

Chapter 1
Overview of Club Operations

1. What is considered the oldest country club in the U.S.? What 2 events occurred in the early 1900's that changed the servile attitude towards the club manager?
2. What is a private club?
3. Why do people join private clubs?
4. Why are private clubs initially built?
5. What are equity clubs?
6. What are non-equity clubs?
7. Define a country club and describe the services they offer?
8. What is the average size and average initiation fee/dues of a country club?
9. Define a city club and describe the services they offer?
10. Identify and define other types of clubs found in the United States.
11. What are the categories of membership, who is eligible for them, the privileges these member receive, and the relative dues structure of each membership?
12. Define reciprocity agreements within a club?
13. How does one generally become a member of an private club?
14. How many members can belong to a club?
15. What if a member dies or resigns?
16. Who handles discipline?
17. What are some typical reasons for suspending or expelling a club member?
18. What happens if a member doesn't pay his dues on time?
19. What is the basic organization structure of an equity club?
20. What is the function of the Board of Directors (trustees/governors/officers)?

21. How does one become a member of the board?
22. What is essential to a successful Board of Directors?
23. How should the manager interact with the Board of Directors?
24. Who attends the Board of Directors meetings?
25. Who makes up the Executive Committee?
26. What are the functions of each member of the Executive Committee?
27. What is the difference between a standing committee and an ad hoc committee?
28. What are some examples of a an adhoc committee?
29. What are the keys to effective club committees?
30. Briefly describe the standing committees commonly found in equity clubs.
31. What are some other names for the position of general manager?
32. Who hires the general manager?
33. Who does the general manager directly answer?
34. What are the general managers responsibilities/duties?
35. How many hours does the general manager usually work?
36. What are some fringe benefits of a general manager?
37. What are the 2 major contributors to burnout of club managers?
38. What are some methods in which a club manager can reduce stress?
39. Give examples of club professionals that might be employed by clubs. What are their responsibilities/duties?
40. Give examples of club department managers. What are their responsibilities/duties?
41. In a non-equity club what is the function of the board of governors and/or committees?