



FISHHAWK RANCH COMMUNITY DEVELOPMENT DISTRICT

Board of Supervisors' Meeting
February 23, 2022

www.fishhawkkranchcdd.org

District Office:
4532 West Kennedy Blvd. #328
Tampa, FL 33609

FISHHAWK RANCH COMMUNITY DEVELOPMENT DISTRICT AGENDA

Board of Supervisors:	Robert Kneusel Thomas Avino Kerri McDougald Terrie Morrison Dawn Turner	Chairman Vice Chairman Assistant Secretary Assistant Secretary Assistant Secretary
District Manager:	Eric Dailey	Halifax Solutions, LLC.
District Counsel:	Vivek Babbar	Straley Robin Vericker
District Engineer:	Stephen Brletic	Johnson, Mirmiran & Thompson

All cellular phones must be turned off or on silent during the meeting.

The Audience Comment portion of the agenda is where individuals may make comments on matters that concern the District. Individuals are limited to a total of three (3) minutes to make comments during this time.

Pursuant to provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting/hearing/workshop is asked to advise the District Office at least forty-eight (48) hours before the meeting/hearing/workshop by contacting the District Manager at (813) 575-1955. If you are hearing or speech impaired, please contact the Florida Relay Service by dialing 7-1-1, or (800) 955-8771 (TTY) (800) 955-8770 (Voice), who can aid you in contacting the District Office.

A person who decides to appeal any decision made at the meeting/hearing/workshop with respect to any matter considered at the meeting/hearing/workshop is advised that person will need a record of the proceedings and that accordingly, the person may need to ensure that a verbatim record of the proceedings is made including the testimony and evidence upon which the appeal is to be based.

February 16, 2022

Board of Supervisors
Fishhawk Ranch Community
Development District

AGENDA

Dear Board Members:

The Regular Meeting of the Board of Supervisors of the Fishhawk Ranch Community Development District will be held on **Wednesday, February 23, 2022, at 6:30 p.m.** at the Palmetto Club, located at 17004 Dorman Road, Lithia, Florida 33547. The following is the agenda for the meeting:

1. **CALL TO ORDER**
2. **AUDIENCE COMMENTS**
3. **STAFF REPORTS**
 - A. Community Director
 1. Operations Manager..... Tab 1
 2. Aquatic Services Tab 2
 3. Landscape Services Tab 3
 - B. Tennis Club Contract Administrator
 - C. District Engineer Tab 4
 - D. District Counsel
 - E. District Manager
 1. Action Item List Tab 5
4. **BUSINESS ADMINISTRATION/CONSENT AGENDA ITEMS**
 - A. Consideration of Minutes of the Regular Meeting held on January 26, 2022..... Tab 6
 - B. Consideration of Minutes of the Regular Meeting held on February 9, 2022 Tab 7
 - C. Consideration of Operation & Maintenance Expenditures for January 2022 Tab 8
 - D. Consideration of Operation & Maintenance Expenditures for Palmetto Club January 2022 Tab 9
 - E. Consideration of Operation & Maintenance Expenditures for Tennis Club January 2022 Tab 10

5. BUSINESS ITEMS

- A. Consideration of Proposals for Aquatic Club
Slide Interior Framing Repair Tab 11
- B. **Time Set for 7:30 p.m.** - Consideration of Proposals
from the Invitation to Negotiate for Tennis Center
Management Services
 - 1. Tipsarevic Luxury Tennis Tab 12
 - 2. Arch Amenities Group Tab 13
 - 3. The Tennis Connection Tab 14
 - 4. PNW Sports & Wellness Development Tab 15
 - 5. Rizzetta Amenity Services Tab 16
 - 6. Boom Boom Management Tab 17
 - 7. Scott Smith Tennis Tab 18

6. SUPERVISOR REQUESTS

7. ADJOURNMENT

We look forward to seeing you at the meeting. In the meantime, if you have any questions, please do not hesitate to call us at (813) 575-1955.

Thank you,



Eric Dailey
District Manager



HALIFAX
SOLUTIONS

TIPSAREVIC LUXURY TENNIS



US BASED
COMPANY

ABOUT US



Specialists in providing personalized tennis management for country clubs and resorts, professionally coaching private clients, VIP's and celebrities, individually or in groups at various luxury properties.

Founded in 2013 and managed by **Mr. Janko Tipsarevic**, former world No. 8.

We create customized programs for private clientele as well as for all our luxury partners world-wide.



5

ATP Titles

2

ATP World Cup

1

DAVIS Cup Winner
with Serbian National Team

2

London Masters Finalist

**Janko
Tipsarevic**

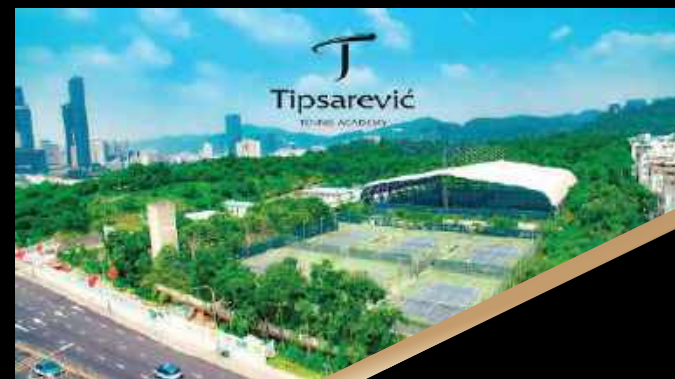
Ex-World
N° 8

Tipsarevic Luxury Tennis is the **only brand** on the market which is being lead by a former **Top 10 ATP player**.

There is a tremendous amount of tennis enthusiasts all over the planet who have a deep and profound love towards this beautiful sport. Essentially, in the end it all comes down to the **experience** that the guests and customers are having. Mr. Tipsarevic understands that and takes it very seriously. This is why attention to details is key, and the main reason why so many partners, clubs, academies and resorts have **entrusted** us to lead their tennis programs all over the World, and why we are experiencing such **growth**. The tennis experience lead by our teams is our primary goal in achieving excellence.



High Performance Venues Managed by Us



Some of the Luxury Resorts where we Operate



One&Only
REETHI RAH
Maldives



One&Only
PORTONIVI
Montenegro




MIRAGGIO
THERMAL SPA RESORT




AMARILLO COUNTRY
CLUB



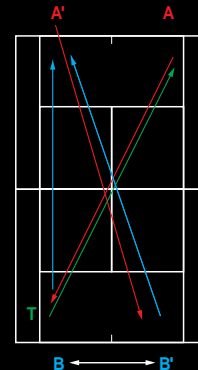
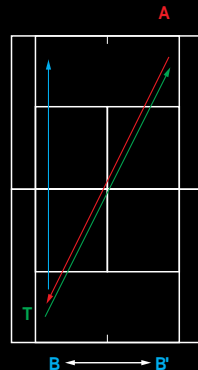
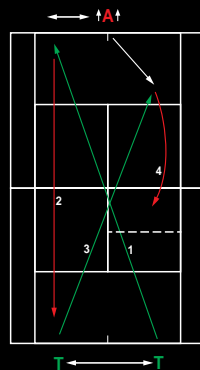
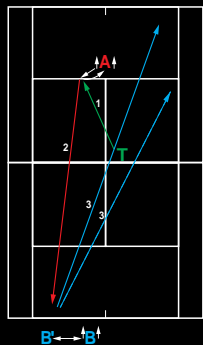
One&Only
MANDARINA
Mexico




THE RITZ-CARLTON
MALDIVES, FARI ISLANDS

Tennis Coaching

- ▶ For individuals
- ▶ For families
- ▶ Whether you are USTA 4.5 or 2.5 level player we have personalized programs for all levels



