	11:12
7:03 AM	7:17	7:31	7:46	7:58	8:13	8:27	8:39	8:53	9:07	9:23	9:36	9:51	10:06	10:19	10:33	10:49	11:04	11:21
7:12 AM	7:26	7:40	7:55	8:07	8:22	8:36	8:48	9:02	9:16	9:32	9:45	10:00	10:15	10:28	10:42	10:58	11:13	11:30
7:21 AM	7:35	7:49	8:04	8:16	8:31	8:45	8:57	9:11	9:25	9:41	9:54	10:09	10:24	10:37	10:51	11:07	11:22	11:39
7:30 AM	7:44	7:58	8:13	8:25	8:40	8:54	9:06	9:20	9:34	9:50	10:03	10:18	10:33	10:46	11:00	11:16	11:31	11:48
7:39 AM	7:53	8:07	8:22	8:34	8:49	9:03	9:15	9:29	9:43	9:59	10:12	10:27	10:42	10:55	11:09	11:25	11:40	11:57
7:48 AM	8:02	8:16	8:31	8:43	8:58	9:12	9:24	9:38	9:52	10:08	10:21	10:36	10:51	11:04	11:18	11:34	11:49	12:06
7:57 AM	8:11	8:25	8:40	8:52	9:07	9:21	9:33	9:47	10:01	10:17	10:30	10:45	11:00	11:13	11:27	11:43	11:58	12:15
8:06 AM	8:20	8:34	8:49	9:01	9:16	9:30	9:42	9:56	10:10	10:26	10:39	10:54	11:09	11:22	11:36	11:52	12:07	12:24
8:15 AM	8:29	8:43	8:58	9:10	9:25	9:39	9:51	10:05	10:19	10:35	10:48	11:03	11:18	11:31	11:45	12:01	12:16	12:33
8:24 AM	8:38	8:52	9:07	9:19	9:34	9:48	10:00	10:14	10:28	10:44	10:57	11:12	11:27	11:40	11:54	12:10	12:25	12:42
8:33 AM	8:47	9:01	9:16	9:28	9:43	9:57	10:09	10:23	10:37	10:53	11:06	11:21	11:36	11:49	12:03	12:19	12:34	12:51
8:42 AM	8:56	9:10	9:25	9:37	9:52	10:06	10:18	10:32	10:46	11:02	11:15	11:30	11:45	11:58	12:12	12:28	12:43	1:00
8:51 AM	9:05	9:19	9:34	9:46	10:01	10:15	10:27	10:41	10:55	11:11	11:24	11:39	11:54	12:07	12:21	12:37	12:52	1:09
9:00 AM	9:14	9:28	9:43	9:55	10:10	10:24	10:36	10:50	11:04	11:20	11:33	11:48	12:03	12:16	12:30	12:46	1:01	1:18
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9:18 AM	9:32	9:46	10:01	10:13	10:28	10:42	10:54	11:08	11:22	11:38	11:51	12:06	12:21	12:34	12:48	1:04	1:19	1:36
9:27 AM	9:41	9:55	10:10	10:22	10:37	10:51	11:03	11:17	11:31	11:47	12:00	12:15	12:30	12:43	12:57	1:13	1:28	1:45
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9:45 AM	9:59	10:13	10:28	10:40	10:55	11:09	11:21	11:35	11:49	12:05	12:18	12:33	12:48	1:01	1:15	1:31	1:46	2:03
9:54 AM	10:08	10:22	10:37	10:49	11:04	11:18	11:30	11:44	11:58	12:14	12:27	12:42	12:57	1:10	1:24	1:40	1:55	2:12
10:03 AM	10:17	10:31	10:46	10:58	11:13	11:27	11:39	11:53	12:07	12:23	12:36	12:51	1:06	1:19	1:33	1:49	2:04	2:21
10:12 AM	10:26	10:40	10:55	11:07	11:22	11:36	11:48	12:02	12:16	12:32	12:45	1:00	1:15	1:28	1:42	1:58	2:13	2:30
10:21 AM	10:35	10:49	11:04	11:16	11:31	11:45	11:57	12:11	12:25	12:41	12:54	1:09	1:24	1:37	1:51	2:07	2:22	2:39
10:30 AM	10:44	10:58	11:13	11:25	11:40	11:54	12:06	12:20	12:34	12:50	1:03	1:18	1:33	1:46	2:00	2:16	2:31	2:48
10:39 AM	10:53	11:07	11:22	11:34	11:49	12:03	12:15	12:29	12:43	12:59	1:12	1:27	1:42	1:55	2:09	2:25	2:40	2:57
10:48 AM	11:02	11:16	11:31	11:43	11:58	12:12	12:24	12:38	12:52	1:08	1:21	1:36	1:51	2:04	2:18	2:34	2:49	3:06
10:57 AM	11:11	11:25	11:40	11:52	12:07	12:21	12:33	12:47	1:01	1:17	1:30	1:45	2:00	2:13	2:27	2:43	2:58	3:15

Beverage Cart Attendant Handbook

Prior to the 2026 season, I created the handbook below for our Beverage Cart Attendants. This handbook lays out the policies and procedures for our attendants. In reality, the game of golf has changed in recent years. We have a lot of new golfers, and many of these new golfers fall into the category of "casual" golfer. They may not necessarily play golf to compete; they may play golf as part of their work-life balance, and as a result many of them enjoy a beer or cocktail while on the course. This is where the beverage cart comes in, providing refreshments for golfers on the course. Our attendants must understand how to move around the course in the most efficient manner, making sure all groups see them multiple times, without disrupting play. In addition, these employees must be professional and friendly. If this job is done well, it can truly enhance the experience of our golfers.

BEVERAGE CART HANDBOOK
2026

Welcome to the Beverage Cart position at The Creek atQualchan;weare excited to have you on board and we are looking forward to another successful season! The beverage cart position has become an integral piece of any golf operation. Most of today's golfers are relaxed, casual and enjoy adding some adult beverages to their time on the course, meaning there is great opportunity here for you to make additional income in the form of tips!

The keys to this position:

- *Professionalism*
- *Organization*
- *Speed*

PROFESSIONALISM

All beverage cart employees must display the professionalism that Qualchan is known for; this includes appearance and attitude towards customers and co-workers. Please approach all customers with a friendly greeting:

- *"Hi guys! How's your round going?"*
- *"Hello folks! How about an ice cold beer or cocktail?"*

ORGANIZATION

Being organized and on top of things will make this job much, much easier. Please make sure you are on time for your shift so you can get the cart loaded with inventory prior to heading out and make sure your point of sale unit is working properly.

SPEED

Simply put, the more golfers you approach, the more money the operation makes and the more money you make in tips. We will be taking you out for training sessions, where we can teach you how to drive the course in the most efficient manner possible. Typically, golfers will purchase drinks before they tee off and most groups will come up to the restaurant when they make the turn from Hole #9 to #10, so there are areas of the course that are NOT necessary to hit.

- *Holes #1 - #3…not necessary •*
  Holes #8 - #11…not necessary •
  Holes #17-#18…not necessary

Once you understand this, the route becomes very easy. Once you load up the cart you will follow this route:

- *Down the parking lot, start down the entrance road and down the hill towards #16 Tee*
- *Travel backwards from #16 Tee*
  - *Down #15, Down #14, Down #13 but not up the hill; exit to the road at the bottom of the hill*
  - *Backwards down #12*
- *Head down around #10 tee, past the driving range and then backwards down #9 and travel the front nine in a reverse direction: #9, #8, #7, #6, #5, #4, #3 and then back up to the clubhouse to re-stock if needed.*

The key to this job is to continually be in motion; again, the more groups you hit, the better for everyone. DO NOT sit in one spot for an extended time, waiting for groups to come through. In the time it takes for three groups to come through, you could hit six groups if you are on the move.

PARKING

How and where you approach groups of golfers is very important.

- *If possible it is best to approach them as they are getting to a tee box. This will allowyoutopour drinks as they are teeing off, which means we aren't slowing up the pace of the course.*
- *If you do approach groups in the middle of a hole, go ahead and take their orders…iftheyare ordering a mixed drink ask them to continue play and you will catch them on the nextteebox. This will give you time to pour drinks and then deliver them, and collect money, onthenexttee.*
- *Please avoid situations where you are taking/filling orders to a group and there is anothergroup behind waiting on them.*
- *Try to avoid taking/filling orders at the greens; this will delay things as the group behindwaitsfor you…simply drive ahead to the next tee with your group and complete transactions there.*

BENEFITS

- *Beverage Cart employees will retain 100% of their tip money daily*
- *All Beverage Cart employees will be given unlimited golf at Qualchan*
- *Free carts at Qualchan*
- *50% Off all Food & Beverage at Qualchan*

May 8th 2026

To Selection Committee for RFP Number 6535-26,

I worked for Kyle Kelly as an Assistant Pro at Tamarisk Country Club from October of 2014 to May of 2021. I highly recommend Kyle to your organization as he is the most well-rounded golf professional I have ever been around, and he has a great, outgoing personality, which is very welcoming for members, guests, and fellow staff.

Kyle is extremely organized on the business side of golf when it comes to planning, budgeting, operations, and sales. Much of what I learned from him, I still use today. Even more important than his business acumen, Kyle is a great person to work for and with. We had a staff of 7 in our department, and we all got along, we all helped each other when needed, and we all looked to Kyle as the leader of our department. He was great at hiring staff, and he was always there when we needed direction or we had an issue, or we simply needed help with something. He's great about leading by example, but he's also great about making sure his staff has the support they need, even if it means he is doing the work to help them out. The quality of his leadership extended beyond work, as our entire staff regularly spent time together outside of work, and I attribute that directly to Kyle and his personality.

Kyle will be an asset to your organization, and I cannot recommend him strongly enough. If there is anything you would like to discuss, I would be happy to take the time to do that.
Please feel free to call me at (914)409-7001, or you can reach me by email, ranr@theplantationgc.com

Thank you,

Ran Robinson, PGA
Head Professional
The Plantation Golf Club
Indio, CA
Ranr@theplantationgc.com
(914)409-7001

Selection Committee for RFP 6535-26,

I am a PGA Associate at The Creek at Qualchan, and this is my 8th season at the facility. Over the last three years, I have had the privilege of working with Kyle Kelly as my direct supervisor and mentor. Kyle is a natural leader, immensely talented in his trade, hard working, always prepared, and of the highest integrity.

In an effort to be concise, I would like to mention a few things that are impressive to me as a fellow professional and co-worker. His leadership and team-building skills are unmatched, and his staff is always enthused to back his efforts.

He has implemented training sessions for our outside services personnel, high school cart and range kids, almost always the first jobs they have ever had. He's not only teaching them how to wash carts or pick the range, he's also teaching them life lessons that will improve their chances of a productive future career.

He has a tremendous relationship with our Superintendent and maintenance crew, always involving them in any tournament or special event plans, and this inspires them to provide a tremendous golf facility.

He has introduced or enhanced several of our core leagues and tournament functions by involving the entire facility; golf shop crew, outside services, restaurant personnel, maintenance team, etc, to ensure maximum enjoyment and competition for our participants. The Wednesday skins game has grown from a few players to a robust 6-8 foursomes per week. Our Tuesday ladies league has developed from roughly 40 players to nearly 90 members. Our Monday men's league has grown from 14 foursomes per week to 28. Kyle has reintroduced a Friday night couples tournament, held once per month during the summer, with entries as high as 120. All of the men's club tournaments held throughout the summer have been enhanced and participation has grown.

In summary, Kyle has grown the game at Qualchan, and I can think of no one better to continue it's current trajectory. I would strongly encourage you to keep this PGA icon at Qualchan!

Sincerely,

Bill Wilber
PGA Associate
The Creek at Qualchan

Selection Committee for RFP Number 6535-26,

I am writing to recommend Kyle Kelly as the next contracted Head Professional at The Creek at Qualchan Golf Course. I've had the privilege of working with Kyle for the last five years and can unequivocally say that he is the best person to take over this facility.

Kyle's leadership, professionalism, and desire to provide unparalleled customer service are an integral part of our success at Qualchan. Kyle believes strongly in building the best team possible and then creating an atmosphere where that team can flourish. He is supportive, understanding, and he really works to make sure that our staff is enjoying what we do.

I strongly believe Kyle Kelly is the most well-equipped candidate to not only maintain the current popularity of the game but to grow it as well. If selected, Kyle will most definitely be receiving my employment application. I am very excited at the prospect of continuing to work for him and furthering my career in the golf industry.

Garrick Little
PGA Associate Head Professional
The Creek at Qualchan
Spokane, WA

7. Providing sixty-five (65) power carts for rental. Carts must be no older than five (5) years from date of manufacture

As mentioned in Section 1 of the Technical Proposal, I already have an agreement in place with Mark Gardner to purchase his current fleet of sixty-five (65) 2024 Yamaha golf cars, should I be the successful candidate. This fleet is in excellent condition and will easily go another two seasons.

I am very fortunate to have learned a lot of basic golf car maintenance over the years, and can handle most of the routine maintenance and repairs on this fleet of cars. Projects like replacing tires, tire knuckles, air filters, brakes, etc can be done in-house. In early January, we will clean and detail each car in the fleet, and have them looking brand-new for the start of another season.

Prior to the 2029 season, I will trade in this fleet and lease a new fleet of sixy-five through Northwest Golf Cars. A quote from their local sales representative, Nick Byrd, can be found below.

NORTHWEST GOLF CARS

Yamaha Fleet Quotation (65 Carts)

Lease Purchase

Prepared For: Kyle at Creek at Qualchan Golf Course
Prepared By: Nick Byrd
Date: 4/20/26

Fleet Details

- **Model:** 2026Yamaha Drive2 Fleet Quietech – EFI Gas
- **Number of Cars:** 65
- **Price Per Unit:** $7,149
- **Color:** PearlWhite
- **Each Unit Comes With:**
  - Domestic Suntop (Beige)
  - Hinged Windshield
  - Stock Wheels
  - Fleet Number Decals
  - (2) Sand Bottle Kit with Handle
  - Fusionfit Info Card Holder
  - Independent Rear Suspension
  - Quietech Components

3.3 TECHNICAL PROPOSAL

8. Plan to obtain adequate Pro Shop merchandise

Providing a first-class golf shop is one part of the job that I have a lot of passion for. I believe that every facility should provide quality golf apparel, as well as the latest in golf equipment and accessories. The quality of the shop is a direct reflection of the quality of the overall facility.

