



# Welcome to Quincy Country Club



*Home of the Hawks* 

The staff of your Club has prepared the following information in hopes that it helps you feel at home at your new Club. You probably are aware of most of the items that we will cover, but in case you have any questions, we thought that this material might be helpful.

## **The Quincy Country Club Staff**

Your Club staff is comprised of between 75 and 100 persons, depending on the season. All of the people who work at the Club, whether in the Tennis program, Golf Shop, Greens Maintenance, Swimming Pool or in the Clubhouse, are Club employees who report to various departmental managers who in turn report to the Club's General Manager. The General Manager reports to the elected Board of Directors. Here are some of the staff members who can help you with specific problems and questions:

### **General Manager**

Matthew Mulherin, Manager

Amy Cragg, Assistant Manager

Mike Hathaway, Dining Room Manager

Robin Lugerling, Assistant Dining Room Manager

### **Club Office**

Bill Cramsey, Account Services Manager

Nicole Bowen, Assistant Account Services

### **Food and Beverage Department**

Steve Forrest, Food & Beverage Manager

Janet Scoggan, Executive Chef

Jacob Charlton, Sous Chef

Ryan Mitchell, 2<sup>nd</sup> Sous Chef

### **Golf Shop**

Gideon Smith, PGA Head Professional

Jon Roberson, Assistant Professional

Emily Van Rie, Junior Assistant Professional

**The Golf Shop has its own telephone number – (217) 222-1052**

*It may also be reached by calling the Club number*

### **Greens & Grounds Maintenance**

Tim Salazar, Golf Course Superintendent

**The Maintenance facility is reached by calling (217) 223-4045**

### **Pool Facility**

Kay-leigh Shierling, Aquatics Director

The pool may be reached by calling (217) 214-9003

### **Tennis Facility**

Mike Terry, USPTA Head Professional

## **Other Important Numbers~**

Clubhouse- 223-3452

Fax #- 223-5637

Web Site-www.quincycountryclub.org

## From the Golf Shop

Welcome to Quincy Country Club! On behalf of all the Golf Shop staff, we are glad to have you here, joining what we believe is the greatest membership anywhere. Your Golf Shop staff is here for one reason, to help you enjoy your time on the golf course to the fullest. We hope all of the information to follow helps you achieve that goal and that you will not hesitate to call the shop for any other information you need.

**Golf Shop Schedule:** The Golf Shop is open as listed in the Club membership directory. Changes in operating hours will be published in the monthly newsletter

**Course Playing Schedule:** Your course is available for playing as listed in the membership directory. Golf course maintenance and special events may modify or change the listed schedule. And as with the Golf Shop schedule, these changes will be published in the monthly newsletter.

**Golf Shop Services:** Your Golf Shop offers a “full service” golf operation, with services of club care, club repair, professional instruction and premier equipment and clothing available.

Lessons are available at times convenient to both the student and teacher. To provide the optimum learning environment, lessons should be scheduled at least 24 hours in advance. Call the Golf Shop to schedule your time.

Information and advice regarding equipment is available at all hours of shop operation, as a professional member of the shop staff is on duty whenever the Golf Shop is open. The equipment, clothing and accessories carried in the shop are for the convenience of the membership and represent what your shop staff believes are the best available products on the market. The inventory in the Golf Shop is owned by the Club membership and is priced with both the suggested retail (the price a non-member would pay) and a member’s price. The member’s price is a cost-plus calculation that allows you to purchase clothing and equipment at significant savings.

Also, a handicap system is available in the Golf Shop. Automatic billing for each person on the handicap sheet is done in March. We will gladly put you in the system.

**Club Care:** The care and storage of member’s clubs is available on an annual basis. The club care service includes cleaning your clubs after every round, minor repairs and having your clubs loaded and ready to play whenever you have a game. Pull carts and personalized club identification tags are included in the cost of club care.

**Power Carts/Pull Carts:** For the convenience of the membership, a fleet of 40 power carts is provided at the Club. Rental of the carts is arranged with a call to the Golf Shop. The carts are subject to rules designed to protect the condition of the course, and are not available to those without valid driver’s licenses. During inclement weather, some carts are available with protective curtains.

Pull carts are provided for the convenience of members and their guests, compliments of the Board of Directors.

**Practice Range:** The Club’s practice facilities are available from the time the Pro Shop opens until ½ hour before dusk. A yearly range program is available for members who so desire. For others, there is a charge for each visit to the practice area.

