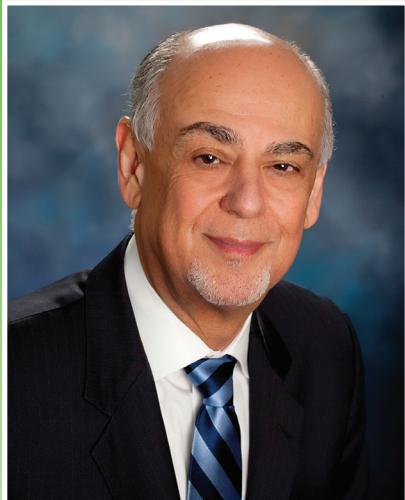


From the
**General
Manager**



*Welcome
New Members*

P0290 William & Kristin Culver
1150 W. Lake Hamilton Drive
Winter Haven, FL 33881

F0006 Thomas & Gail Fitzgibbon
450 Marshall Rd.
Southlake, TX 76092

DP0099 Dwight Nibbelink
1610 Arrowhead
Harbor Springs, MI 49740

S0736 Bruce Strachan & Dorothy Bryant
4295 Cottontail Lane
Harbor Springs, MI 49740

DP0520 Susan Offield
P.O. Box 336
Harbor Springs, MI 49740

W0023 Scott & Jennifer Fisher
4588 Onsted Highway
Onsted, MI 49265

P0561 Ronald & Claudia St. Amour
4929 Turfway Trail
Harbor Springs, MI 49740

From the General Manager

I would like to begin by saying thank you for your kind words and warm welcome. My wife Christy and I love Birchwood and are so happy to be here. One of the first things I noticed when I arrived here at Birchwood was the camaraderie, not only among members but also the entire staff. This is just one of the many great attributes of this Club.

I would like to thank the management team as well as the staff for the welcome that was extended to us. It was above and beyond and very much appreciated.

Christy and I lived in the Detroit area from 2002 to 2007 before moving to Nevada. I remember Christy and her good friend taking trips up north and she absolutely loved it. She would tell me how beautiful it was and that I needed to take some time to see it. Unfortunately, I never did. It's still a bit surreal to think that we are living in this wonderful resort area. The beauty of northern Michigan and Birchwood is hard to beat and we both feel so fortunate to be associated with such a great club.

As most of you may already know, we have a new Executive Chef here at Birchwood, Chef Chad Cliffe. We have also hired a new Food and Beverage manager, Jessica Cliffe who will work closely with Julia Will our Dining Room Manager. I have had the pleasure of previously working with this team and can assure you that Birchwood is in good hands. Their passion for excellence in hospitality is sure to be a great asset to our Club. Chef Chad is currently working on some new dishes to accompany some favorites on the existing menu, as we look to reopen the Club on Friday, April 20th. Chef wants to roll out a larger menu presentation in June for our 2018 season.



*Executive Chef
Chad Cliffe*



*Food & Beverage Manager
Jessica Cliffe*

One of the many reasons I accepted this position is that I feel that our Board of Trustees are truly dedicated to improving the overall experience and value of being a club member. Their expressed dedication to our membership, as well as their knowledge and attention to all comments in our membership satisfaction surveys, is very impressive.

I would like to share a bit of my vision of the future Birchwood and it begins with our statement of purpose. The entire staff and I are committed to meeting and exceeding the expectations of our membership at all times. This is our statement of purpose and we will build everything around this statement. We are beginning to implement a proven process that includes our statement of purpose, service guarantees to our membership, as well as being able to measure how we are doing. There is more to this process but, in a nutshell, it is designed to improve and enhance the overall value and experience to our membership. This is something that we implemented at the DAC and it was proven to be very successful.

I view Birchwood as having three important departments; hospitality, operations and administration, to include accounting. I believe all departments are extremely important to Birchwood and cannot work independently of each other. For an example, if our Casual Dining Room has a service guarantee to our membership, that states our dining area will be clean and neat at all times of service and our housekeeping department does not have a standard and procedure in place to back this service guarantee, we fail. This connectivity runs through each and every department of our Club. As we continue to develop and grow as a team, we will all do our very best to bring all membership a great experience at the Club while being fiscally responsible as well.

I am looking forward to our upcoming 2018 season and meeting those members who will return to Birchwood. I hope to see you all at our Mother's Day Brunch on Sunday, May 13th and our Membership Meeting/Spring Mingle on Saturday, May 26th.

I have always felt that communication is absolutely necessary for the success of any private club. I look forward to speaking with you and sharing ideas and thoughts to further develop the positive experience of Birchwood. Please feel free to email me any time at paul@birchwoodcc.com or stop by the office.

Thank you for support.

Paul Marazzo, CFBE
General Manager/COO
paul@birchwoodcc.com
231-526-2166 EXT. 512

Spring Mingle

Saturday, May 26th
6:30pm
\$40.00++ Per Person





Renters

Attention Birchwood homeowners please note that our rental policy has changed.

We ask all members that rent their home within Birchwood to please notify us. We have a welcome packet for renters, which will include required guest cards, information on all the amenities and current events offered at Birchwood.

Please contact Emma Clemens in the POA Office at 231-526-2166 ext. 538 or email emma@birchwoodcc.com

GO Green

Would you like to receive your monthly statements and fliers via email?

Or perhaps you would like to sign-up for automatic bill pay?

If these services interest you, please contact Lindsay Clemens in the Accounting Department at lindsay@birchwoodcc.com or 231-526-2166, ext. 521.

Enjoy food stations spread throughout the Club so that you can "Spring Mingle"

Featuring: Shrimp Cocktail, Smoked Salmon, Carved Beef Tenderloin, Pasta Station, Mashed Potato Martini Bar, Assorted Desserts and So Much MORE!

Reservations required, please call 231-526-2166 or make your reservation online at www.birchwoodcc.com