I love to keep up with current trends and products in the golf industry, meet with sales reps, and hand-pick every item that we will stock in our golf shop. For the last two years I have worked closely with sales reps from the companies that we currently carry, and have created excellent relationships with those reps. Starting in early January, I will meet with these reps to order merchandise for the 2027 season.

My plan will be to carry golf equipment from the following manufacturers: Callaway, Cobra, Ping, and Taylormade. For apparel and shoes, we will stock Asics, Puma, New Balance, Ahead, Travis Matthew, Imperial, Sun Mountain, and more.

Last year, we did a small renovation of our women's section in the golf shop, painting the walls a different color and adding slatwall display areas. We have also experimented with some new lines for the women. In my opinion, many pro shops in our area do not carry adequate options for female golfers, and my hope is to make our shop a shopping destination for these women. I plan to expand our women's selection with accessories like soaps, candles, lotions, and more.

On the following pages, you will find several letters from sales representatives that I have worked with in my time here at Qualchan. These letters highlight the relationships I have created and speak to my abilities to create a pro shop that we will be extremely proud of.

RFP Number 6535-26
Head Golf Professional / Manager at The Creek at Qualchan

To WhomItMay Concern,

It is my pleasure to write this letter of recommendation for Kyle Kelly as he submits his proposal to become the General Manager at The Creek at Qualchan Golf Course.

As the Territory Manager for Cobra Puma Golf, I have worked closely with Kyle in a professional capacity over the past few years as he has overseen product ordering, merchandising, and assortment planning for the golf shop. Throughout that time, Kyle has consistently demonstrated a high level of organization, attention to detail, and strategic thoughtfulness in his buying decisions.

Kyle approaches merchandise planning with both discipline and creativity. His orders are timely, accurate, and well-considered, reflecting a strong understanding of his customer base. He is proactive in communication, meticulous in follow-through, and highly responsive — qualities that make him both dependable and easy to collaborate with as a vendor partner.

Over the past couple of years, I have seen firsthand the significant improvements Kyle has made in the golf shop's product mix, and merchandise displays. His merchandising execution is clean, intentional, and retail-driven. He focuses on the subtleties of displays, such as adding lighting to the shoe wall and creating a multi layered display as you walk into the shop. The shop has become more enticing and customer friendly under his leadership, which speaks to both his retail acumen and pride in his work.

Beyond the operational side, Kyle carries himself with professionalism and integrity. He builds strong vendor relationships, represents his facility well, and clearly takes ownership of his role in driving success for the golf operation.

I am confident that Kyle would serve The Creek at Qualchan Golf Course exceptionally well in General Manager capacity. His organization, retail expertise, and commitment to excellence make him a strong candidate for this opportunity.

Sincerely,

Darin Vaughan, PGA
Territory Manager, Cobra Puma Golf

April 17, 2026

RFP Number 6535-26
Head Golf Professional/Manager at The Creek at
Qualchan

To Whom It May Concern,

I am writing to offer my strong recommendation for Kyle Kelly for management of The Creek at Qualchan. As a supplier of golf apparel to Kyle, I have worked with many buyers and golf course professionals over the years, and Kyle stands out as one of the most involved and conscientious individuals I have worked with.

While our relationship is that of vendor and buyer, Kyle's level of involvement goes well beyond what is typical in purchasing. Unlike many buyers who simply place orders, Kyle is deeply engaged in the decision-making process. He takes the time to evaluate product quality, presentation, pricing, and how merchandise aligns with the overall brand and golfer experience at The Creek at Qualchan. This level of attention reflects a broad operational mindset and a genuine investment in the success of the course.

Kyle consistently demonstrates sound judgment, strong communication skills, and reliability. He follows through on decisions, considers long-term impacts, and approaches responsibilities with professionalism and accountability. His thoughtful purchasing approach shows a clear understanding of balancing financial responsibility with guest satisfaction—an essential skill for effective golf course management.

Based on my experience working with Kyle, I am confident that he has the leadership qualities, work ethic, and attention to detail necessary to successfully manage a golf course. I believe he will lead The Creek at Qualchan with integrity, care, and a strong focus on quality and player experience.

I recommend Kyle Kelly without reservation. Please feel free to contact me if any additional information is needed.

Sincerely,

Liz Ogle
Ogle Golf Sales
360-649-1934

Selection Committee for RFP Number 6535-26

To Whom It May Concern,

I am writing this letter of recommendation on behalf of Kyle Kelly, whom I have had the pleasure of knowing and working with for over 20 years in the golf industry.

Throughout the time I have known Kyle, he has consistently demonstrated a high level of professionalism and integrity. All business interactions have always been conducted in a professional, respectful, and thoughtful manner. I see he takes pride in his work and represents himself and Qualchan GC very well.

From a business perspective, Kyle is knowledgeable and understands the equipment business. He is price conscious, disciplined, and aware of current market conditions and trends. His understanding of pricing, product positioning, inventory level, and overall marketplace dynamics would allow him to make smart, well-informed purchasing decisions that benefit The Creek at Qualchan .

Based on my relationship and experience working with Kyle, I strongly believe that he would be an excellent hire and a great fit for the Director of Golf position at The Creek at Qualchan. He possesses the professionalism, business knowledge, and leadership qualities needed to successfully transition into this role and contribute positively to the operation at Qualchan .

Iwould recommend Kyle Kelly without hesitation, and am confident he would be a valuable asset in this position.

Sincerely,

John Johnson
Sales Representative, Pacific Northwest
Taylormade Golf

To: Section Committee for RFP Number 6535-26

The Creek at Qualchan Golf Course

Hello Committee,

My name is Grant Holcomb. I was an Independent Sales Representative in the golf industry for 43 years and just recently retired. I've worked with hundreds of PGA Golf Professionals in the Pacific Northwest. I understand, more than anybody, the many hats the PGA Professionals wear. This letter is in support of Kyle Kelly pertaining to Golf Retail Sales.

I've known Kyle for over 20 years. I have seen the work that he has done in the desert and most recently at The Creek at Qualchan. I was lucky enough to work with Kyle for the last few years before I retired. Kyle definitely has a great ability to put a great golf shop together from a retail standpoint. He works hard at having a good selection of the necessary products, from golf clubs to apparel, hats, accessories, etc. He pays good attention to make sure all price points are covered, that the shop looks professional, and the shopping experience is wonderful. He also takes great pride in not forgetting about the ladies. I know from experience that women are a smaller percentage of active players at city golf courses, but they should never be forgotten…and Kyle understands that very well.

Relationships are extremely important when it comes to Golf Professionals and the golf product representatives. Kyle was always extremely fun and professional to work with. He made sure bills were paid on time, took full advantage of discounts and specials to make the shopping experience more valuable to his customers.

You all are very lucky to have a PGA Professional of Kyle's caliber wanting to be the person in charge at The Creek @ Qualchan Golf Course.

Thank you for your time.

Grant Holcomb

3.3 TECHNICAL PROPOSAL

9. Operation of the driving range

The driving range has become a very popular place at Qualchan, and it's great to see everyone working on their golf games and enjoying our beautiful practice facilities. While there isn't much I would change operationally, there is one key concern with the driving range that should be addressed. Once the range opens in the Spring, we get overwhelmed with schools using it. Ferris, North Central, EWU, Gonzaga, and Spokane Falls all practice here at Qualchan. Unfortunately, the early Spring weather isn't yet conducive to growing good turfgrass. The combination of these factors means that our range tee takes on an excessive amount of wear and tear, resulting in poor-quality turfgrass for people to hit balls on. While having a grass practice range is very appealing, it has become impossible to offer first-class conditions all season long.

In my opinion, the driving range experience for all of our golfers could be greatly enhanced if we had artificial turf hitting areas as an option in the months of March and April. This would allow our turfgrass to get a breather while the weather is cool, and then we could move off the artificial turf and onto the real grass once the weather warms up and the growing conditions are optimal.

I have researched a couple of different options and will present them below.

Option 1 -
Pour a concrete slab at the back of the practice tee and put mats on it. We have enough room for approximately 20 mats (hitting stations). There are several challenges included with this option, the first being the cost of concrete and the difficulty in getting it to the driving range. This option may require the concrete to be poured from the parking lot. This option does not include stripping, leveling, or grading the entire teeing area; it only installs the concrete slab at the back of the existing tee.

Option 2 -
The second option would be to have the existing tee completely stripped, graded, and leveled. Over the years, the topography of our range tee has shifted somewhat, and as a result, there are areas on the tee that are simply unusable due to the slopes that have been created. This option would certainly allow us to use the entire range tee much more efficiently, and would help us improve hitting conditions to some extent.

Option 3 -
Desert Green Turf is a company based in Moses Lake, WA, that specializes in this exact type of project. They would come in and strip the top layer of turf off the practice tee, grade and laser-level the tee, and then install a continuous strip of artificial turf across the back of the tee. This strip would be 12 feet by 150 feet long, with a gravel base. The turf is stapled to the base to ensure it doesn't move, and then the area is framed with 2 x 4 boards. They would then install new sod across the entire tee. The latest artificial turf provides an excellent practice experience; it mimics real turf and is easy to place a tee in.

I have attached quotes for all three of these options on the next page. At some point in the near future (next 3-8 years), the golf course irrigation project will need to be completed at Qualchan, and it would make perfect sense to complete one of these projects while the course is under construction for irrigation.

Another potential upgrade to the practice experience would be to purchase a ball machine and have it staged down next to the practice tee. With this upgrade, customers could purchase tokens in the golf shop and get their range balls down at the practice area. This would eliminate the hassle of having to carry baskets of range balls down the hill. We would also set up the ball washer next to the ball machine, and would need to look at getting power to both machines to make this possible.

MJM Grand Inc

PO Box 2087
Airway Heights, WA. 99001
Phone (509) 244-4733 Fax (509) 244-4725

DATE May 18, 2026

Send To:

Kyle Kelly
Qualchan Golf Course

Addendums

Bid Based On Plans Dated: N/A

Description	AMOUNT
Qualchan Golf Course - Practice Facility Renovation Budget	
Option 1:	
Remove 1,000 sq ft of sod / topsoil (200 lf X 5 ft wide X 4 in deep). Haul / move excess sod / topsoil to onsite location. Grade and recompact area. **Note:** Estimated existing native soil (sand) to be adequate enough to support new concrete pad area. Crush rock placement under concrete is not included.	$3,420.00
Supply, pour, and finish 1,000 sq ft of concrete. Includes mobilization, pump truck, labor and materials. Estimated concrete area at 200 lf X 5 ft wide X 4" deep.	$9,500.00
MJM Mobilization	$1,560.00
Subtotal =	**$14,480.00**
Option 2:	
Regrade the existing driving range area. **Note:** Estimated to regrade driving range from the edge of the new concrete pad area into the existing driving range. Grade approx 222 lf X 75 lf area = 16,500 sq ft. All removed sod / topsoil will remain onsite and will be reused as fill material to level out driving range area.	
Subtotal	**$10,645.00**
(No Tax Included) Base Bid Total	**$25,125.00**

If you have any questions concerning this quotation, contact: Jay Schuetzle, 509-370-0620, Jay@mjmgrand.net

Description	AMOUNT
Misc. extras items NOT included in base bid above.	
(No Tax Included) Total	$25,125.00

Exclusions Unless Specified Above:
Supply or placement of sand, gravel or vapor barrier under slabs or asphalt unless specified above.
Footing proof compaction
Asphalt or concrete cut or patch unless specified above
Rock excavation
Gas, mechanical or electrical excavation unless specified above
Engineering or staking
Curb excavation or clean up
Topsoil supply or placement unless specified above
City, county or utility company fees or permits
Compaction testing
Contaminated soils handling
Foundation drains unless specified above
Landscape or irrigation piping or repair
Sign removal & relocation
Construction entrances
Silt fencing
Dewatering
Shoring or Cribbing
Bio-infiltration swale soils
Cold weather provisions
Storm, water and sewer piping to terminate 5' from bldg.
Washington State and Idaho Sales Tax
Note: Dust control during our operations only.

MJM Grand, Inc.

Jay Schuetzle
Vice President

Northwest Turf Solutions, Inc.

13305 Rd 2 SE
Moses Lake, WA 98837

Estimate

Date	Estimate
5/18/202	#549

Name / Address
The Creek at Qualchan Golf Club 301 E Meadow Lane Rd Spokane, Wa 99224

Project 26-027
The Creek at ...

Description	Qty	U/M	Rate	Tot al
Mobilization In	5		798.00	3,990.00T
GPS Sprinklers & Cap	1		4,000.00	4,000.00T
Fraze Mowing 1.5" Removed	1		7,200.00	7,200.00T
Haul Off 111 cu yd on site	1		1,666.67	1,666.67T
Tilling 24,000 sq ft	24,000		0.06	1,440.00T
Finish Grading 24,000 sq ft	24,000		0.35	8,400.00T
Installing Sprinklers	1		4,000.00	4,000.00T
Sod Material LMB 365ss 22,200 sq ft	1		13,986.00	13,986.00T
Sod Installation 22,200 sq ft	22,200		0.30	6,660.00T
Sod Delivery	3		798.00	2,394.00T
RootZone 111 cu yd	1		8,888.89	8,888.89T
PL322 T Line artificial frame boarded in 3' base 1" 1/4' dust compacted in Prepped & Install	1,800		19.00	34,200.00T
Hotel & Per Diem	1		7,500.00	7,500.00T
Mobilization Out	5		798.00	3,990.00T

Subtotal	$108,315.56
SalesTax (8.2%)	$8,881.88
Total	$117,197.44

3.3 TECHNICAL PROPOSAL

10. How you plan to build relationships with the existing golf course superintendent and maintenance staff, who work directly for the City of Spokane.

I have worked very closely with golf course superintendents at each facility I have been at throughout my career. The relationship between golf professional and the superintendent is critical to the success of the operation. At each club I have been at, I have been able to build close relationships with the superintendents, and I maintain friendships with these individuals to this day.