CONCEPT

```
graph TD; A[CONCEPT] --> B[TOP SHELF TENNIS COACHES]; A --> C[WIDE RANGE OF PROGRAMS, CLINICS AND PRIVATE LESSONS]; A --> D[SOCIAL EVENTS]; C --> E[TENNIS PROGRAM PROMOTION]; C --> F[GM/BOARD COMMUNICATION];
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**TOP SHELF
TENNIS
COACHES**

**WIDE RANGE
OF PROGRAMS,
CLINICS AND
PRIVATE LESSONS**

**SOCIAL
EVENTS**

**TENNIS PROGRAM
PROMOTION**

**GM/BOARD
COMMUNICATION**

Give Your Residents What They Want

Recognizable tennis program is probably the best amenity luxury country club can have.

Our company will provide:

- ▶ World class tennis program for all ages and levels
- ▶ World class staff and instruction
- ▶ High customer service
- ▶ Resident satisfaction
- ▶ Beautifully stocked Pro shop with top shelf tennis brands
- ▶ Upkeep of FishHawk's incredible tennis facility



Our specialized program and our staff guarantee optimal resident experience

OUR TENNIS PROGRAM

Fairmont
MALDIVES
SIRRU FEN FUSHI

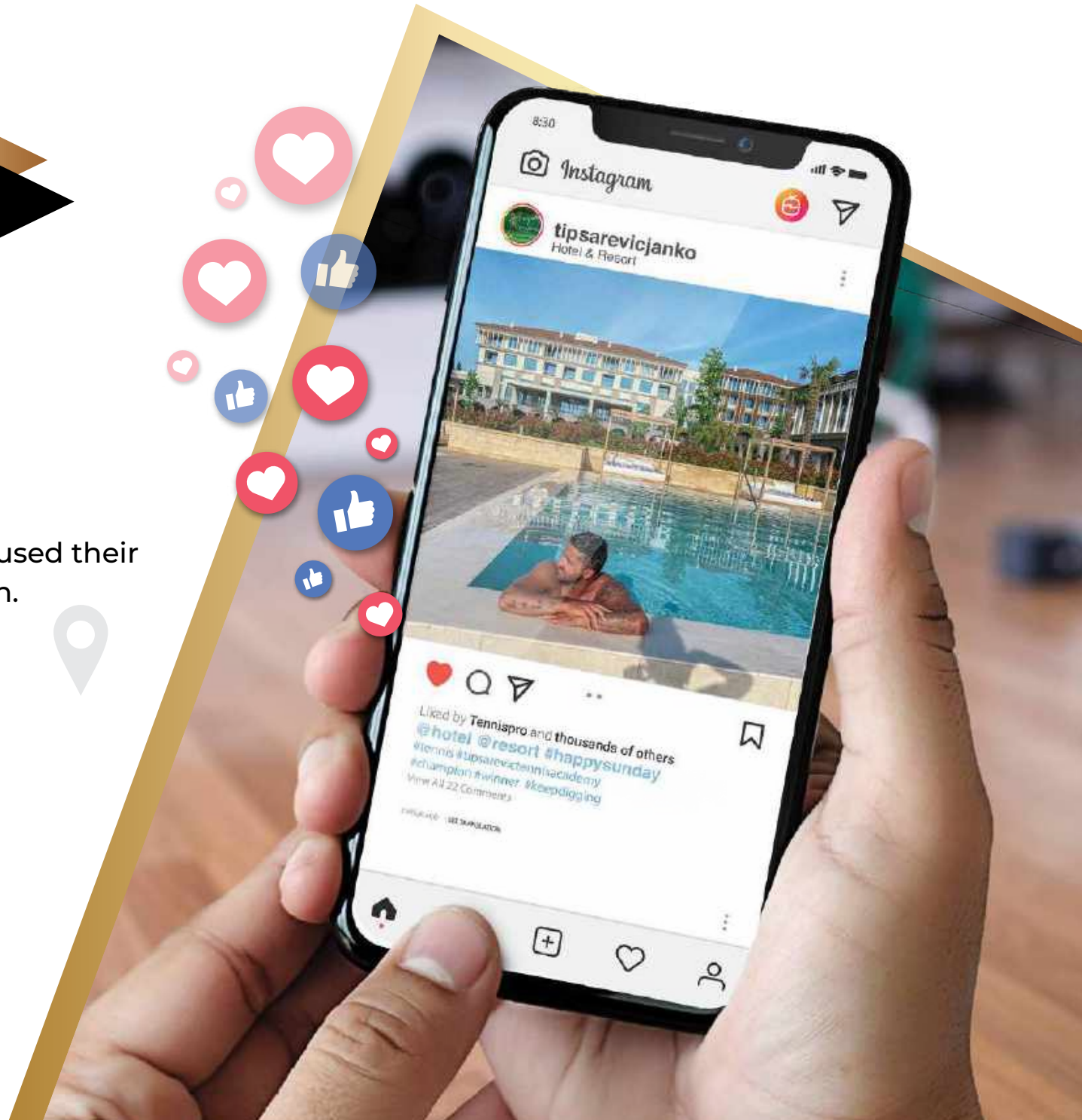
- ▶ Team practices
- ▶ Doubles strategy clinics
- ▶ Singles strategy clinics
- ▶ Supervised round robins
- ▶ Private lessons
- ▶ Beginners clinics
- ▶ Cardio tennis
- ▶ Junior program
- ▶ Singles and Doubles club ladders
- ▶ Club championships
- ▶ Wide range of social events

Social Media

95% of smartphone users have used their phone to look up local information.

- ▶ After doing so, 61% called the business they found, and...
- ▶ 59% then visited the business's physical location.
- ▶ 40% of all searches on mobile devices are locally driven.

Using all social media platforms of Tipsarevic Luxury Tennis and Janko Tipsarevic himself.



Promotional Events with Tennis Stars

*Lifestyle
&
Celebrities*



- PROPOSAL -

Spring 2022

Length of the contract:

- ◆ From Spring 2022
- ◆ We propose a 3 year contract

We offer:

- ◆ **Three Resident Tennis Professionals (ATP/WTB level of player/coach):**
 - ▶ Director of tennis
 - ▶ Head pro
 - ▶ First assistant pro
- ◆ **Tipsarevic Luxury Tennis professional is:**
 - ▶ Highly skilled professional
 - ▶ Hospitality oriented with a high level of personalization
 - ▶ Capable to customize tennis package instantly depending on the client's needs
 - ▶ Continually improving his/her skills

◆ Coaches would be full time employees of the club and would be supervised by Tipsarevic Luxury Tennis. They would be responsible for:

- ▶ Directing the overall tennis program
- ▶ Teaching private and group lessons
- ▶ Organizing tennis-related social activities
- ▶ Communicating with residents in order to customize the tennis program to their needs
- ▶ Overseeing the maintenance needs of the tennis facility, always trying to improve and raise the standards
- ▶ Be responsible for budget planning of the tennis facilities and program
- ▶ Attending department head meetings when invited
- ▶ Offer complimentary educational tennis demonstrations or clinics for club marketing/promotional activities
- ▶ Employ specialized tennis program adapted to the country club created by Mr. Janko Tipsarevic and his team of professionals
- ▶ Give professional advice on the tennis equipment needed to run all activities
- ▶ Run exhibitions with famous ATP or WTA players retired or active (optional upon availability)

We fully understand that resident satisfaction is your number one priority, and that quality tennis program will keep residents at the community longer as well as attracts new ones.

To ensure resident's and Management's satisfaction Tennis Director will be responsible for:

- ▶ Communication with residents
- ▶ Setting up and filling clinics/lessons/junior program/camp
- ▶ Setting up and running events
- ▶ Setting up and running tournaments
- ▶ Staying in constant contact with maintenance staff and giving direction
- ▶ Taking care of the pro shop
- ▶ Will be limited to 30hrs per week of on court activities therefore giving him/her plenty of time to deal with all the off-court duties

- OBJECTIVE -

- ◆ Enhance and Elevate resident experience
- ◆ Innovate and reenergize the existing tennis program by staying current with industry trends
- ◆ Top notch events including weekly socials and monthly special events
- ◆ Exhibitions with ATP, WTA and PPA touring professionals

TLT NORTH AMERICA, LLC WOULD PROVIDE:

- ▶ Complete annual tennis program
- ▶ Complete annual event program
- ▶ Detailed teaching instruction manual for the pros
- ▶ Detailed resident communication manual for the pros
- ▶ Detailed facility management program for the Director
- ▶ Our partners Lacoste and Tecnifibre would stock the pro shop with world class equipment, string, and clothing
- ▶ Top 3 tennis positions at the club: Tennis Director, Head Pro and First Assistant.

ANNUAL REVENUE WILL CONSIST OF:

- ▶ Tennis program revenue (lessons, clinics, events, tournaments)
- ▶ Summer camp
- ▶ Pro shop sales and stringing

FINANCES:

- ▶ Pros in top 3 positions would be employees of FishHawk Ranch District and would receive total annual salary of \$60,000 from the club (Tennis Director 40K, Head Pro 20K)
- ▶ 30% of club's total revenue would go to FishHawk Ranch District. This amount should cancel out the salaries for pros, maintenance and pro shop staff
- ▶ 70% of club's revenue would go to TLT North America, LLC and our pros. Company's share would be paid monthly as a licencing fee. Pros would be paid on biweekly basis by the club.

TLT North America, LLC

We believe that club with such tremendous resident base and in such great location should be one of the premier tennis spots in Florida.

We would appreciate the opportunity to help make Fish-Hawk Ranch known for its magnificent tennis program.



EXAMPLE OF DAILY SCHEDULE

TENNIS PROGRAM MONDAY - FRIDAY

TIME	Court 1	Court 2	Court 3	Court 4
8-9am	Private lessons	Private Lessons	Private Lessons	Private Lessons
9-10:30am	Ladies Team Practice	Ladies Team Practice	Ladies Team Practice	Ladies Team Practice
10:30-12pm	Ladies Clinic 2.0-2.5	Ladies Clinic 2.0-2.5	Ladies Clinic 3.0-3.5	Ladies Clinic 3.0-3.5
12-3pm	Private lessons	Private lessons	Private lessons	Private lessons
3-4pm	Cardio Tennis	Cardio Tennis	Singles clinic	Singles clinic
4-7pm	Junior Program	Junior Program	Junior Program	Junior Program
7-10pm	Adult clinics	Adult clinics	Private lessons	Private lessons

TENNIS PROGRAM SATURDAY

TIME	Court 1	Court 2	Court 3	Court 4
8-10am	Mens Clinic 3.0-3.5	Mens Clinic 3.0-3.5	Mens Clinic 4.0-4.5	Mens Clinic 4.0-4.5
10-12am	Cardio Tennis	Cardio Tennis	Stroke of the week	Stroke of the week
12-4pm	Private lessons	Private lessons	Private lessons	Private lessons
4-7pm	MP Junior Program	MP Junior Program	MP Junior Program	MP Junior Program
7-9pm	Socials	Socials	Socials	Socials
9-10pm	Private lessons	Private lessons	Private lessons	Private lessons

TENNIS PROGRAM SUNDAY

TIME	Court 1	Court 2	Court 3	Court 4
8-10am	Mens Clinic 3.0-3.5	Mens Clinic 3.0-3.5	Mens Clinic 4.0-4.5	Mens Clinic 4.0-4.5
10-12pm	Cardio Tennis	Cardio Tennis	Stroke of the week	Stroke of the week
12-10pm	Private Lessons	Private Lessons	Private Lessons	Private Lessons

Note : USTA RATINGS (2.0, 2.5, 3.0, 3.5, 4.0, 4.5, 5.0)

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 Web:
www.tipsarevicacademy.com

 [instagram.com](https://www.instagram.com/tipsarevictennisacademy)
[tipsarevictennisacademy](https://www.instagram.com/tipsarevictennisacademy)



2022/01

Performance Report



Tipsarević

LUXURY TENNIS

PREPARED BY:

Vladan Pantelic

INTRODUCTION

About Us

Tipsarevic Luxury Tennis has partnered up with numerous resorts and hotels around the World in order to offer top-class tennis lessons, clinics, and social events. TLT aims to inspire and challenge guests of all ages and abilities to improve their tennis game and enjoy an active holiday.

Purpose

The purpose of this report is to briefly centralize key achievements and results of the Tipsarevic Luxury Tennis portfolio. TLT's main focus is centered around the client and customers that visit our facilities.

We ensure that everything we do is centered around experience, an experience that stands out and creates long-lasting memories and loyalty. This report has 3 main parts which are briefly explained further.

1. Service Level Performance

At Tipsarevic Luxury Tennis, we utilize best-in-class AI to understand how our customers feel about anything we do. We measure Customer Satisfaction (CSAT), Net Promoter Score (NPS), and we conduct in-depth sentiment analysis to understand what our customers think about us.

We analyze topics such as services, staff, brand, quality of lessons, and if customers feel there is a value for money as the return of what we do. This report also highlights several comments from our customers. Full access to all customer feedback is shared as real-time feed across group.

2. Financial Performance

In this part of the report, we highlighted our month-to-month growth percent in terms of revenue as well as some of the main metrics that we monitor including the number of lessons, the number of hours trained, total revenue, revenue by demographics, location...and many more.

Similar to our satisfaction our financial performance is monitored in real-time and all of the information is presented on an interactive dashboard.