The Golf Shop staff hopes that the information presented above will help you understand the operation of your Golf Shop a little clearer. It is not possible to explain all that the shop does in writing, as the number of tasks undertaken to satisfy the membership is limitless. From changing cart tires to making arrangements to play at another private club, your Golf Shop is operated for your convenience and enjoyment. Please remember that at all times your Golf Shop is only a phone call away and your questions are never to unimportant for us to answer.

Please call if we can make your time at your Club more enjoyable, we are here to serve you!

Sincerely,  
Gideon Smith  
Head Professional and Staff



## From the Grounds Department

I would like to take this opportunity to discuss some of our maintenance practices. Daily we maintain cutting heights in the rough, fairways, green surrounds or the greens themselves. Several times a year it is necessary to aerify the greens, tees and fairways.

In order to maintain the course as playable as possible, we need some help from the golfing membership. Our morning tasks include the repair of ball marks on the greens and the fixing of divots on the tees. However, we do not find all of the ball marks and divots; and generally if a ball mark or divot is not repaired shortly after the damage is done, the healing procedure takes quite a bit longer. A good rule of thumb that we would like the membership to adopt is that when repairing your ball mark or divot, please repair one other that someone has forgotten.

The Club's monthly newsletter also includes an article from the Greens Department on current or future planned activities. This is done to keep the membership informed as to what they can expect when they show up for a round of golf.

Thank you for giving me this opportunity to explain a little about some of our somewhat unique maintenance practices, and I look forward to meeting you in person.

Sincerely,

Tim Salazar  
Golf Course Superintendent



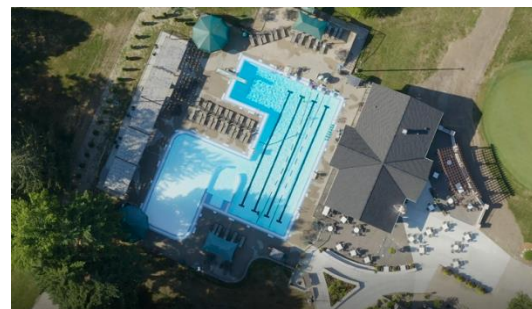
## Other Departments & Information

### Private Parties

The Club is available for your private party requirements and has some of the finest facilities in the area for entertaining. The use of Club banquet facilities must meet standards set by the Board of Directors. Call the General Manager for details.

### Swimming Pool

The swimming pool is open in the summer months. Generally it is open weekends from Memorial Day until school vacation, then open daily until school resumes in the fall. The pool snack bar, called the Cabana, is open daily during the regular swimming season. Cash is not accepted. Members may sign for their charges or purchase coupon books.



## **Junior Programs**

Quincy Country Club runs extensive and quality programs for our junior members. The swimming pool offers swim lessons and fields a competitive swim team. Tennis runs junior lessons throughout the summer. Junior golf is held during the summer months and is limited to children of Regular Family and Junior Family members only. Watch your Club newsletter for information on these programs.

## **Lockers**

Men's and Ladies' locker rental is offered to all members.

## **The Quincy Country Club Newsletter**

Every month (except January) we publish a members' newsletter. The information in this publication comes from Staff, the Club President, Committees, and those responsible for various activities. There is a lot of useful information in this monthly mailing and we hope you can find the time to review its contents each month, since this is our primary method of communicating with you. Additionally, we urge you to read very carefully your copy of the membership directory. If you wish to receive a weekly email updating you on activities, special bulletins and notices, please contact Matthew Mulherin to register!

## **Food and Beverage Facilities**

Food and Beverage services are available in the Dining Room and on a less formal basis in the Terrace Bar. Lunch and dinner are served in both the Carnoustie Room and Terrace Bar on Tuesdays through Sundays year round and at our Outdoor Plaza Bar & Grille Spring through early Winter. The Clubhouse and Food and Beverage services are closed on Mondays. A complete schedule of hours and services can be found in your Membership Roster and in the monthly newsletter.

The Carnoustie Room, which is the main dining room, cannot be reserved for private parties. Also, there will be no card playing in this room. Children under the age of eight (8) will not be served after 7:30 p.m. Loitering in the Clubhouse by members' children is undesirable.



## **Other Dining Room Information**

### **Food and Beverage Minimum**

The minimum to be spent on food and beverage is \$70.00 per month. Any unused portion of the minimum will automatically be charged at the end of the billing cycle. Please check your membership directory for your cycle.