At Qualchan, I have already forged a close and valuable relationship with Rob Decker. I have seen Rob take our golf course to a new level, with conditions that are superior to most any other facility in the area. His passion for Qualchan shows, and he has created a very close team that does an incredible job on a daily basis. Rob and his crew play the course regularly, and they take great pride in the presentation of our course.

I have always felt it was extremely important to showcase the maintenance crew, as they are truly the backbone of the operation. The last two years I have worked hard to acknowledge Rob and his team, both through personal letters and through our social media channels. We have created videos and Facebook posts highlighting various maintenance members and introducing them to the Spokane golf community. The next few pages show examples of what we have created. I have also included several letters from superintendents that I have worked with in the past, who can speak to the working relationships we created at other facilities.

Mark Gardner has created an atmosphere here at Qualchan where he goes above and beyond, and out of his own pocket, to make sure our maintenance team is taken care of. Every Friday, he donates beer to their afternoon putting contest, he offers half-price food and beverages to them, and he provides golf equipment to them at greatly reduced pricing, if not free. I most definitely plan to continue these traditions going forward. I fully understand that if our golf course is not in excellent condition, our business will suffer as a result.

The following letter was written the day after we hosted the local IEPGA Pro-Am at Qualchan in 2025. This letter was sent to Superintendent Rob Decker and his team, in appreciation for their efforts in getting our entire facility in amazing condition for hosting this event. Rob posted this letter on the bulletin board in the maintenance shop for all of the crew to see.

A simple “thank you” to show that efforts are being appreciated can go a long way toward building positive relationships.

I have also included a letter from Ben Vann, who is the current Golf Course Superintendent at Thunderbird Country Club in Rancho Mirage, CA. Ben was the Superintendent at Tamarisk Country Club from 2007-2022, and he and I worked very closely at that club.

THE CREEK
EST. 1993
AT QUALCHAN

June 22nd, 2025

Rob, Dale & Crew -

I just wanted to reach out with a huge THANK YOU to everyone on the crew; the comments on the golf course for yesterday’s Pro-Am were off the charts!

I played in the morning, and I have been playing Qualchan since the course opened in 1993. I can tell you it has NEVER been that good. The greens rolled incredibe, and the entire propety looks amazing! From the landscaping to the fairway bunkers to every last detail, it is so good!

I know at times it seems like you only hear the negative feedback, so I wanted to let you know that everything you guys do is being noticed, appreciated, and the feedback is overwhelmingly positive. The passion of the entire crew shows in the product, and it makes me proud to hear how much people are enjoying our facility.

Yesterday was our chance to show off what we have, and we blew everyone away, thanks to your collective efforts.

As always, I cannot tell you how much I appreciate the entire team and what you do, not only for a special event like the Pro-Am, but every single day!

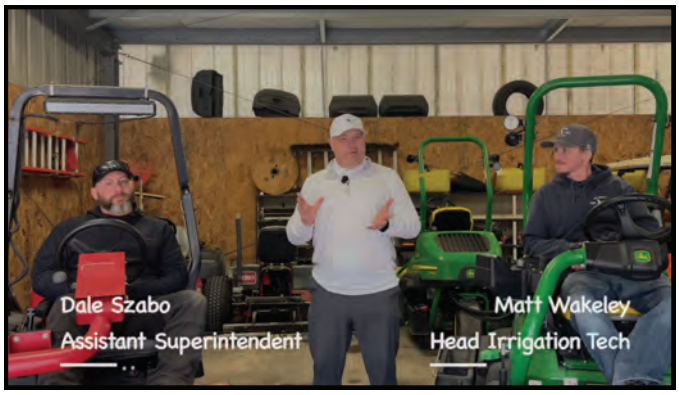
Kyle Kelly PGA

Facebook Interview with Superintendent Rob Decker

The screenshots below are taken from a five-minute interview I did last year with Rob Decker. This video was published on our Qualchan Facebook page and received an overwhelming, positive response. The interview was designed to give viewers a "peak behind the scenes" into our agronomy program. During our visit, Rob explained some of the techniques he uses and answered some of the common questions we get asked about the maintenance program at the course. In addition, viewers were able to get to know Rob, and learn a little bit about his personal life away from the course.

Facebook Interview: Getting Ready for 2026

The screenshots below are taken from a five-minute interview I did this Spring with Dale Szabo, Assistant Superintendent, and Matt Wakeley, Irrigation Technician. Once we decided on our opening date this year, these two worked tirelessly to get the golf course ready. It was important to me that they receive some well-deserved recognition for the efforts they put in getting our facility ready for play. This video also gave the public golfer some sense of exactly what it takes to get an entire property ready for a season. I believe this gave people a new appreciation for how valuable our maintenance crew really is.



The Creek at Qualchan All-Star Maintenance Team on Facebook

The Creek at Qualcha...
Posted by Bo Baker
Apr 29, 2024 ·

If you've been around the game, then you probably know that hole locations move around throughout the week. But, if you're newer to the game, then this video will show you how the maintenance staff cuts new hole locations. Check it out!

The Creek at Qualcha...
Posted by Bo Baker
Apr 29, 2024 ·

If you've been around the game, then you probably know that hole locations move around throughout the week. But, if you're newer to the game, then this video will show you how the maintenance staff cuts new hole locations. Check it out!

The Creek at Qualcha...
Posted by Kyle Kelly
May 21, 2025 ·

Huge shoutout to our amazing maintenance crew for giving the best high school players in the state incredible, championship conditions this week!

3A Boys State Championships

The Creek at Qualcha...
Posted by Kyle Kelly
Feb 24 ·

Big News coming later today....stay tuned 😉

See insights and ads Boost post
160 11 3

Posted by Kyle Kelly
Feb 13 ·

New season...new tee markers! Another home run fr... See more

See insights and ads Boost post
257 20 2

The Creek at Qualcha...
Posted by Kyle Kelly
Feb 14 ·

Many of you are really going to appreciate and enjoy the new look of the tee shot on #6 this season! 😉

See insights and ads Boost post
226 54 2

The Creek at Qualcha...
Posted by Kyle Kelly
Oct 8, 2025 · ♫ Bachman-Turner Overdrive • Takin' Care ... ·

Sunrise Patio Project is underway at The Creek!

See insights and ads Boost post
57 12

The Creek at Qualcha...
Posted by Kyle Kelly
Feb 25 ·

Stripe Show on the driving range...see you next week!

See insights and ads Boost post
81 1

To: Selection Committee for Spokane city RFP #6535-26

My name is Ben Vann, and I am the current Director of Agronomy at Thunderbird Country Club in Rancho Mirage, CA. I had the privilege of working with Kyle Kelly, PGA, at Tamarisk Country Club in Rancho Mirage, CA, from 2007 to 2022.

Working closely with Kyle for fifteen years was an incredible experience. Kyle always made the day fun and upbeat through his outgoing and fun personality. We were challenged with many situations that come about at a private club. Kyle always found a way to accommodate the members with a smile, regardless of the situation. Kyle was instrumental in many creative and fun events over the years, such as my tournament, which was a golf course superintendent's revenge event.

Kyle always included me in all event planning and execution to make sure everything went flawlessly. Kyle is also quite an accomplished golfer who has a gift for helping people with their games. You will be lucky to have Kyle as a part of your team, as I have many positive memories of our working days together. His knowledge of the game of golf, paired with his professionalism and sense of humor, makes him a great fit for any organization. Please feel free to reach out to me regarding any questions about Kyle.

Ben Vann

Director of Agronomy

Thunderbird Country Club

760-272-6498

May 12, 2026

To Selection Commitee for RFP Number 6535-26,

I am pleased to write this letter of recommendation for Kyle Kelly. I have known Kyle for over 25 years and have had many opportunities to work alongside him through my career with the City of Spokane, where I served over 30 years as a Golf Course Superintendent.

Over the years, Kyle and I have worked together numerous times on golf course setup, tournament play, and many special events. Throughout every event and project, Kyle consistently demonstrated professionalism, reliability, and a strong ability to communicate effectively.

From the Pro Shop side, Kyle always worked extremely well with my staff and maintained positive working relationships with everyone involved. His communication skills, teamwork, and ability to handle the demands of tournaments and daily operations made him a valuable part of the golf course team.

I believe Kyle would be a great asset for any golf division or organization. He brings experience, dedication, and a positive attitude to everything he does. I highly him without hesitation.

Sincerely,
Fred Marchant
Retired Golf Course Superintendent
City of Spokane

11. Any other details necessary to have The Creek at Qualchan fully operational by January 1, 2027

12. Proposed operating and capital budget for years 2027-2031

Proposed Operating & Capital Budget

The Creek at Qualchan

2027 - 2031

	2027	2028	2029	2030	2031
Income					
Pro Shop Merchandise	$ 250,000	$ 253,750	$ 257,556	$ 261,420	$ 265,341
Rental Carts	$ 530,000	$ 537,950	$ 546,019	$ 554,210	$ 562,523
Practice Range	$ 145,000	$ 147,175	$ 149,383	$ 151,623	$ 153,898
Food & Beverage Sales	$ 515,000	$ 522,725	$ 530,566	$ 538,524	$ 546,602
Total Income	**$ 1,440,000**	**$ 1,461,600**	**$ 1,483,524**	**$ 1,505,777**	**$ 1,528,364**
Cost of Goods Sold					
Merchandise Purchases	$ 140,000	$ 142,000	$ 144,000	$ 146,000	$ 148,000
Food Purchases	$ 125,000	$ 131,250	$ 137,813	$ 144,703	$ 151,938
Beer & Wine Purchases	$ 125,000	$ 128,125	$ 131,328	$ 134,611	$ 137,977
Total COGS	**$ 390,000**	**$ 401,375**	**$ 413,141**	**$ 425,314**	**$ 437,915**
Gross Profit	**$ 1,050,000**	**$ 1,060,225**	**$ 1,070,383**	**$ 1,080,462**	**$ 1,090,449**
Expenses					
Accounting/Legal Fees	$ 7,800	$ 7,800	$ 7,800	$ 7,800	$ 7,800
Advertising	$ 2,300	$ 2,300	$ 2,300	$ 2,300	$ 2,300
Bank Service Charges	$ 1,100	$ 1,100	$ 1,100	$ 1,100	$ 1,100
Capital Projects	$ 20,000	$ 15,000	$ 12,000	$ 10,000	$ 8,000
Cleaning Services	$ 2,600	$ 2,700	$ 2,800	$ 2,900	$ 3,000
Commissions	$ 20,000	$ 20,000	$ 20,000	$ 20,000	$ 20,000
Depreciation	$ 4,500	$ 4,500	$ 4,500	$ 4,500	$ 4,500
Donations	$ 4,000	$ 4,000	$ 4,000	$ 4,000	$ 4,000
Dues & Subscriptions	$ 1,600	$ 1,800	$ 2,000	$ 2,200	$ 2,400
Employee Benefits	$ 8,000	$ 9,000	$ 10,000	$ 11,000	$ 12,000
Fuel	$ 20,000	$ 20,000	$ 20,000	$ 20,000	$ 20,000
Garbage, Cable, WiFi	$ 14,500	$ 14,500	$ 14,500	$ 14,500	$ 14,500
Golf Shop Supplies	$ 6,000	$ 4,000	$ 4,000	$ 4,000	$ 4,000
Insurance - General	$ 25,000	$ 27,000	$ 29,000	$ 31,000	$ 33,000
Internet	$ 6,000	$ 6,000	$ 6,000	$ 6,000	$ 6,000
Licenses	$ 2,800	$ 2,900	$ 3,000	$ 3,100	$ 3,200
Maintenance - Carts	$ 6,500	$ 6,500	$ 6,500	$ 6,500	$ 6,500
Misc	$ 2,500	$ 2,500	$ 2,500	$ 2,500	$ 2,500
Payroll - Employees	$ 570,000	$ 578,550	$ 587,228	$ 596,037	$ 604,977
Payroll Services	$ 5,200	$ 5,200	$ 5,200	$ 5,200	$ 5,200
Payroll Taxes	$ 72,000	$ 73,080	$ 74,176	$ 75,289	$ 76,418
Practice Range	$ 14,000	$ 14,000	$ 14,000	$ 14,000	$ 14,000
Rent	$ 4,000	$ 4,000	$ 4,000	$ 4,000	$ 4,000
Repairs	$ 10,000	$ 10,000	$ 10,000	$ 10,000	$ 10,000
Restaurant Supplies	$ 8,000	$ 8,500	$ 9,000	$ 9,500	$ 10,000
Taxes - Other	$ 20,000	$ 20,000	$ 20,000	$ 20,000	$ 20,000
Taxes - Real Estate	$ 2,200	$ 2,200	$ 2,200	$ 2,200	$ 2,200
Telephone	$ 3,500	$ 3,500	$ 3,500	$ 3,500	$ 3,500
Travel	$ 10,000	$ 10,000	$ 10,000	$ 10,000	$ 10,000
Total Expenses	**$ 874,100**	**$ 880,630**	**$ 891,304**	**$ 903,126**	**$ 915,095**
Net Income	**$ 175,900**	**$ 179,595**	**$ 179,079**	**$ 177,337**	**$ 175,353**

MANAGEMENT PROPOSAL

“Strategic Leadership, Smooth Operations”

3.4 MANAGEMENT PROPOSAL

A. EXPERIENCE OF THE GOLF PROFESSIONAL

1. Provide a career resume with your accomplishments that showcase why you are the best Golf Professional to lead The Creek at Qualchan Golf Course

KYLE KELLY

PGA GOLF PROFESSIONAL

Profile

Dependable, enthusiastic, and results-driven PGA golf professional seeking the position of Head Golf Professional/Manager at The Creek at Qualchan Golf Course. I look forward to combining my skill set with my love of Spokane city golf to elevate this facility, which is already considered the "golf standard" of public golf in the Inland Northwest.

- A PGA professional with years of experience teaching and playing the game.
- Extensive experience in the business side of golf; managing budgets, creating teams and efficiently handling administrative duties.

EXPERIENCE

PGA DIRECTOR OF GOLF **2025 - PRESENT**
The Creek at Qualchan Golf Course
Spokane, WA

- Manage day-to-day operations, overseeing a staff of 20
- Buyer / Merchandiser
- Attend Spokane City Golf Committee meetings
- Teach over 50 private lessons and golf clinics annually
- Supervised an operation that realized record numbers of rounds in 2024 and 2025.