3. Client References & Testimonials

In this section, we displayed several existing client references and testimonials. If you don't believe us check with them...

SERVICE LEVEL PERFORMANCE

SENTIMENT
3.91

4.03 % YOY growth for
Tipsarevic Luxury Tennis
on the most important KPI.
Scale -5 to 5

Overall **Tipsarevic Luxury
Tennis** grew YOY on absolutely
all segments and KPIs.

NPS

92.93%

16.16% growth YOY reflected
brilliant performance across
Tipsarevic Luxury Tennis. Above
80% is considered to be a
world-class score. Scale -100%
to 100%

CSAT

4.77

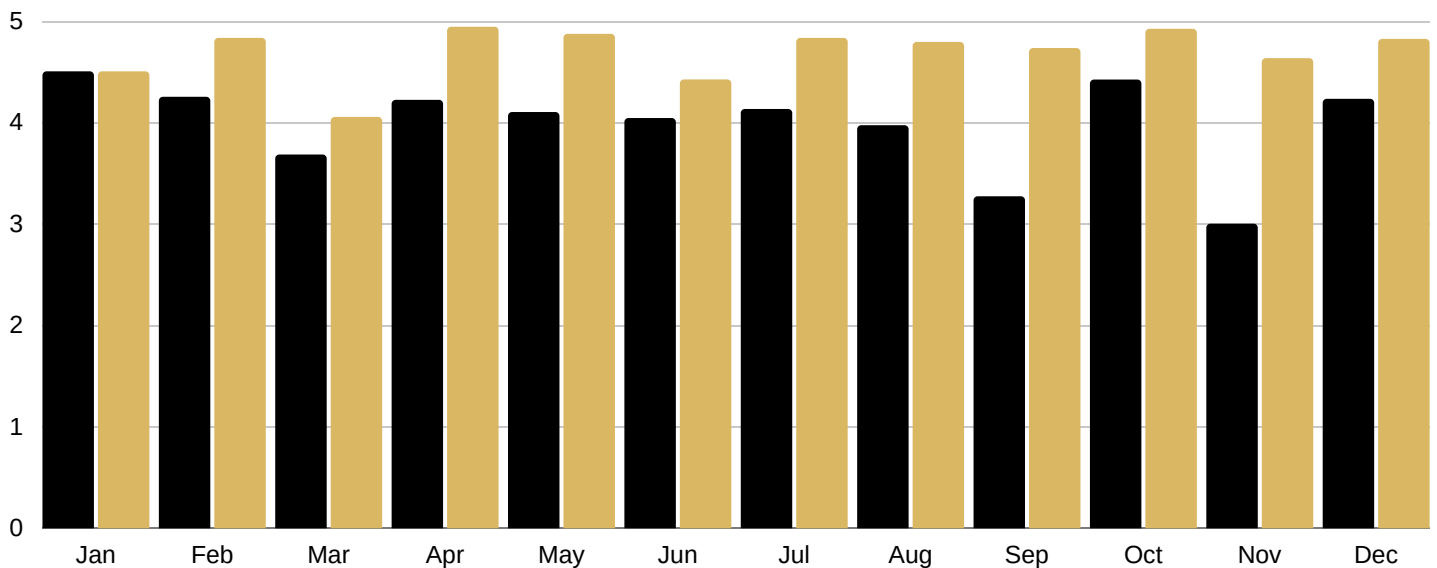
6.84% YOY growth in customer
satisfaction for all services.
Scale 1-5.

CUSTOMER SENTIMENT

On the **Consumer Sentiment** end, **Tipsarevic Luxury Tennis** recorded **3.91** for 2021 with fantastic growth of **4.03%** YOY.

Customer Satisfaction (CSAT) scores have recorded **6.84%** YOY growth for **Tipsarevic Luxury Tennis**. Overall customer satisfaction has remained consistently above 4 on the scale of 1-5.

● **Customer Sentiment**
● **Customer Satisfaction**



CUSTOMER FEEDBACK

Below are some of the latest feedback from a few of our guest that trained with us this year.

"Me and my whole family have enjoyed tremendously our lessons with Elena. She is kind, patient and has a great way of sending advice and tips. We have recommended her to all our friends in the resort. We hope to see her again."

Waldorf Astoria Ithanafushi

"I was playing tennis here only with my father, but when we met Ilona we have started to play and train every day with her! She is a brilliant coach and amazing person! Thank you for these beautiful days with her trainings!"

One & Only Reethi Rah

It was wonderful we love it we just wanted to try it once but because it was amazing we booked every day.... Barbara was amazing very friendly and professional.. thank you so much for this amazing experience.

Vakkaru Baa Atoli

"Excellent! Rodrigo was a perfect instructor. My wife and I did couples lessons together and everything was amazing. We had a great time and got much better."

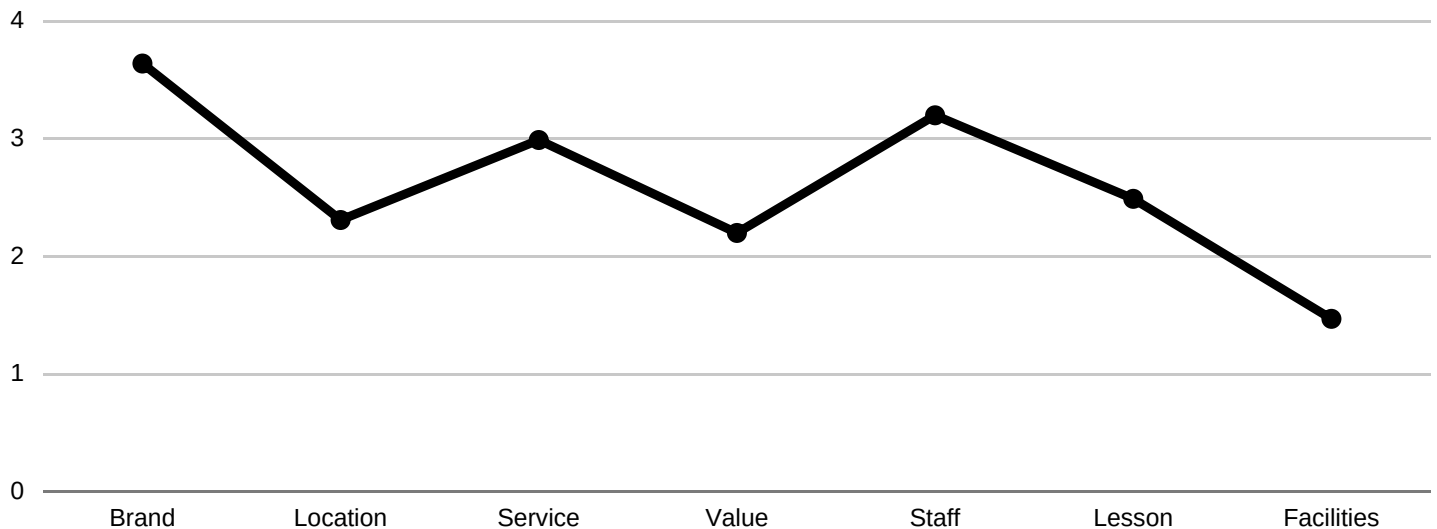
Ritz Carlton Fari Island

TOPICS ANALYSIS

In the topics section, sentiment looks pretty consistent on most topics. The below graph indicate which topics are the most important to the customer. Brand, Staff and Service are some of the most important topics to the customers.

● Sentiment

The scale for measuring customer sentiment is -5 to 5 and everything above 2 is considered great.



BRAND
3.64

LOCATION
2.31

SERVICE
2.99

VALUE
2.20

STAFF
3.20

FACILITIES
1.47

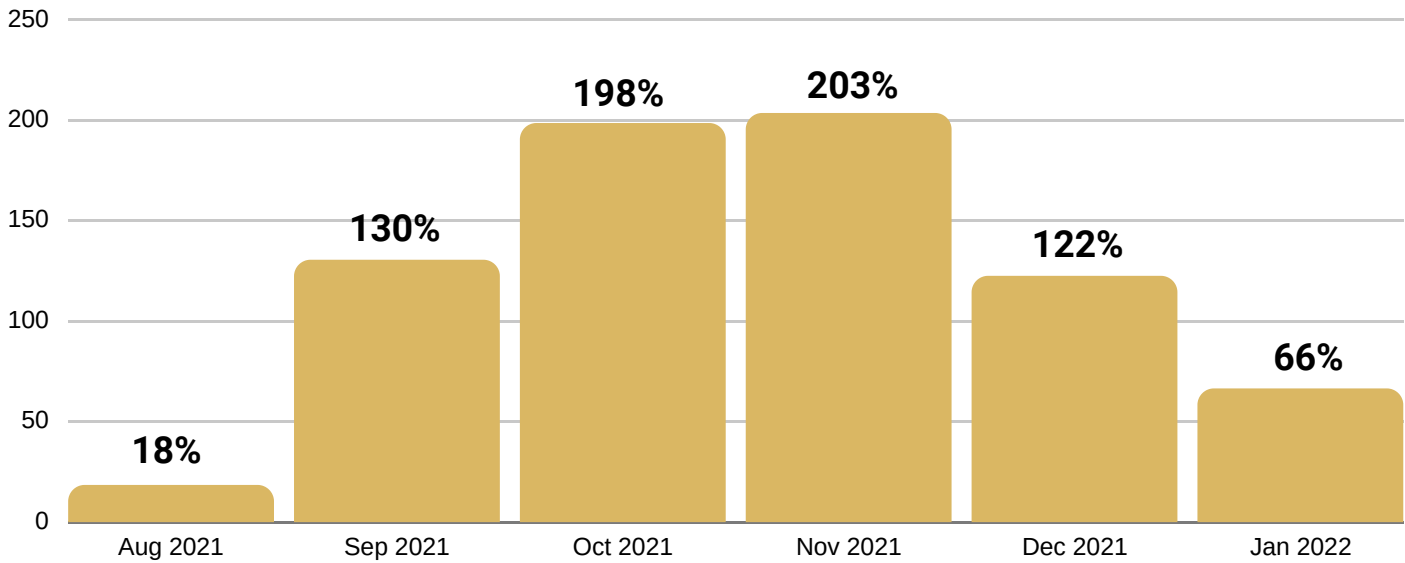
LESSON
2.49

FINANCIAL PERFORMANCE

In terms of financials, **Tipsarevic Luxury Tennis** is outperforming almost all financial indicators on a month-to-month comparison. This indicates that we are consistently improving revenue and topline. We further showcase the last 6 months performance.

REVENUE GROWTH %

The below % indicated growth in comparison to the previous month. Example looking at Sep 2021, the chart shows that performance grew in comparison to Aug for 130%.



REVENUE INDICATORS

Some of our indicators related to financial performance are highlighted below.

\$165

Average Revenue per Lesson

1824

Total Number of Lessons

118K

Number of Minutes Coached

64

Number of Nationalities we coached

WHAT CLIENTS SAY ABOUT US?



Jan Tibaldi
GM, One & Only Reethi Rah

At One&Only Reethi Rah we started our collaboration with TLT in August of last year. Janko's passion for the sport seems to be instilled throughout the company and in particular in the quality of coaches he has provided to date. Year on year tennis revenue has seen an increase and the feedback even from some of our most loyal guests has been immensely positive. Last November Janko helped us bring Angelique Kerber to the resort yielding some excellent exposure. We are looking forward to continuing the partnership with TLT.



Etienne Dalancon
GM, Waldorf Astoria Ithaafushi

Tipsarevic Luxury Tennis are doing a wonderful job and we are very pleased with their services. They are true partners and they assist us to provide unforgettable experiences to our guests.



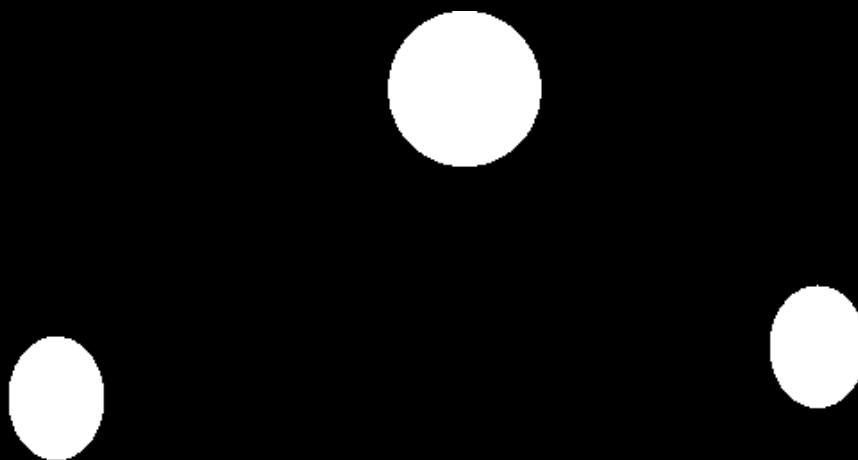
Mark Hehir
GM, Ritz-Carlton Fari Island

The quality of the coaches from Tipsarevic Luxury Tennis is very good and of a high level that meets and understands our luxury customers' needs.

- reference contacts available upon request

2022/01

Performance Report



Tipsarevic Luxury Tennis – Follow up

Questions

- Please elaborate on qualifications of tennis pros that you would be bringing in. What are expectations of experience? Can you provide samples of other pros you have working at other facilities?
- Has your company been terminated at any locations you previously worked with? If the answer is yes, please elaborate.
- It indicates exhibitions with ATP/WTB are optional. Can you elaborate on that? What is required? What is the cost?
- Who will pay for tennis balls and teaching supplies?
- Can you expand on the Social Media component. What is the benefit and purpose of social media as listed in the proposal?
- How many hours of off-court work will tennis pros (incl. Tennis Director) are included in your proposal?
- Do you envision any type of incentives or bonus pay for instructors, or support staff? How have you done that in the past?
- What is the rev share percentage between TLT and the pros?
- Does your proposal cover website support? Do you have experience maintaining a website, or software for class sign ups?
- What is the revenue share on the pro shop? Who will stock the merchandise?
- We do not offer health benefits, but rather a \$3,600 annual stipend for full time employees. We do not currently offer a 401(k). Will this impact your proposal?
- In the daily example schedule, there are four courts shown. FishHawk has a total of five courts, and no more than three courts can be utilized for instruction. There are times when only two courts are available for instruction. What impact will this have on the proposal?
 - *No more than three courts shall be used for instruction at any one time from 8:00 AM – 6:59 PM*
 - *One court may be used for instruction from 7:00 PM until close*

Please verify the accuracy of the numbers below:

Financial Impact

Tennis Director

- \$40,000 base salary
- 70/30 split
- \$3,600 health benefit stipend

First Assistant Pro

- \$20,000 base salary
- 70/30 split

Additional Pros

- No Base salary
- 70/30 split

Tipsarevic Luxury Tennis – Follow up

Questions

- Please elaborate on qualifications of tennis pros that you would be bringing in. What are expectations of experience? Can you provide samples of other pros you have working at other facilities?

These are required qualifications for our staff:

Bachelor's degree in Physical Education, Sports Management, or a related field is preferred.

Proven experience working as a Tennis Coach or Instructor. Tennis Director at least 15yrs experience.

Head Pro at least 10yrs experience. Assistant Pro at least 5yrs experience.

Sound knowledge of various coaching techniques.

CPR and first aid certifications.

Certification through the United States Professional Tennis Association (USPTA) or Professional Tennis Registry (PTR).

The ability to motivate students.

Excellent organizational, analytical, and problem-solving skills.

Exceptional communication and customer service skills.

A passion for tennis.

Attached are resumes of few candidates we have available for FishHawk facility.

- Has your company been terminated at any locations you previously worked with? If the answer is yes, please elaborate. **We have not been terminated from any of our venues**
- It indicates exhibitions with ATP/WTB are optional. Can you elaborate on that? What is required? What is the cost? **Exhibitions with world class current and ex tennis players would be a part of the program. One time during the year in a previously detriment date, Mr. Tipsarevic will make himself available to play an exhibition with another current and or ex Pro player. Mr. Tipsarevic will only be reimbursed for his flight, food and accommodation. The other star we need to negotiate with based on club's budget**
- Who will pay for tennis balls and teaching supplies? **TLT North America, LLC would cover the cost of the balls and tennis supplies**
- Can you expand on the Social Media component. What is the benefit and purpose of social media as listed in the proposal? **Involving residents in as many activities as possible. Advertising all our programs, events. Promotions. Easily accessible daily program schedule...**
- How many hours of off-court work will tennis pros (incl. Tennis Director) are included in your proposal? **All the pros will be on the premises 6 days a week between 8 and 10 hours per day. Tennis Director is limited to 30hrs of on court time which means he/she will spend another 25-30hrs per week off court. Other pros between 15-20hrs off court time.**
- Do you envision any type of incentives or bonus pay for instructors, or support staff? How have you done that in the past? **We usually give bonuses to our pros and support staff at the end of the year. The incentive for the pros is growing the program. The more program makes the more they make.**