## **Gratuities**

Gratuities to servers are optional. An appropriate house charge (as set by the Board of Directors) and sales tax (as determined by the State of Illinois) will be added to all food and beverage charges for the convenience of the member. Please be sure to sign your ticket. This house charge is to offset the cost of operations in the food and beverage department. It does not go directly to the staff. Optional gratuities can be added as desired.

## **Use of your Member Number**

We encourage you to include both your signature and membership number when signing charge tickets for services.

## **Dress Code**

Please refer to the complete dress code in the Club's Membership Roster...and remember, you are responsible for your guest's attire.

Parents are responsible for the acts of their children on club property. Children under the age of seventeen (17) will not be allowed in the Men's or Ladies' Locker Rooms, unless accompanied by a parent. Young men, eighteen (18) and older, may use the Men's Locker Room and shower room. It would be appreciated if they would use the north entrance. The lounge, where liquor is sold, and the card room are for men 21 and over. Minors will not be served any alcoholic beverages and Club employees are instructed by the Board not to serve anyone who may have had too much to drink.

- All food and beverage charges will be charged a 15% house charge and an 8% sales tax that will be itemized on your statement. The 15% fee is used to offset all Food & Beverage costs which include higher staff wages and benefits offered to the employees of QCC. Any gratuity given to a specific staff member can be written on the ticket however this will be above and beyond the 15% house charge. (Private Rooms are 20% SC.)
- Reservations for Regular Dining: We do not require at anytime reservations here at the club however we do recommend reservations on the following days. Wednesday, Friday and Saturday Nights and Sunday Brunch. This will allow us to prepare accurately with staffing. You will also want to designate Formal or Informal Dining. (Coats are required on Fridays and Saturdays in the Formal side of the Dining Room.

I hope this information is helpful to you as you acquaint yourself with Quincy Country Club...remember, all the Club's staff is here to help you, so whenever we can answer a question or assist you in any way...please just let us know.



## Review your Monthly Activity On-Line Today!

Be sure to check out our website! Our website showcases our club and everything there is to know about it. Our site will enable our staff to keep you informed about everything happening at the Club.

We encourage you to visit [www.quincycountryclub.org](http://www.quincycountryclub.org) where you will be able to find valuable club information such as a look into our amenities, our dining menus and more! You will also be able to log in and view our *Member's Only* section where we post golf lesson videos if you're in need of some quick tips from our PGA Professional Staff, Pro Shop Information, view your billing statements and much more that is only available for our members.

To set up an online account, or if you do not remember your username or password, email Matthew at [m.mulherin@qcc1897.org](mailto:m.mulherin@qcc1897.org)

## Join us on Social Media!

We're always posting about events and such happening at the club on our social media platforms. Follow / Like our pages on Facebook, Instagram, Twitter and Pinterest so you'll always know what's going on.

*Please know that we will be periodically taking photos and videos of special events at QCC. Please let us know if you or your family wish to not be featured on our Media Site*

## **Club Contact Information**

Clubhouse ~ 223-3452 \* Pro-Shop ~ 222-1052

### Have questions?

Contact us and allow us to assist you in any way!!

Matthew Mulherin [qccgm@adams.net](mailto:qccgm@adams.net) Manager  
Gideon Smith [qccpro@adams.net](mailto:qccpro@adams.net) Head Golf Professional  
Tim Salazar [qccsuper@adams.net](mailto:qccsuper@adams.net) Golf Course Superintendent  
Amy Cragg [akcragg@gmail.com](mailto:akcragg@gmail.com) Assistant Manager  
Steve Forrest [sforrest@quincycountryclub.org](mailto:sforrest@quincycountryclub.org) Beverage Manager  
Janet Scoggan [jscoggan@quincycountryclub.org](mailto:jscoggan@quincycountryclub.org) Executive Chef  
Michael Terry [terry@jwcc.edu](mailto:terry@jwcc.edu) USPTA Tennis Professional  
Bill Cramsey [qccoffice@adams.net](mailto:qccoffice@adams.net) Controller  
Nicole Bowen [qccgolf@adams.net](mailto:qccgolf@adams.net) Member Account Services Assistant

### Vision of "Experience"

Our vision is to provide an atmosphere that welcomes and encourages family activities and enduring friendships through the experience of its membership.

## **Quincy Country**

2410 State Street \* [qccgm@adams.net](mailto:qccgm@adams.net) \* 217 223-3452 \* Fax- 217 223-5637