PGA OWNER / OPERATOR **2021 - 2024**
Premier Golf Outings
La Quinta, CA

- Recruit and work with corporations to schedule all-inclusive golf outings all over the country for their teams
- Coordinate travel, accommodations, reservations, golf, and social activities
- Precisely budget each outing so our company is profitable

PGA HEAD GOLF PROFESSIONAL **2006 -2022**
Tamarisk Country Club
Rancho Mirage, CA

- Supervised and trained a team of 25
- Taught over 200 private lessons and 12 group clinics annually
- Created and implemented budgets and inventory controls for a sucessful golf department
- Coordinated with other departments with a collective goal of elevating our club

kyle@premiergolfoutings.com
760-898-1652
79928 Castille Drive
La Quinta, CA, 92253

EDUCATION

B.A. - BUSINESS & ECONOMICS
Eastern Washington Universty

1996 - 2000

- Division 1 collegiate golf scholarship
- Academic and athletic all-conference honors, four years

SKILLS

- Team-building
- Interpersonal Relationships
- Golf Instruction
- Tournament Operations
- Budgeting & Inventory Controls
- Administrative Duties
- Proficient in Microsoft Office programs, Canva and others

PLAYING CAREER

- Won the 2010 PNW PGA Rosauers Spokane Open
- Qualified for the PGA Professional Championship six (6) times
- Multiple winner of the Desert Chapter PGA Chapter Championship
- Multiple winner of the Desert Chapter PGA Match Play Championship
- Inducted into the Eastern Washington University Athletics Hall of Fame, Class of 2025

Re;RFP 6535-26

To the Selection Committee.

I am pleased to write this letter of recommendation for Kyle Kelly, who worked under my supervision as Head Golf Professional at Tamarisk Country Club while I served as General Manager.

During his tenure at Tamarisk, Kyle consistently demonstrated the professionalism, leadership, and operational expertise required to successfully oversee a premier golf operation. Managing golf services at an exclusive private club demands exceptional attention to member experience, staff leadership, tournament execution, merchandising, and day-to-day operational efficiency, and Kyle handled each of these responsibilities with a high level of competence and professionalism.

Kyle possesses a strong knowledge of the game of golf and an equally strong ability to connect with players of all skill levels. He created a welcoming and engaging environment for members and guests alike while maintaining the high standards expected at a private club. His leadership with the golf staff was particularly impressive, as he consistently fostered teamwork, accountability, and a service-oriented culture.

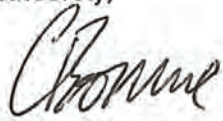
In addition to his operational strengths, Kyle is highly organized, dependable, and calm under pressure. He managed tournaments, member events, pace of play, and daily golf shop operations with confidence and consistency. He also demonstrated excellent communication skills and worked collaboratively with other department heads to ensure a seamless club experience.

I believe Kyle would be an outstanding fit for a Head Golf Professional position at a public golf course. His experience balancing customer service, golf operations, instruction, staff management, and event coordination gives him the versatility necessary to thrive in a public facility environment where both hospitality and operational efficiency are essential.

I recommend Kyle Kelly without reservation and am confident he will be a valuable asset to any golf facility fortunate enough to have him on their team.

Please feel free to contact me if you require any additional information.

Sincerely,



Chris Bonvie | General Manager
BROOK HOLLOW GOLF CLUB
8301 Harry Hines Blvd. | Dallas, TX 75235
Office: 214-637-1900 ext.3330
Cell: 214-310-8276

3.4 MANAGEMENT PROPOSAL

A. EXPERIENCE OF THE GOLF PROFESSIONAL

2. Provide your experience leading golf lesson instructional programs

As a Member of the PGA of America for 19 years now, I can say that I have a lot of experience with all types of instruction, from private lessons to group clinics to corporate teaching programs. I am passionate about teaching, and I firmly believe that a "green-grass" facility should be a place that golfers can expect to receive quality instruction from PGA professionals.

During my time at Tamarisk Country Club, I taught over 100 private lessons and 12 group clinics each year. Tamarisk was widely known as a club with a huge teaching program, and I managed that program for 17 years. During my time there, we introduced a very popular clinic series. We would do Men's Clinics on Tuesday mornings and Women's Clinics on Wednesday mornings, and they were always very well attended. Our instructors covered everything from short game to long game to mental game to course management; we even offered classroom-style clinics where we would diagram certain holes and explain the proper way to play those holes, given a player's current ability level.

Now that I have returned to Spokane and to The Creek at Qualchan, it has been very exciting to see the launch of the Bo Baker Golf Academy. Bo is better than anyone when it comes to teaching, particularly junior golfers. He is very involved in Operation 36 and the PGA Junior League. Let's face it, junior golfers are the group that we need to get involved in the game of golf; our success will depend on them in the coming years.

Bo is very creative in the various packages that he offers, and I would welcome the opportunity to continue our partnership and have all of our instructors teaching under the umbrella of his academy. Last season Bo introduced his Women's Tee Tribe sessions, where groups of beginning female golfers signed up to participate in a six-week class, which was designed to introduce them to the game and teach them more than just the mechanical fundamentals; we taught them where to go when they arrive at the course, how to check in, and basic etiquette that helped them feel more at ease when they came to the course. It was an incredibly successful program, and I look forward to assisting him with those groups again this year.

Bo is incredibly passionate about instruction, and working together, our goal is to make Qualchan the #1 place that people think of when the topic of golf instruction comes up. In the past couple of years, we have introduced many new golfers to Qualchan through our instruction programs, and all of this exposure ultimately leads to more rounds.

3.4 MANAGEMENT PROPOSAL

A. EXPERIENCE OF THE GOLF PROFESSIONAL

3. Provide evidence you are current in the PGA certification program

May 11, 2026

27243340
Kyle Kelly, PGA
3019 W. 22nd Ave
Spokane, WA 99224

Dear Mr. Kelly,

This letter is to confirm that through June 30, 2026, you are a Class A/Life Member/Master Professional PGA of America Member in good standing in the Pacific Northwest Section.

Should there be any question regarding this, I can be reached at (561) 628-5291, or tbrawley@pgahq.com.

Sincerely,

Tanner Simpson

Tanner Simpson, Membership Representative
PGA of America Membership Department

PROFESSIONAL GOLFERS' ASSOCIATION OF AMERICA

1916 PGA PARKWAY | FRISCO, TX 75033 | 561.624.8400 | PGA.COM

3.4 MANAGEMENT PROPOSAL

A. EXPERIENCE OF THE GOLF PROFESSIONAL

4. Provide an organizational chart of your proposed team, indicating lines of authority for personnnel involved in the performance of this potential contract and the relationships of this proposed staff to the programs and functions of the Proposer

The organizational chart on the next page shows the lines of authority that will be in place with the staff. In all honesty, I don't see a reason to make any major changes from how our staff is structured currently. We have the best team of any facility in Spokane, and it would be a seamless transition. I have created relationships with these employees, and I truly believe they will be excited to continue at Qualchan under my leadership.

First, I will work side by side with the Golf Course Superintendent, Rob Decker, daily to make sure we are organized on day-to-day operations, course setup, and that we are prepared for tournaments and special events.

I plan to keep Garrick Little in place as Head Golf Professional, with the stipulation that he completes his PGA education and becomes a PGA Member no later than January 1st, 2027. Garrick is a tremendous asset to Qualchan; he knows just about every customer by name and truly knows the ins and outs of the operation. He would continue supervising daily operations, running the Marshal team, and doing the weekly deposits and paperwork. Garrick and I have a great relationship and enjoy working together, so it would be a natural fit to keep him in this role going forward.

I have met with Chef Chris Poole, and he would be interested in continuing to manage the Food & Beverage aspect of our operation. Chris has done a tremendous job in upgrading the food experience at Qualchan, and he has assembled a fantastic team. He has extensive experience in running restaurants, and it would be very valuable to keep him in his position. This year, he promoted Ray Jones to an Assistant Manager position, and Ray has flourished. He is organized, hard-working, and incredibly friendly to all customers.

Bo Baker is our current "teaching professional" and has done a great job launching the Bo Baker Golf Academy at Qualchan. He has created a wide following and created one of the premier junior golf instruction programs in the area. I have worked with Bo for several years, and we have a great relationship; I would love to keep him in this position as the leader of our golf instruction programs. Bo has several teaching professionals working under him, and there is potential with any golf professionals we hire for the Golf Shop to create additional income from teaching under Bo's umbrella, which makes Qualchan more appealing to the best candidates when we are hiring.

Our current golf shop staff is fantastic, and I would put them up against any other crew in the area. Bill Wilber has been involved in golf in some capacity his entire life, and his customer service skills are exactly what we strive for with each employee. Mike Gonzalez has been at Qualchan for several years now, and he is as loyal and dedicated as they come. Jerry Cullen works for us part-time and is incredibly dependable, friendly, and willing to do whatever it takes for our operation. Clara Halverson is a recent hire, and we are incredibly lucky to have found her. She has golf course experience, and she has done several social media internships, so she has taken on all social media content for Qualchan. I am really looking forward to seeing what she comes up with this season for our Facebook and Instagram channels. The increase in engagement we have seen on our social media has undoubtedly led to great exposure and more rounds at Qualchan.

THE CREEK
EST. 1993
AT QUALCHAN

2027
ORGANIZATIONAL CHART

PGA DIRECTOR OF GOLF
KYLE KELLY

LEADS OUR GOLF EXPERIENCE AND MANAGES THE OPERATION

=

GOLF COURSE SUPERINTENDENT
ROB DECKER

LEADS OUR AGRONOMY TEAM

PGA HEAD GOLF PROFESSIONAL
GARRICK LITTLE, PGA ASSOCIATE

RUNS DAILY OPERATIONS, EVENTS & SUPERVISES THE OUTSIDE SERVICES TEAM

FOOD & BEVERAGE MANAGER
CHRIS POOLE

LEADS THE CULINARY TEAM AND MANAGES FOOD & BEVERAGE STAFF

PGA TEACHING PROFESSIONAL
BO BAKER

MANAGES OUR GOLF INSTRUCTION ACADEMY

GOLF SHOP SERVICES TEAM (4)
BILL WILBER, PGA ASSOCIATE
MIKE GONZALEZ
CLARA HALVERSON
JERRY CULLEN

SUPPORT DAILY OPERATIONS; STARTING TIMES AND GUEST SERVICES

ASSISTANT FOOD & BEVERAGE MANAGER
RAY JONES

ORDERING, SCHEDULING, SPECIAL EVENTS, AND SUPERVISING STAFF

TEACHING PROFESSIONALS
COREY PRUGH, PGA
JEFF TAPP, PGA ASSOCIATE
TAYLOR PAGE, PGA ASSOCIATE

PRIVATE LESSONS, GROUP CLINICS & JUNIOR GOLF PROGRAMS

FOOD & BEVERAGE STAFF (6)

FOOD PREPARATION, TOURNAMENTS & CUSTOMER SERVICE

OUTSIDE SERVICES TEAM (8)

MANAGE THE PRACTICE AREAS AND GOLF CAR FLEET

WORKING TOGETHER TO DELIVER AN EXCEPTIONAL GOLF EXPERIENCE ON AND OFF THE COURSE

3.4 MANAGEMENT PROPOSAL

A. EXPERIENCE OF THE GOLF PROFESSIONAL

5. Provide a list of contracts the Proposer has had during the last five (5) years that relate to the Proposer's ability to perform the services needed under this RFP. List contract reference numbers, contract period of performance, contact persons, telephone numbers, and fax numbers/email addresses. The Proposer grants permission to the City to contact the references provided.

This Employment Agreement (the "Agreement") is entered into by and between Mark's Golf Inc. ("Employer"), operator of the Creek at Qualchan Golf Course in Spokane, WA, and Kyle Kelly ("Employee").

1. Position and Duties

- Title: Director of Golf.
- Scope: Employee is responsible for all golf operations, pro shop management, staffing, tournaments, and facility marketing.
- Exclusion: Employee has no responsibility or authority over golf course maintenance or superintendence.

2. Term of Employment

- Start Date: May 1, 2025.
- End Date: December 31, 2026.

3. Compensation and Benefits

- Base Salary: $9,000 per month, paid according to standard company payroll.
- Lesson Income: Employee retains 100% of lesson revenue for lessons taught on his own time.
- Annual Bonus: Discretionary bonus based on company net profit, not to exceed 20% of net profit per annum.
- Professional Dues: Employer will pay 100% of Employee's annual PGA dues.
- Insurance: Employer will provide standard company Medical Insurance coverage.

4. Termination

- This contract expires automatically on December 31, 2026, unless renewed in writing by both parties.
- Either party may terminate this agreement prior to the end date with 30 days written notice.

For Mark's Golf Inc.

By: _____

Title: PRESIDENT

Date: 5/1/25

Employee

By: _____ Date 5/1/25

Kelly Kyle

3.4 MANAGEMENT PROPOSAL

B. REFERENCES

List names, addresses, telephone numbers, and fax numbers/email addresses of three (3) business references for whom work has been accomplished and briefly describe the type of service provided. The Proposer grants permission to the City to contact the references provided. Do not include any current City staff as references. The City may evaluate references at the City's discretion.

Mr. Chris Bonvie
PGA General Manager
Brook Hollow Golf Club
8301 Harry Hines Blvd, Dallas, TX 75235
(214) 310-8276
bonvie@pga.com

Chris was the General Manager at Tamarisk Country Club for three of the years I served as Head Golf Professional. During this time, we implemented an entirely new system of operations, giving department heads the autonomy to run their departments efficiently and create new programs for the membership. We worked together to design new golf events that were very well-received.

Mr. Mark Gardner
PGA Life Member
The Creek at Qualchan Golf Course,
301 E. Meadowlane Rd, Spokane, WA 99224
(509) 230-9156
gards@comcast.net

I have worked for Mark at several points in my golf career, currently as the Director of Golf at The Creek at Qualchan. In the last two years, Qualchan has experienced record numbers of rounds. Through new programs I have introduced, we have increased participation and exposure to the Spokane golf community. I have re-launched our presence on social media, greatly increasing traffic to our social media channels and promoting our facility to current and potential customers.