- What is the rev share percentage between TLT and the pros? **It will vary depending on if it is a regular tennis program, camp or Pro Shop, but on the average TLT 20%, Pros 80%**
- Does your proposal cover website support? Do you have experience maintaining a website, or software for class sign ups? **Of course. Our IT team is very strong and can train the staff/pros. Also, our IT team would set up lesson/clinic tracking system for all the pros as well as resident satisfaction /feedback tool so we can keep track of the quality of the program and see the progress. Residents would simply scan a QR code after the lesson and give us quick feedback through the website. Based on this data we created a live performance sheet for the company (the one we sent you)**
- What is the revenue share on the pro shop? Who will stock the merchandise? **Also 70/30. TLT would**

stock the Pro shop with Lacoste and Tecnifibre apparel, racquets and stringing. We would also most likely add couple more racquet brands

- We do not offer health benefits, but rather a \$3,600 annual stipend for full time employees. We do not currently offer a 401(k). Will this impact your proposal? **No, that is no problem**
- In the daily example schedule, there are four courts shown. FishHawk has a total of five courts, and no more than three courts can be utilized for instruction. There are times when only two courts are available for instruction. What impact will this have on the proposal?
 - *No more than three courts shall be used for instruction at any one time from 8:00 AM – 6:59 PM*
 - *One court may be used for instruction from 7:00 PM until close*

That is not an issue, we just made an example of what we feel the program should look like. 3 courts are plenty to run all the programs we have in mind.

Please verify the accuracy of the numbers below:

Financial Impact

Tennis Director

- \$40,000 base salary
- 70/30 split
- \$3,600 health benefit stipend

Head Pro

- \$20,000 base salary
- 70/30 split

Assistant Pro

- No Base salary
- 70/30 split

That is correct. 70/30 split between TLT and FishHawk goes for all the tennis program revenue, summer camp and the Pro shop.

ARCH AMENITY GROUP



From the experts at
WTS International, LifeStart
and Meet Hospitality

Fishhawk Ranch MANAGEMENT PROPOSAL

Prepared for:

Fishhawk Ranch Community Development District Lithia, FL

Our Proposal

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Introduction

Management Services for Fishhawk Ranch Tennis Center

We appreciate this opportunity to present our proposal for **Transition and Management Services for the Fishhawk Ranch Tennis Program at Fishhawk Ranch Community Development District located in Lithia, FL.**

TRANSITION

During the transitional phase, an AAG assigned Operations Director will work closely with you and focus on providing a consistently high standard of guest experience through the hiring and training of exemplary staff, analysis and review of current programs, procedures, membership sales, menus, promotions, and will help prepare your facility in all other ways for transition to AAG management.

MANAGEMENT

Throughout the management phase, the focus will be on staffing, implementation of a wide variety of services and programs, facility operations and administration, marketing and promotions and assessing and refining the support systems for optimal performance.

We look forward to collaborating with you and answering any questions you may have as you review this proposal.

Our Mission

Maximizing the *potential* of People and places

The experts from WTS International, the leader for activating tennis, spa and wellness centers along with, LifeStart, a leading corporate fitness and amenity management brand, and Meet Hospitality, the leader in hosted conferencing and amenity management have come together to form our new organization, **Arch Amenities Group**. We offer an enhanced set of services that include an expanded set of new amenities and offerings to activate spaces in CRE, Multi-Family and Hospitality settings through our combined expertise.

*Del Webb Bexley, AAG Lifestyle Client
Land O' Lakes, FL*



Arch Amenities

Locations



169

OFFICE



49

HOSPITALITY

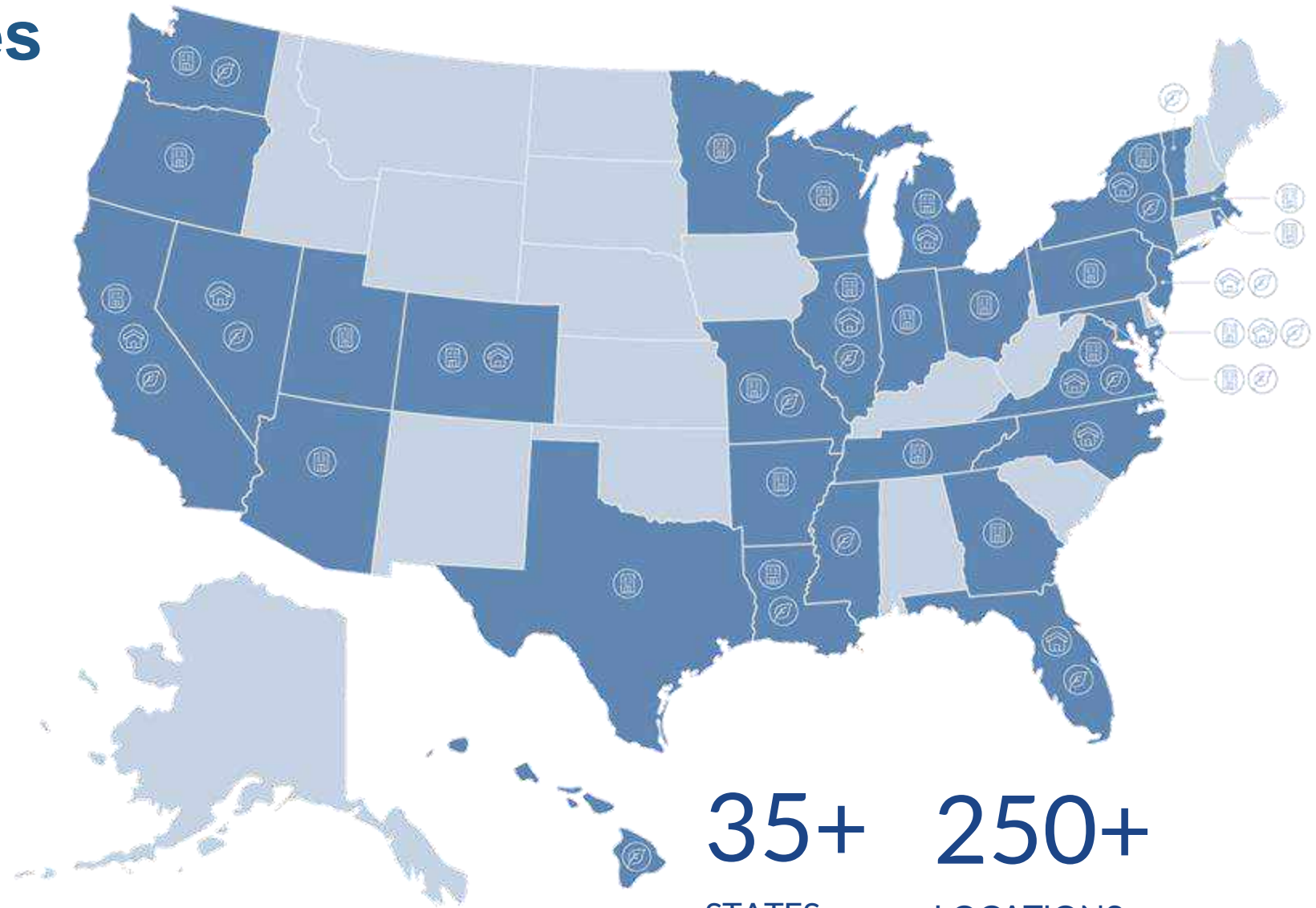


34

RESIDENTIAL

2,500+

EMPLOYEES



35+

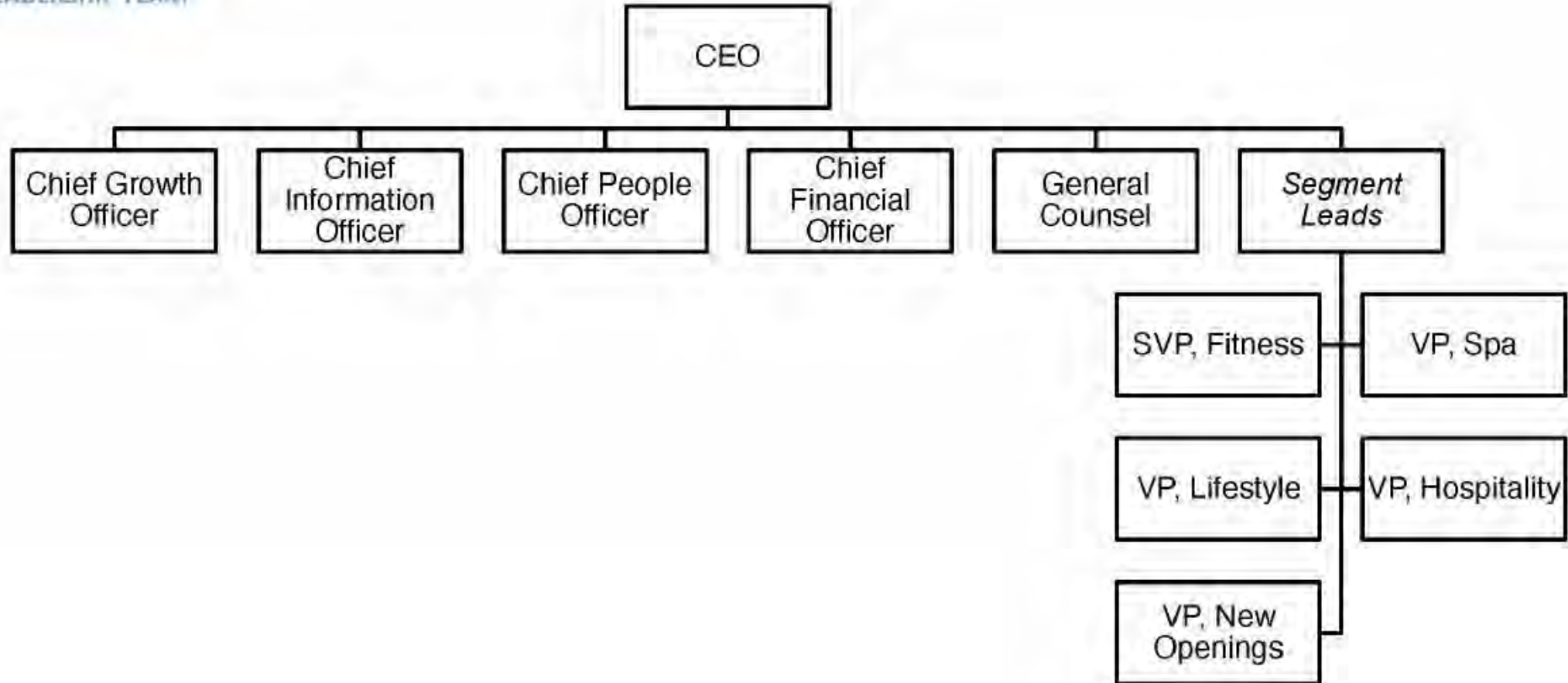
STATES

250+

LOCATIONS

Organizational Chart

LEADERSHIP TEAM



Clients

Current AAG Clients



Ashburn Village
ASHBURN, VA
[LINK TO SITE](#)



Schaumburg Park District
CHICAGO, IL
[LINK TO SITE](#)

Spa at Eau Palm Beach
PALM BEACH, FL
[LINK TO SITE](#)

Southern Highlands Golf Club
CLARK COUNTY, NV
[LINK TO SITE](#)

Millennium Family Fitness
WEBB CITY, MISSOURI
[LINK TO SITE](#)

The Continuum
MIAMI, FL
[LINK TO SITE](#)

Westward Look Grand Resort and Spa
TUCSON, AZ
[LINK TO SITE](#)

Premier Athletic and Tennis Club
GRANDVILE, MI
[LINK TO SITE](#)

Tennis Expertise

AAG Client Personnel



BEN LEAHY

DIRECTOR OF RACQUET SPORTS

ASHBURN VILLAGE

ASHBURN, VA

Ben was born in Darwin Northern Territory, Australia. He picked up the racquet when he was just six years of age and has been playing ever since. Ben has played competitively at every level and began teaching tennis at age 18 to help pay for court time.

He accepted a scholarship to play tennis at Tusculum College Greeneville, TN where he played all four years, captaining the team three of those years and winning the first men's conference championship in the school's history.

Ben went back to teaching in 2006 at Cardinal Hill Swim and Racquet Club and joined Ashburn Village Sports Pavillion in 2013. Ben is USPTA certified professional.

Tennis Expertise

AAG Client Personnel



PAUL MACDONALD

TENNIS PROFESSIONAL

Paul MacDonald is a graduate of DePaul University where he played collegiate tennis and was coached by Wimbledon champion and International Tennis Hall of Fame member, George Lott. Following his graduation from DePaul he taught tennis and competed on his Club Teams in Germany and Austria for five years.

He has coached all ages and levels from beginners to NCAA Division I All-Americans. Paul has been recognized and chosen to be a USTA Midwest Zonal Team Coach, a USTA Midwest Sectional Training Camp coach, and a USTA Regional Training Center coach. For ten years he coached the USTA/Midwest Boys 18s team. During that time his teams won 4 National Titles, finished in second place, 3 times, and in third place, 3 times.

Paul is a former president of the Chicago District Tennis Association (CDTA), overseas three committees as Team Lead for the USTA Midwest, and is a member of the USTA National Junior Competition committee.

He is a frequent speaker at USPTA Midwest Conventions and an 11-time presenter at the USPTA World Conference. Paul also was co-director of the USPTA School of Pro Shop Management and co-author, with Klaus Hilgers, of six tennis management books.

Currently Paul is the Director of Tennis at Schaumburg Tennis Plus where he leads a staff of 13 Tennis Professionals for the Schaumburg Park District. The club has a thriving Junior and Adult Tennis Program that includes group and private tennis lessons for 4-year old's to senior citizens. Levels offered from beginners to players competing at National Championships. Also offered are USTA Tournaments, USTA League Team tennis and social events.

NATIONAL CERTIFICATIONS AND AWARDS:

Member of the USPTA Midwest Hall of Fame

USPTA Master Professional

Graduate of the USTA High Performance Coaching Program

Two time Chicago Tournament Director of the Year

Illinois USPTA Tennis Professional of the Year

USTA Level 1 Sport Science Competency Test

USTA Level 2 Sports Medicine/Biomechanics

USTA Certified 10 and Under Coach

USTA Midwest Volunteer of the Month


USTA Midwest Mel Bergman Award Winner

German Tennis Federation Tennis Teaching License

German Tennis Federation Chair Umpire License

The Vic Braden Tennis Academy, Advanced Tennis Teaching Academy

Great Base Certified

The background of the slide features a large, dark shadow of a person in a dynamic pose, possibly a dancer or athlete, cast onto a light brown, textured surface that resembles sand or a coarse wall. The shadow is positioned on the right side of the frame, with its limbs extended. In the top-left corner, there is a solid blue rectangular block.

Scope of Services

Transition and Management

ARCH AMENITIES GROUP (AAG) will provide a team of industry experts from Operations, Marketing, Sales, Finance and Design for this project.

Our team will evaluate multiple factors that guide successful operations and profitability. We evaluate site location, equipment and design, available labor pool, competitive market, and research into the community to develop a sound operating structure.

Our team then puts forth an operational approach and plan to meet our Client's objectives that will take the operation to the next level in customer service, operations, and financial success.



Scope of Services

Transition and Management

AAG will provide complete Transitional Services and day-to-day Management Services for the Fishhawk Ranch Tennis Center (also referred to as "Facility") under the authority of the Fishhawk Ranch Community Development District (also referred to as "Client").

UNDERSTANDING AND MEETING YOUR GOALS

Our Tennis Experts recognize the importance of providing a "resident-first" mindset in providing day-to-day operations for the Tennis Center. The proper blend of recreational and "open" court time along with the desired level of leagues, clinics and instruction is vital to the Tennis Center being truly felt as an amenity first and foremost to the Fishhawk Ranch Community. AAG places a very high value on providing the highest level of service and provide training levels to the highly recognized Forbes Five Star training standards that are at the highest level in the Hospitality Industry. Providing the highest level of professional tennis management services will be met with outstanding customer service and best-in-class staffing and standards while achieving operational and financial success. AAG works closely in providing our team members and our Client the full support of our corporate staff from financial support and guidance, HR and Employee Recruiting and training, Planning and Design Services, Marketing and Promotional support with graphic designers, our proprietary Knowledge Network access, and social media guidance, and seamless communication with our Tennis Experts to provide guidance in providing the best industry information for youth and adult programming, instructional services and lessons, and recreational access and enjoyment for the Fishhawk Ranch Residents.

Scope of Services

Transition – first sixty days

WTS will provide transitional services for sixty (60) days which will include the following services, all with the approval and in collaboration with the Client:

TIMELINE AND FINANCE

- Develop a timeline for each area of the transitional scope of work and begin to execute.
- Determine the delineation of responsibilities.
- Create a transition and annual operating budgets with projected expenses / revenues and a set of financial assumptions.
- Provide fiscal planning tools and templates as needed developed by AAG and industry standards.
- Review and update the schedule of fees for activities and other program costs.
- Review and implement the use of Daily Sales Reports and Expense Tracking tools.
- Determine all internal accounting reporting and procedures with the Property.
- Liaise with Client for reporting and accounting interface access for (e.g. Foundation Tennis system, POS by Square, and any other systems currently in place including all computer passwords, codes, etc.).

STAFF ORGANIZATION AND TRAINING

- Develop, review and update the Tennis Center's Organizational Chart and Staffing Guide.
- Review and finalize all responsibilities, job descriptions and technical duties for the entire staff including all certifications required professionally and required for Resident safety (I.e. CPR, AED and other certifications) .
- Review and recommend compensation strategies based on competitive wage surveys, to the extent local or regional competitive wage data is available. Recruit, hire and train the Management team and transition any existing team members currently employed at the Tennis Center (as legally allowed by existing vendor contract)

Scope of Services

Transition – first sixty days (continued)

- WTS will assist in locally recruiting for teaching professional, teaching assistants, retail and pro shop receptionists, and any specialty staff needs that may be unique to the Facility.
- Finalize proper uniform standards and vendors.
- Review and update the Emergency Action Plan for the Facility and the MSDS book.
- Provide on-site customer service training of key management, staff, and all other full-time and part-time personnel.

PROGRAMS AND SERVICES

- Review all current programs and offer recommendations for the hours of operation and schedule of all programs, activities and events.
- Develop effective incentive programs to encourage Residents and guests to consistently utilize the Facility.
- Update all activity calendars to reflect all programs and events (working closely with our Client to ensure that all popular programs, leagues, tournaments, social events, etc. are continued to be offered)
- Conduct a Tennis Survey to solicit feedback for planning purposes, within the first week of our being on-site
- Secure a list of all vendors currently being used by Client for developing any and all necessary relationship, ordering and billing requirements (AP), etc.

Scope of Services

Transition – first sixty days (continued)

MARKETING

- Support WTS Management team in creating an effective marketing and sales plan, both internally (Residents) and externally (non-Residents)
- Support the WTS Management team in creating advertising/promotional schedules.
- Review, consult and make recommendations on relevant collateral pieces promoting the facility.
- Review, consult and make recommendations on website.
- Train the Management team on the vast resources available on the AAG Knowledge Network.
- Support the Management team in the development of social media outlet

OSE AND RETAIL

- Finalize a detailed operating supply & equipment (OS&E) list for budgeting purposes and place the order.
- Review the needs of facility retail products as may be required, finalize merchandising and display plan, coordinate vendor training and prepare the order.
- Coordinate vendors, staff, supplies, set-up and location.

Scope of Services

Transition – first sixty days (continued)

FACILITY OPERATIONS

- Review and update the guest and staff rules and regulations as well as Standard Operating Procedures to effectively and safely operate the Facility.
- Review and finalize the facility and equipment checklists and evaluation tools.
- Outline the coordination of integrated support services, such as housekeeping/cleaning contractors, laundry, food & beverage, maintenance, accounting, sales, etc.
- Provide a recommendation for Operating System (software) to suit the needs of Client (if needed).
- Review the office supply needs and place the transition order, as needed.
- Review and finalize guest use policies and information, including schedule of usage fees.
- Review any building licenses and/or permits as necessary and required by FL

FINAL FACILITY REVIEW, SOFT LAUNCH AND TRANSITION

- Prepare facility punch list and facility discrepancy report.
- Review of equipment installation, testing and defect rectification.
- Conduct service trials in all operations, including reservations, reception, retail, services and point-of-sale. Revise and refine service protocols and manuals based upon service rehearsals.
- Coordinate service trials with all support services, vendors, food and beverage, and accounting and IT services

Scope of Services

Management- general responsibilities

- Responsible for the operations and maintenance of the Tennis Center
- Familiarity with District Rules, Regulations, Policies, Operating Procedures
 - Full knowledge/awareness of all rules, regulations, or policies of the District
 - Prepare any incident or accident reports and forward to the District Manager and enforce the rules, regulations, and policies of the District
 - Prepare and submit a monthly facility report to the District Manager, or appointee, customized to meet the needs of our Client
 - Attend any District Board of Supervisor meetings, as requested vi.
 - Purchase supplies, consumables, and other items as approved by the District, and timely review and monthly submission of invoices, and develop "par levels" and keep inventory updated weekly to ensure no shortages or loss of service to Residents
 - AAG Corporate Finance Team will work closely with our Tennis Director and the District to establish a realistic and mutually agreeable budget for FY2022-23, detailing all revenues, expenses, and payroll needs. We will also develop a rolling five (5) year capital expenditure list to ensure the District has no financial "surprises." This would occur within the first sixty (60) days of our agreement during our Assessment or Start-up (transition period)
 - Provide the highest-level customer service to maintain a safe and comfortable environment, to always include adequate staffing and facility coverage to respond to any and all inquiries by the Residents via in-person, email, and telephone communications. AAG would solicit Resident's feedback via surveys and other tools to ensure their satisfaction with our level of service and programming. And of course, our team would collaborate with all law enforcement or security personnel to ensure security issues are addressed appropriately.

Scope of Services

Management – General responsibilities continued

- Oversee, manage and coordinate all fees, schedules, and reservations for the tennis facilities, lessons, programs, and camps via all software and programs currently in place. AAG would use The District's current hosted platform for court reservations, lessons, POS, etc. . Run surveys and other tools to ensure feedback is collected and the needs of the Residents are being met
 - Ensure the facility is kept clean at all times and report any contracted cleaning deficiencies to the District