Mr. Ken Lieberman
Chairman of the Grounds & Greens Committee and former Chairman of the Golf Committee
Tamarisk Country Club, 70240 Frank Sinatra Drive, Rancho Mirage, CA 92270
(847) 877-9716
golfman725@gmail.com

Ken served as Chairman of the Golf Committee for three years during my time at Tamarisk Country Club. Together, we built a strong committee to promote our golf events. As opposed to the members of the club attempting to run these events, we placed the golf professionals back in charge, allowing them to do what they do best, and our golf events thrived as a result. We increased participation and created a golf department that the entire membership could be very proud of.

3.4 MANAGEMENT PROPOSAL

C. RELATED INFORMATION

Not applicable; I have not had any contracts terminated for default in the last five (5) years.

D. FINANCIAL INFORMATION

Washington Trust Bank

April 14th, 2026

Re: Kyle Kelly
RFP 6535-26
Head Golf Professional/Manager at the Creek at Qualchan
301 E Meadowlane Road, Spokane, WA 99224

To: Thea Prince
City of Spokane Purchasing Department.

My name is Randy Casto and I am an SVP in Private Banking for Washington Trust Bank. I have known Kyle Kelly for some time through our EWU affiliation and am honored to write a letter on his behalf for the above RFP. Washington Trust would be pleased to offer financing for Mr. Kelly, and I would be delighted to assist him should he be awarded this. I can think of no one better to assume this new role!

Please call me if you have further questions.

Thanks!

Randy Casto

Randy Casto
Senior Vice President-Relationship Manager
Private Banking
phone: 509-353-3634
rcasto@watrust.com

3.4 MANAGEMENT PROPOSAL

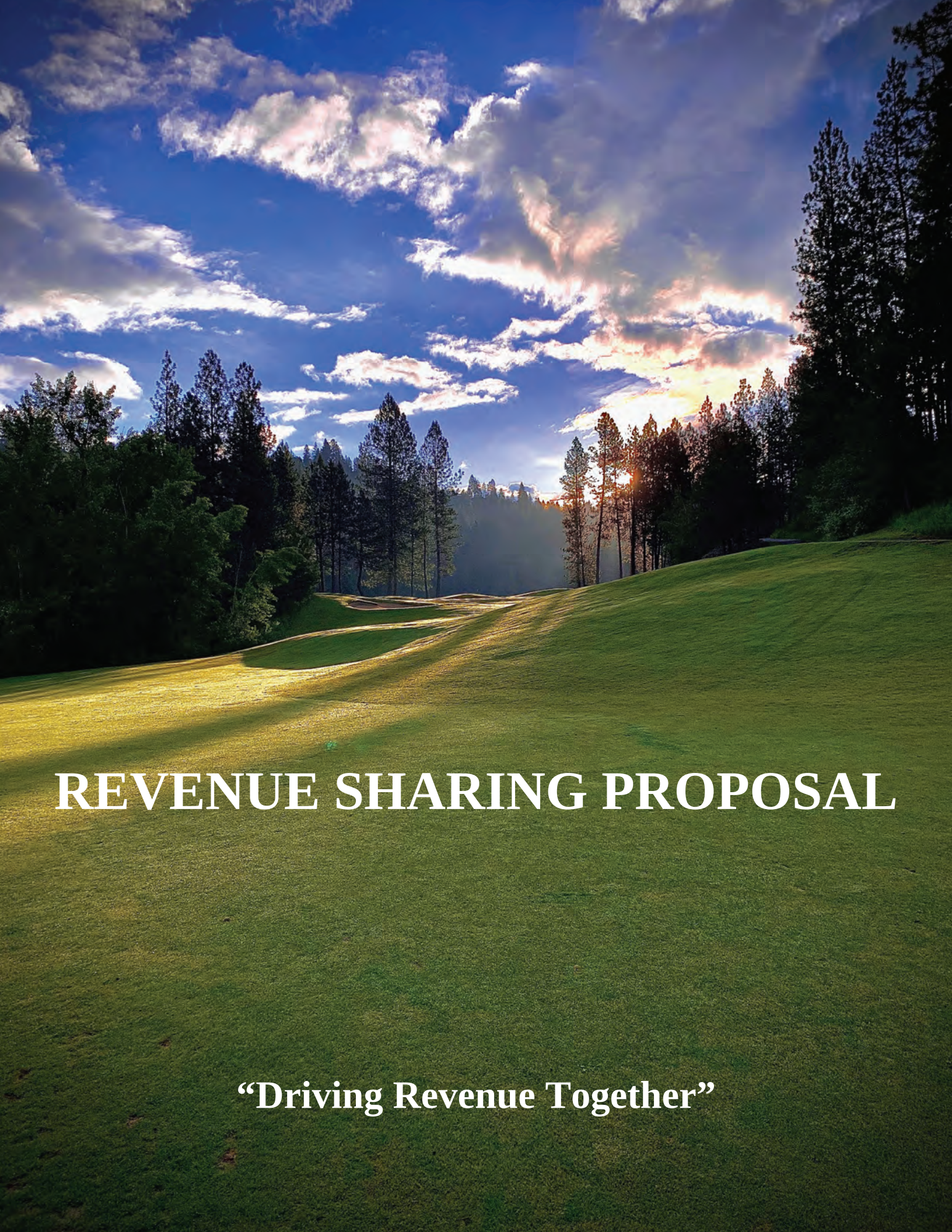
E. LITIGATION/LIENS

1. Litigation

Not applicable; I do not have any current or pending litigation, and have not had any litigation settled or disposed of within the past five (5) years.

2. Liens

Not applicable; I do not have any current or pending liens, and have not had any liens settled or disposed of within the last five (5) years.



REVENUE SHARING PROPOSAL

“Driving Revenue Together”

3.5 REVENUE SHARING PROPOSAL

Category	City Golf Division %	Golf Professional %
Practice Range	1%	99%
Rental Carts	1%	99%
Pro Shop Sales	1%	99%
Food/Beverage Concessions	0%	100%
Greens Fees	100%	0%
Lessons	0%	100%
Off-season Revenue	To be negotiated	To be negotiated

As you can see, my proposal seeks to keep the percentages the same as they have been in the past. I would like to take this opportunity to point out that this is going to be an expensive start-up for me. I realize that jobs like these are rare in the golf business these days, and being business-minded, I do love the idea of investing in myself through this new position.

My hope is that the City would be willing to sit down and discuss the possibility of sharing some of the costs in the upgrades and renovations I have detailed in this proposal. I think the renovation of the driving range would be a win-win for the Golf Professional and the City, as it would greatly upgrade the experience for every golfer who visits The Creek at Qualchan, and would undoubtedly help us in our shared goal to increase rounds and revenue at this facility. Should I be the successful candidate for this position, I look forward to sharing more ideas and working together to maintain the highest standards, to keep The Creek at Qualchan the “gold standard” for public golf in the Pacific Northwest.

City Clerk's No._____

City of Spokane
Parks and Recreation Division

2027 AGREEMENT FOR OPERATION OF QUALCHAN GOLF COURSE

THIS Agreement made and entered into this 1st day of January 2027, by and between the **SPOKANE PARKS AND RECREATION DIVISION**, a municipal corporation of the State of Washington, (the "Parks and Recreation" or the "Parks and Recreation Division"), and **KYLE KELLY, PGA GOLF PROFESSIONAL d/b/a 2K'S GOLF MANAGEMENT, LLC,** (the "Professional"). Hereafter together referenced as the "Parties", and individually a "Party".

WHEREAS**,** the Parks and Recreation Division is the owner of The Creek at Qualchan Municipal Golf Course (the "Golf Course"), which ownership includes the land upon which said Golf Course is located, the buildings and other improvements which are a part thereof; and

WHEREAS**,** the services of a Golf Professional at the Golf Course are desired to operate the concession as well as to provide Golf Professional services throughout the playing season; and

WHEREAS**,** the Parks and Recreation Division wishes to contract with the Professional for the operation of the Clubhouse facilities, Restaurant/Coffee Shop, Pro Shop, and Practice Range.

NOW, THEREFORE**,** pursuant to the requirements of the Charter of the Parks and Recreation Division, and in consideration of the mutual covenants contained herein, the Parties agree as follows:

Section 1. CONTRACT DOCUMENTS.

This Agreement, and the Rules and Regulations for the Performance of Golf Professional Services constitute the "Contract Documents", PROVIDED THAT, specific and applicable federal, state, and local requirements and the terms of this Agreement, respectively, supersede other inconsistent provisions. The Contract Documents are incorporated into this Agreement as fully as if they were set forth herein.

Section 2. CONCESSION AND LEASE GRANTED.

The Parks and Recreation Division hereby grants to the Professional the concession to operate the clubhouse facilities, pro shop, practice range and the restaurant at The Creek

at Qualchan Municipal Golf Course at 301 East Meadowlane Road, Spokane, Washington.

2.1 The Concession Location. The concession shall be conducted on the golf course known as The Creek at Qualchan Municipal Golf Course ("Concession").

2.2 Condition of Premises. The Professional and Golf Manager will conduct a walkthrough inspection before January 1, 2027 to determine if any repairs are necessary. If repairs are mutually determined necessary, the Parks and Recreation Division will make necessary arrangements and be financially responsible to complete those immediate repairs before April 1, 2027. Any repairs not noted or discovered in the mutual walkthrough inspection will be the sole financial responsibility of the Professional who inspected and examined the Premises, facilities, appurtenances, and fixtures thereon; Professional accepts the same in their present "AS-IS" condition; further, Professional agrees the City assumes no liability for damages or lost revenue to the Professional resulting from any conditions that existed prior to the date of his signature on the walkthrough inspection report; and further, Professional agrees to make no claims against the City for golf course conditions that existed prior to the date of signature. The Professional shall not make any alterations, changes, or additions to the clubhouse facilities, pro shop, practice range, restaurant, or any other property or facility, or to any fixtures or equipment owned by the Parks and Recreation Division without prior written consent of the Golf Manager, PROVIDED THAT, any alterations, changes, or additions consented to shall be subject to section 3.9(g) of this Agreement. The Professional shall not commit, permit, or allow any nuisance, waste, or injury in, upon, or to the Golf Course, or permit the use of the Golf Course for any illegal or immoral purpose.

Section 3. OPERATING RESPONSIBILITIES OF PROFESSIONAL.

The following duties and responsibilities shall be the obligation of the Professional, his agents, representatives and employees.

3.1 Lessons. To use the practice range and to give competent golf instruction to all groups and levels of public players and make charges therefore. The Professional, or other PGA/LPGA qualified golf instructor, must be available to conduct lessons during normal operating hours throughout the golfing season. Lessons will ONLY be taught by PGA, LPGA members or apprentices in good standing with the PGA.

3.2 Men's and Ladies' Clubs.

a. The Professional must offer a minimum of one (1) clinic per season for each Men's and Ladies' Clubs.

b. The Professional must make good faith efforts to increase active membership in the Men's and Ladies' Clubs.

3.3 Practice Range.

a. The Professional must supply ONE THOUSAND (1,000) dozen (12 balls per dozen) top-quality, clean range balls, at all times during the golfing season.

b. Range balls shall be picked up daily or as appropriate to ensure availability and must be easily accessible to the golfing public.

3.4 Pro Shop.

a. The Professional must display, sell, rent, and otherwise supply to the public all golf goods, clothing, merchandise, golf equipment, golf pull carts, and golf cars, all of which must be kept in good condition, offered in sufficient variety, and kept up to date, per Section 3.10, below.

b. The Pro Shop must be staffed with at least two (2) people during "prime time" to meet, without delay, the needs of the golfing public unless there is inclement weather and the Professional determines that one (1) staff member is sufficient. Prime time shall be described as 7:00 a.m., to 5:00 p.m., April 1 through October 1. The Pro Shop must be OPEN and staffed no later than daylight at all times during the golfing season.

c. Pro Shop employees must be friendly, well-dressed, and courteous to golfers; maintain a neat appearance, exercise good public relations skills, become familiar with regular customers' names and have good phone mannerisms. Employees will not be allowed to use tobacco products of any kind while on shift. Professional will ensure all employees maintain a high level of customer service.

d. Prices charged for sale, rental, or repair of equipment and merchandise will be consistent with prices comparable with other golf courses in Spokane.

3.5 General Responsibilities.

a. Cooperate with the Golf Manager to participate in the successful operation of the Pro Shop, golf course, golf course premises, clubhouse, restaurant and golf professional activities and meet the goals and expectations of the Golf Committee and Spokane Park Board as defined in this Agreement.

b. Supporting and enforcing Parks and Recreation Division policies to staff and the golfing public.

c. Regulate the play and conduct of all persons on the golf course, including keeping off trespassers and preventing injury to the golf course by players and others during the golfing season.

d. Enforce all rules and operations established by the Park Board of the Parks and Recreation Division, including adherence to the free play policy approved by the Park Board.

e. Collect all fees, issuing receipts for greens fees, range balls, cart rentals, Pro Shop sales and cafe items, sign golfers in, and shall be performed in accordance with Section 8.1 (below), delineating timely transfer of fees and/or payments to the Parks and Recreation Division.

f. Report tournament, fee, and sponsorship schedules to the Golf Manager each month.

g. Turn the heat down to sixty (60) degrees when the Clubhouse/restaurant is closed.

h. Provide and staff a starter for the 1st tee when deemed necessary. Professionals needs to be available to the public golfers.

i. Keeping the Golf Course open for the prescribed hours of play as described in the Parks and Recreation Golf Operations Manual.

j. All services rendered by the Professional shall be in accordance with the PGA Code of Ethics.

k. The Professional shall provide competent personnel necessary for such operations and shall supervise them in their work and shall pay them for their services at the Professional's sole cost and expense. Staff must include at least two (2) PGA Members or PGA Associates in good standing. No staff under 21 years of age will be allowed at the desk during the day until 6:00 p.m., unless approved by the Golf Manager. Desk staff will be over 19 years of age after 6:00 p.m., unless approved by the Golf Manager.