 - AAG will work in tandem with our onsite Director and our Client to effectively promote the Tennis Center's services to ensure maximum exposure and participation for all Residents at Fishhawk Ranch. AAG provides direct access to and collaboration with our corporate marketing experts and graphic designers to ensure all levels of promotion are being addressed via social media, website, the property. This will include the following:
 - AAG would develop for client approval marketing plans to expose and promote the facility to both residents and external traffic.
 - Ongoing training and support for AAG Director to be able to use the resources in the AAG Knowledge Network (templated flyers, brochures, stationary, promotional cards, gift cards and much more).
 - Review, consult and support AAG Director in the creation of an effective marketing and sales plan and effective internal and external promotion and begin implementation, including use of the community newspapers, newsletters, social media, bulletin boards, and
 - Support the AAG Director in creating advertising/promotional schedules.
 - Review, consult and make ongoing recommendations on website, including on-line booking, on-line payment, retail sales, etc. (where applicable).
 - Ongoing consultation on the writing or design of existing or new marketing pieces.
-

Scope of Services

Management – Maintenance Responsibilities

AAG would ensure that all the "Maintenance Duties" as described in the Invitation will be part of our "Transition Services" checklist of items for daily, weekly, monthly, etc. execution in the operation and necessary upkeep of the Facility and its courts, amenities, and equipment. Complete daily opening and closing checklists would be developed and implemented and any and all deficiencies will be acted upon in a prompt manner. AAG has a Basics to Excellence checklist that we adapt and customize to all of our properties to ensure that the facility is maintained at the highest level for Resident enjoyment. Our standard is "same day repair" of any deficient items and required our vendors to adhere to our same standard and level of urgency, and we ensure all of our facilities and management teams adhere to this key level of service.

Scope of Services

Management – Programming and Tennis Instruction Duties

AAG has a rich history thru WTS International's 48-year history in tennis management services, and a team of "industry experts" that meet quarterly to review everything involved in tennis management operations. Our programming diversity is robust and we share "best practices" with our Tennis Team on these calls to ensure events, programs, instruction, and any recruiting or staffing needs are shared and addressed. It leads to a very collaborative and interactive network within AAG that results in "best in class" for programming and instructional excellence.

AAG will develop a full programming calendar and instructional SOPs for our USPTA-certified professional staff during our Transition Phase and we comply with all requested in by our Client in the Invitation.

Submittal Requirements

COMPANY INFORMATION

Our company has been known in the Tennis and Leisure Management industry as WTS International since 1973, headquartered in Rockville, MD at 3200 Tower Oaks Boulevard 20852 (301-622-7800). Our Company has its origins in Tennis (WTS - "Washington Tennis Services"). Throughout the years, we have expanded our portfolio and array of services and are considered to be an industry leader in Leisure Management. In October of 2019, WTS purchase LifeStart (headquartered in Chicago) and most recently (November 2021) purchased Meet Hospitality (headquartered in NYC). We are rebranding our company effective February 2022 under the new name of Arch Amenities Group which will continue to be headquartered in Rockville, MD. We have over 2500 employees and 250+ properties that we currently manage.

ORGANIZATIONAL OVERVIEW AND CHART - see page 6

PROOF OF INSURANCE – see page 23

REVENUE RESALE CERTIFICATE – see page 24

No outstanding litigation that would impact this document and our ability to provide services.

CDD tennis - we currently operate within three (3) CDD communities but have been involved in many others during our company's history. The only CDD that includes Tennis are our clay courts at Lakeside Plantation in North Port, FL. We currently operate ten (10) non-CDD tennis facilities and can provide a list upon request (several are listed as existing clients in this document (page 7)).

Submittal Requirements (continued)

- AAG would assign a Corporate Operations Director (COD) that is located locally. Amy Gallogly, (12 years with WTS/AAG) AAG's VP of Lifestyle Division, located in Tampa, FL, would assign a COD and assemble the AAG Corporate Team that would be directly involved with Fishhawk and the Tennis Center. We have team members currently located locally that are at Encore at Fishhawk Ranch. We have been there for six (6) years and Sandy Acevedo, our Lifestyle Director, has been there since day one. Sandy has a thorough knowledge of the area and Fishhawk Ranch and, although not a "tennis person", would be there to support the Tennis Management Team as needed and help on-board in addition to our Corporate Staff that would be present on site.
- AAG would detail levels of redundancy and back-up plans for all staffing emergencies or needs in our Transition phase. As you may expect with over 250 properties, this is a standard level of compliance we have at all of our sites and will detail that plan with our Client in the Transition phase.
- Why are we best qualified? We feel that our company's history in the industry, current Client portfolio, and our continued growth along with our Tennis and Corporate Experts within our company will provide Fishhawk Ranch Tennis Center the most complete and expert level of management that can adapt and grow and keep the Center state-of-the art for your Residents in the years ahead.
- **Affidavit signing required - we are in the process of updating our E Verify compliance with our current rebranding efforts. Unfortunately, due to this particular item at this time, we are unable to sign the affidavit. We should be compliant within the next several weeks and certainly well in advance of the start of this possible relationship. We will hopefully be able to comply in advance of the on-site interviews and forward you the signed Affidavit. We apologize for the delay and hope this does not negatively reflect on our capabilities or interests to fulfill the requests of your Invitation for Proposal.**

Terms & Fees

Transition and Management

TRANSITION

AAG will charge **\$4,000/month** for two (2) months amounting to a total of **\$8,000** for the transitional services detail herein.

MANAGEMENT

AAG proposes to provide Management Services for an initial period of three (3) years. The term of an Agreement would begin on an agreed upon date and continue for thirty six (36) months thereafter during the designated program time offered.

AAG will charge the following management fee which is exclusive of Facility employee salaries, benefits, costs and other operation expenses. It is inclusive only of AAG's time and expertise in the delivery of the daily operational services outlined in this proposal. The monthly fee will be determined from a "Base Compensation". A detailed operational would be developed to comply with existing budgeting parameters.

Base Compensation:

\$4,000/month

Incentive:

10% of gross revenue in excess of prior fiscal or calendar year (Client preference) and AAG's assumption of management duties

DAILY OPERATING EXPENSE


Client will be responsible for all operating expenses pertaining to the day-to-day operation of the Facility. These will include, but not be limited to, the following: payroll costs, programming and event supplies, advertising and marketing costs, courier expenses (such as Federal Express, UPS), telephone, utilities, retail product expense, all operating supplies, laundry and uniforms, computer and software expenses, etc. All Expenses will be pre-approved and detailed in Client's Operating Budget.

EXPENSE REIMBURSEMENT

WTS will be reimbursed for all reasonable expenses associated with services provided outlined herein. This will include expenses associated with WTS corporate representative's site visits and inspections throughout the term of WTS' involvement, including but not limited to business-class airfare, lodging expenses, rental car expenses, meals, parking, courier expenses and other similar and customary items. Again, all of which would be pre-approved in the Client approved Operating Budget.

Proof of Insurance

[LINK TO PDF OF DOCUMENT](#)

ACORD®		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 10/4/2021	
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.					
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsements(s).					
PRODUCER HMS Insurance Associates, Inc. 20 Wight Ave Suite 200 Hunt Valley MD 21030		CONTACT NAME: Brittany Nelson PHONE: 443-532-3389 FAX: 443-532-3493 E-MAIL: Bnelson@hmsia.com ADDRESS: Bnelson@hmsia.com		INSURER(S) AFFORDING COVERAGE INSURER A: Nauticus Insurance Company INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	
INSURED WTS International, LLC 3200 Tower Oaks Blvd Suite 400 Rockville MD 20852		WITNESSES		N.A.C.# 17370	
COVERAGES		CERTIFICATE NUMBER: 1215926635		REVISION NUMBER:	
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.					
INSTR.	TYPE OF INSURANCE	ADD. SUBR. INS. CO.	POLICY NUMBER	POLICY EFF. (MM/DD/YYYY)	POLICY EXP. (MM/DD/YYYY)
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> (UNIM-MADE) <input type="checkbox"/> OCCUR <input type="checkbox"/> GEN'L AGGREGATE LIMIT APPLIES FOR: <input type="checkbox"/> POLICY <input type="checkbox"/> PER <input type="checkbox"/> LOC <input type="checkbox"/> OTHER		HN1321001	10/1/2021	10/1/2022
	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS <input type="checkbox"/> AUTO ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED NON-OWNED AUTOS ONLY				
	<input type="checkbox"/> UMBRELLA/LIB <input type="checkbox"/> EXCESS UMB <input type="checkbox"/> CDD <input type="checkbox"/> RETENTION \$	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE			
	<input type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS LIABILITY <input type="checkbox"/> ANY EMPLOYEE OR CONTRACTOR EXCLUDED? (Indicate in MP) EYES: 0000000000 DESCRIPTION OF OPERATIONS: new	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	N/A		
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES: (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Re: 2500 Heart Pine Ave, Odessa, FL (Stanley Ranch) Insurance Verification					
CERTIFICATE HOLDER			CANCELLATION		
Evidence of Insurance			SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.		
			AUTHORIZED REPRESENTATIVE 		

Revenue Resale Certificate

2022 Florida

[LINK TO PDF OF CERTIFICATE](#)



2022 Florida Annual Resale Certificate for Sales Tax

This Certificate Expires on December 31, 2022

DR-13
R. 10/21

Business Name and Location Address

Certificate Number

WTS INTERNATIONAL INC
3200 TOWER OAKS BLVD STE 400
ROCKVILLE, MD 20852-4266

78-8017366920-7

By extending this certificate or the certificate number to a selling dealer to make eligible purchases of taxable property or services exempt from sales tax and discretionary sales surtax, the person or business named above certifies that the taxable property or services purchased or rented will be resold or re-rented for one or more of the following purposes:

- Resale as tangible personal property
- Re-rental as tangible personal property
- Resale of services
- Re-rental as commercial real property
- Incorporation into tangible personal property being repaired
- Re-rental as transient rental property
- Incorporation as a material, ingredient, or component part of tangible personal property that is being produced for sale by manufacturing, compounding, or processing

Your *Florida Annual Resale Certificate for Sales Tax* (Annual Resale Certificate) allows you or your representatives to buy or rent property or services tax exempt when the property or service is resold or re-rented. You may **not** use your Annual Resale Certificate to make tax-exempt purchases or rentals of property or services that will be used by your business or for personal purposes. Florida law provides for criminal and civil penalties for fraudulent use of an Annual Resale Certificate.

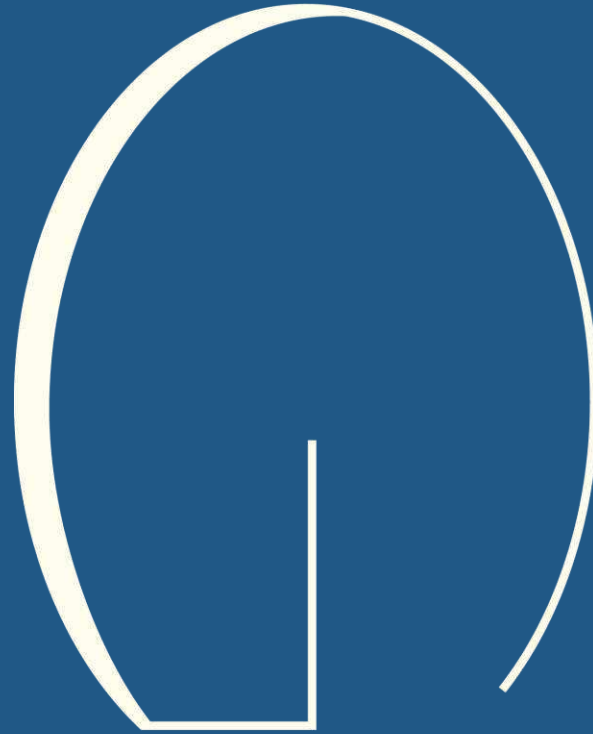
As a seller, you must document each tax-exempt sale for resale using one of three methods. You can use a different method each time you make a tax-exempt sale for resale.

1. Obtain a copy (paper or electronic) of your customer's current Annual Resale Certificate.
2. For each sale, obtain a transaction authorization number using your customer's Annual Resale Certificate number.
3. Each calendar year, obtain annual vendor authorization numbers for your regular customers using their Annual Resale Certificate numbers.

Online: Visit floridarevenue.com/taxes/certificates

Phone: 877-357-3725 and enter your customer's Annual Resale Certificate number

Mobile App: Available for iPhone, iPad, and Android devices



THANK YOU

ARCH
AMENITIES
GROUP

Follow up – Arch Amenities

Questions

- Will all personnel be employees of AAG?
- Do you offer benefits to employees? If so, what are they?
- Please elaborate on qualifications of tennis pros that you would be bringing in. What are expectations of experience? Can you provide samples of other pros you have working at other facilities?
- Can you expand on the purchase of merchandise and management of the Pro Shop? How have you managed that in other facilities, and what do you propose here?
- Do you envision any type of incentives or bonus pay for instructors, or support staff? How have you done that in the past?
- Does your proposal cover website support? Do you have experience maintaining a website, or software for class sign ups?
- Have you or your company been terminated at any locations you previously worked with? If the answer is yes, please elaborate.

Please verify the below assumptions are accurate:

Financial Impact

- \$4,000/month flat fee for AAG
- 10% of gross revenue in excess of prior fiscal year (incentive)
- 100% of revenue to District for operation of facility. All expenses and rev share will be deducted from these revenues

Tennis Director

- To be negotiated

Assistant Pro

- To be negotiated

Additional Pros

- To be negotiated

Misc Costs

- As needed. All costs would be the responsibility of the District



From the experts at:
WTS International, LifeStart
and Meet Hospitality

Fishhawk Ranch MANAGEMENT PROPOSAL

Prepared for:

Fishhawk Ranch Community Development District Lithia, FL

Questions & Answers

Management Services for Fishhawk Ranch Tennis Center

WILL ALL PERSONNEL BE EMPLOYEES OF AAG?

Yes, all personnel (management team, tennis professionals, pro shop staff) would all be AAG employees except for any contracted services that exist for the tennis court maintenance, cleaning contract for the facility, etc. But yes, except for those types of exceptions, all would AAG employees.

DO YOU OFFER BENEFITS TO EMPLOYEES? IF SO, WHAT ARE THEY?

We do offer benefits to our employees that qualify as “full time” which are team members that work more than 30 hours per week. We have attached our “WTS Benefits Guide” (pages 6-9) for your reference. We also have an Employee Handbook that spells out holidays, holiday pay, etc. that we can provide at a later date.

PLEASE ELABORATE ON QUALIFICATIONS OF TENNIS PROS THAT YOU WOULD BE BRINGING IN. WHAT ARE EXPECTATIONS OF EXPERIENCE? CAN YOU PROVIDE SAMPLES OF OTHER PROS YOU HAVE WORKING AT OTHER FACILITIES?

As a requirement, all of our “tennis professionals” would be USTPA Certified Professionals. We require the requisite experience for the particular positions we are looking to fill and certainly our interview process will vet that out. However, credentials are great and necessary, but demeanor, personality, friendliness, and interpersonal skills are critical and most assuredly a requirement. We can teach admin skills, lesson plans, and back-of-house skill sets, but the “front-of-house” resident presentation and interaction is paramount. We want someone that would be a great ambassador of Fishhawk Tennis, CDD, and AAG.

General requirements/hiring process:

- USPTA certified or USPTR (prefer USPTA) exceeding the continuing education required credits
- Full time/Lead pro Minimum 3 years in year round facility coaching all levels.
- Head pro 5-7 years experience leading programs of all levels
- Director minimum 5-7 years as Head pro or 3 years previous Director experience.
- USTA rated player 4.5 or above

In the interview process, the interviewees are required to do an on court portion with the adults, with the young kids and a 30 minute private lesson

See attached for several instructor bios (pages 10-12)

Questions & Answers

Management Services for Fishhawk Ranch Tennis Center

CAN YOU EXPAND ON THE PURCHASE OF MERCHANDISE AND MANAGEMENT OF THE PRO SHOP? HOW HAVE YOU MANAGED THAT IN OTHER FACILITIES, AND WHAT DO YOU PROPOSE HERE?

We would evaluate what the appetite is for retail items and order and manage accordingly. We typically order reels of string for racquet stringing, cases of balls (various levels) for resale and operations, grips, bags, racquets (stocked at some facilities and direct ordered at other sites typically when requested by a Resident), and miscellaneous items. We can certainly provide more items to include apparel (for example, we operate a \$1M retail operation at Eau Spa at Eau Palm Beach Resort and Spa (<https://www.eaupalmbeach.com/>), so we have an internal retail expert located in the West Palm Beach, FL area that could provide assistance with merchandising, selection, ordering, etc.)

DO YOU ENVISION ANY TYPE OF INCENTIVES OR BONUS PAY FOR INSTRUCTORS, OR SUPPORT STAFF? HOW HAVE YOU DONE THAT IT IN THE PAST?

This would be based on the local pay structure and would be based on our local research for our competitive market. Obviously, being in the Florida market we have general salary requirements and would use other sources (Payscale.com as an example) to find right compensation structures.

As an example, at one of our facilities, each pro is compensated hourly for programs and one on one lessons (\$27 - \$50/hour). Just recently we added a commission for semi private lessons with 2 or more players in them. The commissions range from 40%-60%.