I. The Professional shall not employ or allow family members or relatives of self and/or family members of City Golf staff maintenance to participate in the operation of the golf course, clubhouse, restaurant and golf professional activities in any manner without the specific written approval of the Golf Manager and Park Board.

m. Personnel employed by the Professional shall not engage in conduct injurious to the interests of the Parks and Recreation Division in having an efficient and successful operation at the Golf Course.

n. The Professional may conduct any business or social activity on the Golf Course premises, or use the Golf Course, Clubhouse, restaurant or Golf Pro Shop for any other purpose so long as the Professional obtains the prior express written consent of the Golf Manager. All outside activities on Golf Course premises need prior approval, and revenue received will be

divided with the Professional receiving sixty percent (60%) and the Parks and Recreation Division forty percent (40%).

o. The Professional shall not be otherwise employed or engaged in other business which is in conflict with the responsibilities and duties of the Professional under this Agreement without the express written consent of the Golf Manager.

p. The Professional or designee shall make a daily physical inspection of the Clubhouse/restaurant, adjacent Parks and Recreation Division grounds, and Golf Course during the playing season, and shall report any unusual or unsafe conditions observed during said inspection to the Golf Manager immediately. Such reports shall be followed up in writing and the Professional shall at all times be safety conscious for the life of the Agreement. Clubhouse maintenance personnel will check in with the Golf Professional daily to discuss any maintenance items of concern regarding the clubhouse/restaurant area.

q. Use good faith efforts to promote increased play and income during identified slow-play periods.

r. Upon City request, the Professional shall provide documentation that dollars ($) were spent to advertise and promote the Golf Course, Pro shop, and/or Clubhouse/Restaurant services.

s. Professional or PGA affiliate shall be available for consistent contact with Men's and Ladies' Clubs, Tournament Chairperson(s) and outside groups.

t. The Professional or PGA certified designee must cooperate with and be easily accessible daily by the golfing public and organized groups.

u. The Professional or his/her designee must communicate with the Golf Course Superintendent or designee on a daily basis regarding course conditions, practice range conditions, tournaments, and special events. Disputes between the Professional and the Golf Course Superintendent will be resolved by the Golf Manager.

v. Equal treatment of all golfers.

w. Handle reservations in a fair and open manner as per Parks and Recreation Division guidelines.

x. Promote Men's and Ladies' Club memberships and leagues.

y. Consistently attend Men's and Ladies' Club meetings and events.

z. Ensure that all signage in and around the clubhouse/restaurant and Pro Shop is of excellent quality and appearance. All signage must be approved by the Golf Manager.

3.6 Sponsorships. It is in the best interests of both the Professional and the Parks and Recreation Division to support appropriate sponsorship and co-promotional opportunities on the Golf Courses. The Parks and Recreation Division may at any time enter into a sponsorship agreement to promote the operation of the golf course and may share a percentage of the revenue with the Professional, depending on the nature of the sponsorship. If the Professional finds an appropriate sponsorship, the Parks and Recreation Division may agree to enter into an agreement with that sponsor and will share with the Professional the proceeds from that sponsorship. The amount of any sharing will be as mutually agreed between the Professional and the Golf Manager.

3.7 Management Duties.

a. Professional must be current in the PGA Certification Program.

b. Marshal the Golf Course daily, except during inclement weather and obvious slow times, to monitor play and check receipts.

c. Cooperate with the Parks and Recreation Division's Junior program, including testing for knowledge of golf rules and courtesies, and providing a qualified PGA/LPGA instructor for the Parks and Recreation Division - City sponsored Junior golf program. This is either the Professional or his/her Assistant(s) responsibility.

d. Play in Pro/Ams, or allow staff to play in Pro/Ams; to promote the golf course and provide club members an opportunity to participate in said events.

e. Ensure a high-caliber, quality staff and institution of an ongoing staff-training program, as provided by PGA.

f. Make a good faith effort to hire diverse workforce, in keeping with the City of Spokane's minority employment goals.

3.8 Food Service.

a. The Professional will be responsible for the operation, management, and supervision of the food and beverage concessions in the restaurant and for furnishing an adequate stock of food & beverage (F & B) supplies for the operation of the restaurant. The Professional may provide F & B services at other locations throughout the Golf Course, with the express prior written consent of the Golf Manager.

b. The restaurant operation shall be friendly, courteous, and efficient; with quality service, F & B items and clean appearance. Staff shall have a neat and clean appearance.

~~c.~~ Prices charged shall be consistent with comparable operations in the area.

d. The Professional will be solely responsible for obtaining all required F & B permits and licenses and complying with the Spokane Regional Health District Food Safety program.

e. Restaurant food and beverage services must be available from the first tee time of the day until the completion of daily play. Exceptions may be made for inclement weather. All other exceptions must be approved by Golf Manager.

3.9 Pro shop, Clubhouse/restaurant maintenance.

a. Maintenance of restaurant/food service area. It shall be the responsibility of the Professional to maintain the food service area, including all cleaning and regular maintenance to taps, hoods, plumbing and electrical.

b. The Professional shall be responsible for providing routine maintenance and janitorial services for the Golf Clubhouse/restaurant and Pro Shop. The janitorial services shall include, but not be limited to: cleaning of windows (inside and outside), shampooing and cleaning of all carpets at least once a year, annual cleaning of all chairs, daily maintenance of all lavatories, washbasins, other interior furnishings equipment, and fixtures. The Professional agrees to keep the Pro Shop, Clubhouse, and restaurant in a clean and sanitary condition at all times in a manner to the satisfaction of the Parks and Recreation Division.

c. The Professional agrees to keep the lavatories in the clubhouse/restaurant open at all times the Golf Course or Clubhouse/restaurant is open for business.

d. The Professional shall keep the bulletin/reader board updated monthly and free of out-of-date notices on a daily basis.

e. The Professional agrees to keep a neat and tidy workspace throughout all portions of the Pro Shop and Restaurant areas. No personal items not pertaining to the golf operations business shall be stored at any time in the building(s).

f. The Professional will be responsible for one hundred percent (100%) of all personal telephones, fax machines, computer equipment and

services. Additionally, the Professional will be responsible for fifty percent (50%) of the Parks and Recreation Division telephone service. The Parks and Recreation Division will pay the natural gas and electricity charges and will reimburse the professional for one hundred (100%) of internet expenses related to operating the provided point of sale system.

g. The Parks and Recreation Division encourages capital project improvements by the Professional. Prior to capital project approval the Parks and Recreation Division will determine the value of the improvement and will work out a depreciation schedule, where if the Professional leaves prior to the total depreciation of the improvement, the Parks and Recreation Division will buy-out the remaining value. All improvements will be clearly defined and become an agreed upon written Addendum to this Agreement.

h. The Parks and Recreation Division will pay for the installation of a monitored burglar alarm system at the Clubhouse/restaurant and the Professional will pay the monthly service charge for the system.

3.10 Golf Carts.

a. The Professional shall make a minimum of fifty (50) golf carts available for rental at the Golf Course, and the carts must be kept in good condition and must be replaced and maintained on a regularly scheduled program. Carts will not be more than five (5) years old unless with written permission from the Golf Manager and the appearance and condition of the fleet is in satisfactory condition and passes an annual inspection with the Golf Manager and Professional.

b. The Professional may purchase or lease new golf carts during the term of this Agreement and the Parks and Recreation Division has the option to purchase or assume lease of those carts upon expiration or early termination of this or subsequent agreements, at current appraised value, from the Professional under the terms provided below, and, PROVIDED THAT, the buy-out provisions will apply only under all of the following conditions:

i) The Parks and Recreation Division must approve the purchase price prior to the Professional's purchase of the carts, and a copy of the bill of sale must be provided to the Parks and Recreation Division; and

ii) The carts purchased will be subject to a five-year (5) amortization of the agreed upon purchase price; and

c. Arrangement shall be made by the Professional for fueling of the golf carts. Professional may choose to provide his/her own fuel, which shall only be dispensed from an approved above ground fuel tank. If Professional

installs his/her own tank, location must be prior approved by the Parks and Recreation Division. The Professional may request to purchase fuel from the Parks and Recreation Division. All fueling arrangements will be made between the Professional and the Golf Manager.

Section 4. TERM.

This Agreement shall commence on January 1, 2027, and shall terminate December 31, 2031. The Golf Manager, with the approval of the Park Board may extend this Agreement for one (1) additional five (5) year term. Any extensions will be conditioned on the Professional's previous Term's operation having been performed to sole discretion of the Park Board and the Golf Manager's satisfaction. The Golf Professional will advise the Golf Manager, in writing, no later than February 1, 2031, of his or her desire to extend the Agreement. The extension request shall not be entertained if the Golf Professional is in any form of default. This does not preclude the Parks Division from issuing Requests For Proposals (RFP) for the following term.

4.1 Annual Evaluation. The Golf Manager will conduct an annual formal written evaluation with the Golf Professional no later than February 15th of each year and prior to any Agreement extension. Results of the annual evaluation will be discussed and shared with the Golf Committee.

Section 5. GOLF MANAGER.

The Golf Manager shall be the designated representative of the Parks and Recreation Division for the purpose of supervising and managing the Golf Course grounds, Clubhouse/restaurant operations, and to ensure compliance with the terms and conditions of this Agreement. The Professional shall first address any concerns to the Golf Manager.

5.1 Maintenance. The Parks and Recreation Division shall be responsible for the maintenance of Golf Course grounds, the practice range, parking area, snow removal in the parking area, lighting, flooring, restroom fixtures, plumbing, heating, and air conditioning. The Professional shall be responsible for minor maintenance, helping with general litter clean-up of the parking area, replacement of light bulbs, minor plumbing of restroom fixtures, and replacement of toilet paper, towels, and soap in the restrooms. Minor repairs and supplies will be done at the sole expense of the Professional. If the Professional and Golf Manager disagree on the definition of appropriate maintenance, a mutually agreed third-party will be consulted to reach a resolution.

5.2 Golf Course Marshal. The Parks and Recreation Division may, at its own cost and expense, provide a golf marshal at the course who shall ensure all players have paid the necessary fees and been issued receipts, as well as provide other customer service as directed by the Golf Manager.

5.3 Rules and Regulations. The Park Board of the Parks and Recreation Division shall fix, by resolution, rules and regulations for the operation of the Golf Course, Golf Pro Shop and Clubhouse/restaurant, including but not limited to: minimum number of hours of play for which the course is to be kept open each day and each week; (a reasonable number), minimum numbers of hours the Golf Pro Shop and restaurant are to be kept open each day and each week, amount of all fees, including but not limited to: Greens fees, private cart daily fees, annual private cart permit fees and season ticket fees.

Section 6. COLLECTION OF FEES BY PROFESSIONAL.

6.1 Unless granted a waiver the Professional shall cause to be delivered and deposited in the Parks and Recreation Division's designated bank, once every twenty-four (24) consecutive hours, monies collected due and owing to the Parks and Recreation Division and all greens fees, all deposit receipts, required reports and season ticket sales. The Professional may deduct those amounts owed to him as provided in Section 6.1. In the event of a deposit shortage, the Golf Professional will be responsible for the entire amount of the shortage in the deposit. In the event of an overage in the deposit, the Golf Professional and the Parks and Recreation Division will equally split the amount of the overage. The Professional shall deliver all deposit receipts and required reports to the Parks and Recreation Division accounting office by no later than 4:00 p.m. on each Tuesday of each week during the playing season.

6.2 The Parks and Recreation Division shall install and maintain a system of records and accounts of fees and gross revenues from which the amounts of fees and gross revenues from all sources can be readily ascertained. The Professional shall use such system for all fees and monies collected and received at the Golf Course; however, the Professional may install and maintain at his expense a system for Restaurant and lesson sales if such system is prior approved in writing by the Golf Manager. The Professional shall permit the Parks and Recreation Division, through its designated representatives, to inspect such accounts and all other business records concerning operations at the Golf Course.

6.3 At the end of the year, a financial report shall be sent to the Parks and Recreation Division of Spokane.

6.4 The Professional shall follow the collection of fees process as currently directed by Parks and Recreation Division, to include the City of Spokane Cash Handler Policy and Procedures Manual.

Section 7. COMMISSION / SPLIT CONSIDERATION.

7.1. Consideration paid to Parks and Recreation for the first three years of the term (2027-2029).

Parks and Recreation Division shall be entitled to the following proceeds:

a. THREE PERCENT (3%) of gross receipts from the operation of the practice range;

b. ONE PERCENT (1%) of gross receipts from rental of golf carts and pull-carts;

c. ONE PERCENT (1%) of gross receipts from Pro Shop sales, which include club rentals;

d. FIFTY PERCENT (50%) of the fee paid per person for Parks and Recreation Division sponsored golf lessons;

e. FORTY PERCENT (40%) of gross receipts from facility rentals. This includes the upstairs apartment, should it be rented by the Professional during the Term of this Agreement.

f. EIGHTY PERCENT (80%) of gross receipts for the rental of the golf course for weddings;

g. ZERO PERCENT (0%) of the gross receipts generated from all golf lessons offered or sponsored through outside contractual agreements not otherwise arranged through the Parks and Recreation Division.

h. ONE HUNDRED PERCENT (100%) of Green Fees.

7.2. Consideration paid to the Professional for the first three years of the term (2027-2029).

The Professional shall be entitled to the following:

a. NINETY-SEVEN PERCENT (97%) of gross receipts from the operation of the driving range.

b. NINETY-NINE PERCENT (99%) of gross receipts from rental of golf carts and pull carts.

c. NINETY-NINE PERCENT (99%) of gross receipts from Pro Shop sales, including club rentals.

d. FIFTY PERCENT (50%) of the fee paid per person for Parks and Recreation Division sponsored golf lessons.

e. SIXTY PERCENT (60%) of gross receipts from facility rentals. This includes the apartment, should it be rented by the Professional during the Agreement.

f. TWENTY PERCENT (20%) of the gross receipts for the rental of the golf course for weddings.

g. ZERO PERCENT (0%) of Green fees.

h. ONE HUNDRED PERCENT (100%) of Food and Beverage (F & B) Sales.

7.3. Consideration paid to Parks and Recreation for the last two years of the term (2030-2031).

Parks and Recreation Division shall be entitled to the following proceeds:

a. FIVE PERCENT (5%) of gross receipts from the operation of the practice range;

b. TWO PERCENT (2%) of gross receipts from rental of golf carts and pull-carts;

c. TWO PERCENT (2%) of gross receipts from Pro Shop sales, which include club rentals;

d. FIFTY PERCENT (50%) of the fee paid per person for Parks and Recreation Division sponsored golf lessons;

e. FORTY PERCENT (40%) of gross receipts from facility rentals. This includes the upstairs apartment, should it be rented by the Professional during the Term of this Agreement.

f. EIGHTY PERCENT (80%) of gross receipts for the rental of the golf course for weddings;

g. ZERO PERCENT (0%) of the gross receipts generated from all golf lessons offered or sponsored through outside contractual agreements not otherwise arranged through the Parks and Recreation Division.

h. ONE HUNDRED PERCENT (100%) of Green Fees.

7.4. Consideration paid to the Professional for the last two years of the term (2030-2031).

The Professional shall be entitled to the following:

a. NINETY-FIVE PERCENT (95%) of gross receipts from the operation of the driving range.

b. NINETY-EIGHT PERCENT (98%) of gross receipts from rental of golf carts and pull carts.

c. NINETY-EIGHT PERCENT (98%) of gross receipts from Pro Shop sales, including club rentals.

d. FIFTY PERCENT (50%) of the fee paid per person for Parks and Recreation Division sponsored golf lessons.

e. SIXTY PERCENT (60%) of gross receipts from facility rentals. This includes the apartment, should it be rented by the Professional during the Agreement.

f. TWENTY PERCENT (20%) of the gross receipts for the rental of the golf course for weddings.

g. ZERO PERCENT (0%) of Green fees.

h. ONE HUNDRED PERCENT (100%) of Food and Beverage (F & B) Sales.

Section 8. INDEMNIFICATION, INSURANCE, BOND.

8.1 Indemnification.

The Professional shall defend, indemnify, and hold Parks and Recreation and its officers and employees harmless from all claims, demands, or suits at law or equity asserted by third parties for bodily injury (including death) and/or property damage which arise from the Professional's negligence or willful misconduct under this Agreement, including attorneys' fees and litigation costs; provided that nothing herein shall require the Professional to indemnify Parks and Recreation against and hold harmless the Parks and Recreation from claims, demands or suits based solely upon the negligence of Parks and Recreation, its agents, officers, and employees. If a claim or suit is caused by or results from the concurrent negligence of the Professional's agents or employees and Parks and Recreation, its agents, officers and employees, this indemnity provision shall be valid and enforceable to the extent of the negligence of the Professional, its agents or employees. The Professional specifically assumes liability and agrees to defend, indemnify, and hold Parks and Recreation harmless for actions brought by the Professional's own employees against Parks and Recreation and, solely for the purpose of this indemnification and defense, the Professional specifically waives any immunity under the Washington State industrial insurance law, or Title 51 RCW. The Professional recognizes that this waiver was specifically entered into pursuant to the provisions of RCW 4.24.115 and was the subject of mutual negotiation. The indemnity and

agreement to defend and hold harmless Parks and Recreation provided for in this section shall survive any termination or expiration of this agreement.

8.2 Insurance.

During the period of the Agreement, the Professional shall maintain in force at its own expense, each insurance noted below with companies or through sources approved by the State Insurance Commissioner pursuant to Title 48 RCW:

A. **Worker's Compensation Insurance** in compliance with RCW 51, which requires subject employers to provide Worker's Compensation coverage for all their subject workers and Employers Liability Insurance (Stop Gap) in the amount of $1,000,000.

B. **General Liability Insurance** on an occurrence basis, of not less than $1,000,000 each occurrence/$2,000,000 aggregate for bodily injury and property damage. It shall include contractual liability coverage for the indemnity provided under this Agreement. It shall provide that the City, its officers and employees are additional insureds but only with respect to the Professional's services to be provided under this Agreement.

i. Acceptable **supplementary Umbrella insurance** coverage combined with the Professional's General Liability Insurance policy must be a minimum of $1,000,000, in order to meet the insurance coverage limits required in this Agreement;

C. **Automobile Liability Insurance** with a combined single limit, or the equivalent of not less than $1,000,000 each accident for bodily injury and property damage, including coverage for owned, hired and non-owned vehicles; and

D. **Professional Liability Insurance** (Errors and Omissions) 1,000,000 per claim/aggregate. This is to cover damages caused by the error, omission, or negligent acts related to the professional services to be provided under this Agreement. The coverage must remain in effect for at least two (2) years after the Agreement is completed

There shall be no cancellation, material change, reduction of limits or intent not to renew the insurance coverage(s) without thirty (30) days written notice from the Professional or its insurer(s) to the City. Except with regard to Professional Liability (when required) and Worker's Compensation Insurance, each of the policies shall endorse the City of Spokane as an "Additional Insured" specifically for the Professional's services under this Agreement, as well as all of the parties who are additional insureds, and include applicable policy endorsements, the thirty (30) day cancellation clause, and the deduction or retention level. The Professional shall be financially responsible for all pertinent deductibles, self-insured retentions, and/or self-insurance. **As evidence of the insurance coverage(s) required by this**

Agreement, the Professional shall furnish the agreed Certificates of Insurance (COI) within five (5) business days of the commencement of this Agreement.

8.3 Bond. The Professional shall continuously maintain at his sole expense a Surety/payment guarantee or employee dishonesty Bond covering collection of fees on the Premises for the benefit of the Parks and Recreation Division. The Bond shall be in an amount not less than TWENTY THOUSAND AND NO/100 DOLLARS ($20,000.00) and must cover all employees. The Professional must additionally provide broad form money and securities coverage, both inside and outside the Premises in an amount not less than TWENTY THOUSAND AND NO/100 DOLLARS ($20,000.00).

8.4 Proof of the above requirements must be provided to the Parks and Recreation Division upon execution of this Agreement. The policies required hereinshall provide not less than thirty (30) days prior written notice to the Parks and Recreation Division of any cancellation, expiration, modification, or reduction in coverage or liability limits.

Section 9. INDEPENDENT CONTRACTOR.

The parties agree and acknowledge that the Professional is an independent contractor and not the agent or employee of the Parks and Recreation Division or City of Spokane, and that no liability shall attach to the Parks and Recreation Division or City of Spokane as a result of the acts or omissions of the Professional, his agents, representatives oremployees. The Professional realizes that the Parks and Recreation Division employs other independent contractors as Golf Professionals and that each Professional's situation is unique. The compensation for each Professional is negotiated and may differ from other Professionals.

Section 10. TERMINATION.

The Parks and Recreation Division reserves the right to terminate this Agreement upon the failure of the Golf Professional to perform any of the terms and conditions of this Agreement. Either Party may terminate this Agreement, with or without cause, by ten (10) days written notice to the other Party. In the event of such termination, the City shall pay the Professional for all work previously authorized and performed prior to the termination date.

i) Enter the Golf Pro Shop and Golf Course and take immediate possession thereof;

ii) Bring suit for and collect all fees and portions of gross revenue or any other monies required to be paid to the Parks and Recreation Division, which shall have accrued to the time of termination of the Professional's rights.

a. The Professional is subject to immediate termination if the Professional violates any fiduciary duty to the Parks and Recreation Division, including but not limited to, by allowing play at less than the posted rates (excluding discounted rates approved by the Golf Manager).

b. The Professional is subject to immediate termination if the Professional or any employee is knowingly found to be in violation of food service regulations and/or alcohol service regulations/laws and/or a State issued audit finding solely due to the actions of the Professional.

c. The Professional may terminate this Agreement by giving ninety (90) days prior written notice. Such notice shall be given to the Golf Manager.

Section 11. TIME TO BE DEVOTED BY PROFESSIONAL.

a. General. It is mutually understood the primary function of the Professional shall devote such time as necessary to satisfactorily and wholly carry out the duties of this Agreement.

b. Golf Season. During the golf season, the Professional is expected to be at the golf course on a regular basis, sufficient to meet the reasonable demands of the public and supervisory staff. When the Professional will be away from the golf course for a period exceeding forty-eight (48) hours, written notice must be given to the Golf Manager. The Professional shall endeavor to be available to the public during major tournaments. Time off unrelated to the golf business is discouraged. The Professional's personal tournament schedule shall be submitted to the Golf Manager before the season begins. Any changes to the schedule will also be submitted during the season.

c. Non-Golf and Off-Season Activities. Golf Professional acknowledges that it is the Parks and Recreation Division's intent to potentially implement, at its expense, non-golf recreational programs such as hiking, biking, cross-country skiing, snowshoeing, and other similar programs on or near the Golf Course facilities. The Parks and Recreation Division will consult with the Professional to develop said programs and identify potential operational issues with said activities to minimize conflicts with golf operations.

Section 12. REFUSE CHARGES.

The Professional will pay the Clubhouse/restaurant refuse charges during the playing season. On or before December 1, it will be the responsibility of the Professional to notify, in writing, the City Solid Waste Management Division to stop regular pick-up and to be certain that service will be changed as necessary to an

"on-call" basis. The Superintendent will then be responsible for contacting the Solid Waste Management Division when pick-up is necessary. The Parks and Recreation Division will pay for these "on-call" services, when authorized by the Superintendent. On or before March 1, when the restaurant again re-opens, the Professional will be responsible for notifying, in writing, the Solid Waste Management Division to resume regular pick-ups.

In essence, the Parks and Recreation Division pays for refuse pick-up only during December, January and February.

The written communications and notices directed above shall be copied and sent to the Golf Manager, Parks and Recreation Division, 5th Floor - City Hall, 808 West Spokane Falls Boulevard, Spokane, Washington 99201.

Section 13. TAXES, FEES AND LICENSES.

The Professional shall pay and maintain in current status, all necessary licenses, fees, assessments, permit charges, etc. necessary to conduct the work included under this Agreement. It is the Professional's sole responsibility to monitor and determine changes or the enactment of any subsequent requirements for said fees, assessments, or changes and to immediately comply.

The cost of any permits, licenses, fees, etc. arising as a result of the projects included in this Agreement shall be included in the project budgets.

Section 14. ASSIGNMENT AND SUBCONTRACTING.

The Professional shall not assign or subcontract its obligations under this Agreement without Parks and Recreation's written consent, which may be granted or withheld in Parks and Recreation's sole discretion. Any subcontract made by the Professional shall incorporate by reference this Agreement, except as otherwise provided. The Professional shall ensure that all subcontractors comply with the obligations and requirements of the subcontract. Parks and Recreation's consent to any assignment or subcontract does not release the Professional from liability or any obligation within this Agreement, whether before or after Parks and Recreation's consent, assignment or subcontract.

Section 15. SEVERABILITY.

If any term or provision is determined by a court of competent jurisdiction to be invalid or unenforceable, the remainder of this Agreement shall not be affected, and each term and provision shall be valid and enforceable to the fullest extent permitted by law.

Section 16. ANTI-KICKBACK.

No officer or employee of Parks and Recreation or the City of Spokane, having the power or duty to perform an official act or action related to this Agreement shall have or acquire any interest in the Agreement, or have solicited, accepted or granted a present or future

gift, favor, service or other thing of value from or to any person involved in this Agreement.

Section 17. NON-WAIVER.

No covenant, term or condition or the breach shall be deemed waived, except by written consent of the Party against whom the waiver is claimed, and any waiver of the breach of any covenant, term or condition shall not be deemed a waiver of any preceding or succeeding breach of the same or any other covenant, term of condition. Neither the acceptance by Parks and Recreation of any performance by the Professional after the time the same shall have become due nor payment to the Professional for any portion of the Work shall constitute a waiver by Parks and Recreation of the breach or default of any covenant, term or condition unless otherwise expressly agreed to by Parks and Recreation in writing.

Section 18. LIENS.

The Professional agrees that he shall pay, or cause to be paid, all costs and expenses for work done and materials delivered to the Premises and shall keep the Premises free and clear of all liens for work performed thereon.

Section 19. DISPUTES.

If Parks and Recreation objects to all or any portion of an invoice, it shall notify the Professional and reserves the right to only pay that portion of the invoice not in dispute. In that event, the parties shall immediately make every effort to settle the disputed amount.

Section 20. NONDISCRIMINATION.

No individual shall be excluded from participation in, denied the benefit of, subjected to discrimination under, or denied employment in the administration of or in connection with this Agreement because of age, sex, race, color, religion, creed, marital status, familial status, sexual orientation including gender expression or gender identity, national origin, honorably discharged veteran or military status, the presence of any sensory, mental or physical disability, or use of a service animal by a person with disabilities. The Professional agrees to comply with, and to require that all subcontractors comply with, federal, state and local nondiscrimination laws, including but not limited to: the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination in Employment Act, and the American's With Disabilities Act, to the extent those laws are applicable.

Section 21. AUDIT/RECORDS.

The Professional and its sub-contractors shall maintain for a minimum of three (3) years following final payment all records related to its performance of the Agreement. The Professional and its sub-contractors shall provide access to authorized Parks and Recreation representatives, at reasonable times and in a reasonable manner to inspect and copy any such record. In the event of conflict between this provision and related

auditing provisions required under federal law applicable to the Agreement, the federal law shall prevail.

Section 22. DEBARMENT AND SUSPENSION.

The Professional has provided its certification that it is in compliance with and shall not contract with individuals or organizations which are debarred, suspended, or otherwise excluded from or ineligible from participation in Federal Assistance Programs under Executive Order 12549 and "Debarment and Suspension", codified at 29 CFR part 98.

Entered into Agreement on this _____ day of _____, 2026.

KYLE KELLY, PGA GOLF PROFESSIONAL d/b/a 2K'S GOLF MANAGEMENT, LLC	CITY OF SPOKANE PARKS AND RECREATION DIVISION
By: _____	By: _____
Title: _____	Title: _____
Attest:	Approved as to form:
_____ City Clerk	_____ Assistant City Attorney

Attachments that are a part of this Agreement:

Exhibit A - Debarment Certification

26-258

EXHIBIT A

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION

1. The undersigned (i.e., signatory for the Subrecipient / Contractor / Consultant) certifies, to the best of its knowledge and belief, that it and its principals:

   a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;
   b. Have not within a three-year period preceding this contract been convicted or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, receiving stolen property, making false claims, or obstruction of justice;
   c. Are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and,
   d. Have not within a three-year period preceding this contract had one or more public transactions (federal, state, or local) terminated for cause or default.

2. The undersigned agrees by signing this contract that it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction.

3. The undersigned further agrees by signing this contract that it will include the following clause, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions:

   Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions

   1. The lower tier contractor certified, by signing this contract that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

   2. Where the lower tier contractor is unable to certify to any of the statements in this contract, such contractor shall attach an explanation to this contract.

4. I understand that a false statement of this certification may be grounds for termination of the contract.

Name of Subrecipient / Contractor / Consultant (Type or Print)	Program Title (Type or Print)
Name of Certifying Official (Type or Print) Title of Certifying Official (Type or Print)	Signature Date (Type or Print)

2026
Annual YOY Golf
Comparison Report

Return to Agenda

ROUNDS

		DOWNRIVER			ESMERALDA			INDIAN CANYON			QUALCHAN			CITY HALL			TOTALS		
		2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF
COUNT	REGULAR ROUND	23,276	20,799	2,477	20,264	17,907	2,357	21,070	19,609	1,461	20,120	19,419	701	0	0	0	84,730	77,734	6,996
	DISCOUNT ROUND	15,403	20,002	(4,599)	17,744	21,763	(4,019)	15,670	16,596	(926)	14,513	17,057	(2,544)	0	0	0	63,330	75,418	(12,088)
	MULTI-PLAY ROUND	5,289	4,323	966	5,110	4,106	1,004	3,288	2,778	510	6,565	4,273	2,292	0	0	0	20,252	15,480	4,772
	OTHER ROUND	1,838	3,225	(1,387)	2,664	2,515	149	3,624	5,295	(1,671)	2,434	3,362	(928)	0	0	0	10,560	14,397	(3,837)
	TOTAL	**45,806**	**48,349**	**(2,543)**	**45,782**	**46,291**	**(509)**	**43,652**	**44,278**	**(626)**	**43,632**	**44,111**	**(479)**	**0**	**0**	**0**	**178,872**	**183,029**	**(4,157)**
REVENUE	REGULAR ROUND	$ 769,457	$ 623,522	$ 145,934	$ 704,359	$ 567,489	$ 136,870	$ 793,074	$ 641,573	$ 151,501	$ 737,475	$ 628,959	$ 108,516	$ -	$ -	$ -	$ 3,004,365	$ 2,461,544	$ 542,821
	DISCOUNT ROUND	$ 475,175	$ 512,601	$ (37,426)	$ 549,882	$ 569,325	$ (19,443)	$ 499,578	$ 459,144	$ 40,434	$ 485,916	$ 486,231	$ (315)	$ -	$ -	$ -	$ 2,010,551	$ 2,027,301	$ (16,751)
	MULTI-PLAY ROUND	$ 47	$ -	$ 47	$ -	$ -	$ -	$ -	$ -	$ -	$ 41,093	$ -	$ 41,093	$ -	$ -	$ -	$ 41,140	$ -	$ 41,140
	OTHER ROUND	$ 11,853	$ 50,459	$ (38,606)	$ 3,675	$ 9,683	$ (6,008)	$ 76,265	$ 117,815	$ (41,550)	$ 28,987	$ 49,657	$ (20,670)	$ -	$ -	$ -	$ 120,780	$ 227,614	$ (106,834)
	TOTAL	**$ 1,256,531**	**$ 1,186,583**	**$ 69,949**	**$ 1,257,916**	**$ 1,146,497**	**$ 111,419**	**$ 1,368,917**	**$ 1,218,532**	**$ 150,385**	**$ 1,293,471**	**$ 1,164,848**	**$ 128,623**	**$ -**	**$ -**	**$ -**	**$ 5,176,835**	**$ 4,716,460**	**$ 460,376**

PASSES

		DOWNRIVER			ESMERALDA			INDIAN CANYON			QUALCHAN			CITY HALL			TOTALS		
		2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF
COUNT	DISCOUNT PASS	963	1,163	(200)	733	776	(43)	650	791	(141)	1,221	1,323	(102)	340	55	285	3,907	4,108	(201)
	SEASON PASS	84	29	55	107	67	40	32	24	8	118	72	46	43	5	38	384	197	187
	OTHER PASS	52	53	(1)	419	411	8	62	66	(4)	55	69	(14)	294	341	(48)	882	940	(59)
	TOTAL	**1,099**	**1,245**	**(146)**	**1,259**	**1,254**	**5**	**744**	**881**	**(137)**	**1,394**	**1,464**	**(70)**	**677**	**401**	**276**	**5,173**	**5,245**	**(73)**
REVENUE	DISCOUNT PASS	$ 74,497	$ 91,590	$ (17,094)	$ 69,546	$ 60,206	$ 9,341	$ 53,901	$ 51,410	$ 2,491	$ 103,489	$ 105,678	$ (2,189)	$ 41,854	$ 4,930	$ 36,924	$ 343,286	$ 313,813	$ 29,473
	SEASON PASS	$ 77,805	$ 47,565	$ 30,239	$ 106,486	$ 57,807	$ 48,679	$ 38,316	$ 17,193	$ 21,123	$ 110,557	$ 91,075	$ 19,482	$ 34,816	$ 6,447	$ 28,369	$ 367,980	$ 220,087	$ 147,893
	OTHER PASS	$ 6,540	$ 9,771	$ (3,231)	$ 28,742	$ 25,498	$ 3,244	$ 11,331	$ 12,583	$ (1,251)	$ 15,204	$ 13,836	$ 1,368	$ 15,640	$ 17,953	$ (2,313)	$ 77,458	$ 79,641	$ (2,183)
	TOTAL	**$ 158,841**	**$ 148,927**	**$ 9,914**	**$ 204,775**	**$ 143,511**	**$ 61,264**	**$ 103,548**	**$ 81,186**	**$ 22,363**	**$ 229,250**	**$ 210,589**	**$ 18,662**	**$ 92,310**	**$ 29,330**	**$ 62,981**	**$ 788,725**	**$ 613,542**	**$ 175,183**

CART FEES

		DOWNRIVER			ESMERALDA			INDIAN CANYON			QUALCHAN			CITY HALL			TOTALS		
		2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF
COUNT	PRIVATE CART FEE & PERMIT	420	461	(42)	575	537	38	298	335	(37)	398	393	5	0	0	0	1,690	1,726	(36)
	PRO CART FEE	23,938	22,757	1,181	25,089	24,896	193	25,040	26,562	(1,522)	25,825	23,602	2,223	0	0	0	99,892	97,817	2,075
	TOTAL	**24,357**	**23,218**	**1,139**	**25,664**	**25,433**	**231**	**25,338**	**26,897**	**(1,559)**	**26,223**	**23,995**	**2,228**	**0**	**0**	**0**	**101,582**	**99,543**	**2,039**
REVENUE	PRIVATE CART FEE & PERMIT	$ 17,358	$ 18,585	$ (1,227)	$ 17,850	$ 15,761	$ 2,089	$ 9,054	$ 8,978	$ 76	$ 20,183	$ 15,895	$ 4,288	$ -	$ -	$ -	$ 64,444	$ 59,219	$ 5,225
	PRO CART FEE	$ 4,531	$ 4,706	$ (175)	$ 8,807	$ 8,531	$ 277	$ 10,993	$ 11,013	$ (20)	$ 4,950	$ 4,854	$ 97	$ -	$ -	$ -	$ 29,282	$ 29,104	$ 178
	TOTAL	**$ 21,889**	**$ 23,291**	**$ (1,402)**	**$ 26,657**	**$ 24,292**	**$ 2,365**	**$ 20,047**	**$ 19,990**	**$ 57**	**$ 25,133**	**$ 20,749**	**$ 4,384**	**$ -**	**$ -**	**$ -**	**$ 93,726**	**$ 88,322**	**$ 5,404**

BUCKET OF BALLS

	DOWNRIVER			ESMERALDA			INDIAN CANYON			QUALCHAN			CITY HALL			TOTALS		
	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF
COUNT	12,795	13,836	(1,041)	11,077	11,644	(567)	21,003	24,884	(3,881)	12,079	13,563	(1,484)	0	0	0	56,954	63,927	(6,973)
REVENUE	$ 1,260	$ 1,328	$ (68)	$ 2,221	$ 2,392	$ (171)	$ 5,296	$ 5,361	$ (66)	$ 1,194	$ 1,354	$ (160)	$ -	$ -	$ -	9,970	10,435	$ (465)

FACILITY IMPROVEMENT FEE

	DOWNRIVER			ESMERALDA			INDIAN CANYON			QUALCHAN			CITY HALL			TOTALS		
	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF
COUNT	39,303	42,619	(3,316)	38,485	40,439	(1,954)	37,791	38,893	(1,102)	34,893	38,370	(3,478)	384	77	307	150,856	160,398	(9,543)
REVENUE	$ 204,633	$ 220,049	$ (15,416)	$ 202,161	$ 206,977	$ (4,816)	$ 193,517	$ 198,244	$ (4,727)	$ 196,846	$ 204,690	$ (7,843)	$ 6,081	$ 1,395	$ 4,687	803,238	831,353	$ (28,115)

REVENUE SUMMARY

	DOWNRIVER			ESMERALDA			INDIAN CANYON			QUALCHAN			CITY HALL			TOTALS		
	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF	2026	2025	DIFF
Lessons			$ -			$ -			$ -			$ -	$ -	$ -	$ -	$ -	$ -	$ -
MISC REVENUE	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
	$ -																	
TOTAL REVENUE	**$ 1,643,154**	**$ 1,580,177**	**$ 62,977**	**$ 1,693,729**	**$ 1,523,669**	**$ 170,061**	**$ 1,691,324**	**$ 1,523,313**	**$ 168,011**	**$ 1,745,894**	**$ 1,602,229**	**$ 143,665**	**$ 98,392**	**$ 30,724**	**$ 67,667**	**$ 6,872,494**	**$ 6,260,112**	**$ 612,381**

Golf Fund - September 2026

	Adopted Budget 2026	2026 Remaining Budget Balance	2025 September Actual	2026 September Actual	2025-2026 Monthly Difference	2025 YTD Actual	2026 YTD Actual	2025-2026 YTD Difference	2025 YTD % Of Budget	2026 YTD % Of Budget	YOY % Change
Revenue											
Program Revenue	$ 6,837,435	$ (144,649)	$ 824,417	$ 756,629	$ (67,788)	$ 6,596,812	$ 6,982,084	$ 385,272			
Facility Improvement Fee	$ -		$ (108,125)	$ (91,030)	$ 17,095	$ (841,901)	$ (802,295)	$ 39,606			
Other Transfers-In	$ -	$ -			$ -						
Total Revenue	**$ 6,837,435**	**$ (657,647)**	**$ 716,292**	**$ 665,599**	**$ (50,693)**	**$ 5,754,911**	**$ 6,179,788**	**$ 424,877**	**97.04%**	**90.38%**	**-6.66%**
Expenditures											
Salaries and Wages	$ 1,321,259	$ 417,282	$ 97,713	$ 99,551	$ (1,839)	$ 838,041	$ 903,977	$ (65,936)	66.35%	68.42%	2.07%
Temp/Seasonal	$ 742,629	$ 245,387	$ 79,813	$ 73,733	$ 6,081	$ 497,317	$ 497,242	$ 75	68.86%	66.96%	-1.90%
Personnel Benefits	$ 546,376	$ 134,075	$ 50,978	$ 47,970	$ 3,008	$ 403,866	$ 412,301	$ (8,435)	80.13%	75.46%	-4.67%
Supplies	$ 626,693	$ 161,394	$ 63,840	$ 81,636	$ (17,795)	$ 407,043	$ 465,299	$ (58,256)	72.44%	74.25%	1.81%
Services and Charges	$ 2,275,850	$ 1,292,784	$ 242,539	$ 161,142	$ 81,397	$ 1,200,346	$ 983,066	$ 217,280	81.58%	43.20%	-38.39%
Interfund Payments	$ 360,641	$ 91,498	$ 7,729	$ 5,581	$ 2,148	$ 258,139	$ 269,143	$ (11,004)	72.43%	74.63%	2.20%
Subtotal Op. Expense	**$ 5,873,448**	**$ 2,342,421**	**$ 542,612**	**$ 469,612**	**$ 73,000**	**$ 3,604,752**	**$ 3,531,027**	**$ 73,725**	**73.88%**	**60.12%**	**-13.76%**
Capital Outlay	$ 1,000,000	$ 953,948	$ 93,594	$ 13,023	$ 80,571	$ 817,966	$ 46,052	$ 771,914	81.80%	4.61%	-77.19%
Transfers Out		$ -									
Total Expenditures	**$ 6,873,448**	**$ 3,296,369**	**$ 636,206**	**$ 482,635**	**$ 153,571**	**$ 4,422,718**	**$ 3,577,079**	**$ (845,638)**	**75.23%**	**52.04%**	**-23.19%**
Net Profit/(Loss)	**$ (36,013)**		**$ 80,086**	**$ 182,964**	**$ 102,877**	**$ 1,332,193**	**$ 2,602,709**	**$ 1,270,516**			

*** Beginning Fund Balance**	$ (383,970)
Less 7% Reserve	$ (535,879)
Less Current Lease Payments	$ (86,334)
Beginning Year Reserves	$ (1,006,183)
YTD Change in Cash	$ 2,602,709
YTD Available Cash	**$ 1,596,526**

** 2026 Beginning Fund Balance does not include the FIF reserve of $1,129,009*

Facility Improvement Fee - September 2026

	2025 September Actual	2026 September Actual	2025-2026 Monthly Difference	2025 YTD Actual	2026 YTD Actual	2025-2026 Monthly Difference
Revenue	$ 108,125	$ 91,030	$ (17,095)	$ 841,901	$ 802,295	$ (39,606)
Debt Service Payments	$ -	$ -	$ -	$ (309,548)	$ (388,735)	$ 79,187

Facility Improvement Fee - Fund Balance	
Beginning Fund Balance	$ 1,129,009
YTD Revenues	$ 802,295
YTD Loan Payments	$ (388,735)
Ending Fund Balance	$ 1,542,570

GOLF SIP Loan Amortization			
Period Ending	**Principal**	**Interest**	**Total Payment**
6/1/2026	$ 343,681	$ 45,054	$ 388,735
12/1/2026	$ 345,075	$ 43,660	$ 388,735
Current Outstanding Balance		**$ 3,597,918**	