All of our staff are required to “clock in” and record their hours so we can ensure they are being compensated at least at minimum wage (not a problem with our tennis pros, but can be for some other assistant instructors that would assist with group lessons, etc.) and to ensure that overtime is being compensated.

It is important that we have fairly compensated employees to retain good employees and reward promoting retail (typically a 10% commission paid on retail items)

DOES YOUR PROPOSAL COVER WEBSITE SUPPORT? DO YOU HAVE EXPERIENCE MAINTAINING A WEBSITE, OR SOFTWARE FOR CLASS SIGN UPS?

We do provide website support in ensuring that whoever is currently managing and maintaining your website receives our input and feedback. Our AAG Marketing Team conducts routine (quarterly) audits on our Client websites to ensure we are not outdated, missing important promotional information that aligns with the Marketing and Sales plan that we would develop for Fishhawk Tennis in the transitional period (first 60-days), etc. And, of course, our standard meetings weekly with our COD (Corporate Operations Director) and our on-site management team would require a visit to the website to ensure we are current, on target with our messaging, all CTA (call to action) buttons are working properly, etc. We can provide greater support for the website if desired and may require an additional monthly fee (modest) in addition to our current quoted fee, but depending on what you would like us to support it may be part of our standard website oversight and collaboration.

Regarding software for class sign ups, we would certainly oversee what you may currently have in place and ensure it is operational and updated with our new programming and would be responsible for keeping it operating smoothly for Residents to sign-up for programs, process payments, etc.

Questions & Answers

Management Services for Fishhawk Ranch Tennis Center

HAVE YOU OR YOUR COMPANY BEEN TERMINATED AT ANY LOCATIONS YOU PREVIOUSLY WORKED WITH? IF THE ANSWER IS YES, PLEASE ELABORATE.

Of course, in our 48-year history we have been terminated, but in almost all cases it was due to:

Change in ownership or management company and bringing in their own firm or “self-managing” and taking in-house.

COVID was the most recent cause of “termination” due to not re-opening. However, we are very pleased to say that AAG was able alter our fees and/or structure to accommodate these closures and stayed engaged throughout the shutdowns and re-opened over 95% of our accounts.

Verification

Management Services for Fishhawk Ranch Tennis Center

PLEASE VERIFY THE BELOW ASSUMPTIONS ARE ACCURATE:

FINANCIAL IMPACT

- \$4,000/month flat fee for AAG

Correct

- 10% of gross revenue in excess of prior fiscal year (incentive)

Correct

- 100% of revenue to District for operation of facility. All expenses and rev share will be deducted from these revenues

Correct

TENNIS DIRECTOR

- To be negotiated

correct

Assistant Pro

- To be negotiated

Correct

Additional Pros

- To be negotiated

Correct

MISCELLANEOUS COSTS

- As needed. All costs would be the responsibility of the District

Correct

WTS Benefits Guide



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Address to:

WTS International
1300 Tower Oaks
Rockville, MD 20852
301-622-7900

BENEFIT GUIDE 2021

ANNUAL OPEN ENROLLMENT
FULL TIME EMPLOYEE
FOR YOUR 2021-2022 PLAN YEAR

Table of Contents

- Overview
- Medical and Pharmacy Plans
- Dental and Vision Plans
- Dependent Care FSA
- Retirement Plan
- Health Reimbursement Account
- Life Plans

Open Enrollment Window:
May 10th – May 18th

Benefits will become effective
June 1, 2021 – May 31, 2022

Eligibility: Full time employee who works more than 30 hours a week. You must fulfill your waiting period of 90 days of the month following 30 days of employment.

*Submit Your Benefit Elections by enrolling
on-line at www.WTSbenefits.com*

BENEFITS ENROLLMENT OVERVIEW

Welcome to WTS International's 2021-2022 open enrollment. WTS International is happy to offer medical, prescription, dental, vision, life, dependent care FSA and a retirement plan for you and your family. This year there will be very few changes to your medical plans effective June 1, 2021.

What's Changing for 2021-2022 Plan Year:

- Enrollment is *passive* this year – this means if you are not making changes to your benefits you will not be required to log in and select or waive. Your current elections will renew for the 2021-2022 plan year.
- Teladoc has been added to the medical plans as an additional benefit with a \$30 copay. Talk to a doctor anytime 24/7 for cold, flu, allergies, pink eye and more. Please note this service should not replace your Primary Care Physician. Register at Teladoc.com or call 1-800-835-2362.
- **Everyone will receive new Medical ID cards** as Teladoc information will be added to the cards. Your member ID will not change so if you do not receive your cards by 6/1 you may still use the old cards.

You are enrolled in a cafeteria (25) plan, and due to IRS guidelines, you may only make changes during open enrollment, unless you have a qualifying life event. If you need to make a change to your plans due to a life event, you must notify your human resources department *within 30 days* of the change. After the 30 day grace period, you may no longer make a change to your plans until open enrollment the following plan year.

Life events include:

~ Marriage ~ Divorce ~ Adoption of a child ~ Birth of a child ~ Loss of coverage ~ Death of a spouse ~

If you have any questions regarding your benefits in this benefit guide, please contact your human resources department at 301-622-7800 or our insurance consultant, Corporate Benefits Alliance, at 888-222-6299.

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WTS Benefits Guide

Medical & Pharmacy Plans

Benefit Description	HRG (Low-Cost) Payroll PPO In-Network	HRG (Low-Cost) Payroll PPO Out-of-Network	HRG (High-Choice Fund) In-Network	HRG (High-Choice Fund) Out-of-Network	Choice Fund PPO In-Network	Choice Fund PPO Out-of-Network
First Step Deductible (Individual Family) (See 10.1 for details)	\$1,000/\$2,000	\$1,000/\$2,000	\$1,000/\$2,000	\$1,000/\$2,000	\$1,000/\$2,000	\$1,000/\$2,000
Coinurance (Individual/Family)	80%/20%	80%/20%	80%/20%	80%/20%	80%/20%	80%/20%
Out-of-Pocket Maximum (Individual/Family)	\$6,000/\$12,000	\$6,000/\$12,000	\$6,000/\$12,000	\$6,000/\$12,000	\$6,000/\$12,000	\$6,000/\$12,000
Health Savings Account	Available	Available	Available	Available	Available	Available
Prescription Drug Coverage	90% off retail cost	80% off retail cost	90% off retail cost	80% off retail cost	90% off retail cost	80% off retail cost
Specialty Services	100% off retail cost	100% off retail cost	100% off retail cost	100% off retail cost	100% off retail cost	100% off retail cost
Preventive Care	100% off retail cost	100% off retail cost	100% off retail cost	100% off retail cost	100% off retail cost	100% off retail cost
Maternity Care (Prenatal, Delivery, Postnatal)	100% off retail cost	100% off retail cost	100% off retail cost	100% off retail cost	100% off retail cost	100% off retail cost
Hospital Care (Inpatient, Outpatient, Ambulatory)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Long-term Care (Nursing Home, Assisted Living, etc.)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Skilled Nursing Care	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Home Health Care	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Physician Services (Office, Hospital, etc.)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Diagnostic Services (X-ray, MRI, etc.)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Emergency Care	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
First Aid / Over-the-Counter	100% off retail cost	100% off retail cost	100% off retail cost	100% off retail cost	100% off retail cost	100% off retail cost
Prescription Drugs (Generic, Brand, etc.)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Prescription Drugs (Specialty, etc.)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Prescription Drugs (Injectable, etc.)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Prescription Drugs (Oral, etc.)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Prescription Drugs (Inhaler, etc.)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Prescription Drugs (Topical, etc.)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Prescription Drugs (Other, etc.)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Prescription Drugs (Injectable, etc.)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Prescription Drugs (Oral, etc.)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Prescription Drugs (Inhaler, etc.)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Prescription Drugs (Topical, etc.)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost
Prescription Drugs (Other, etc.)	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost	80% off retail cost

**Please refer to your summary plan document for a full list of medical and pharmacy benefits*

Benefit Tier	Employee Per Pay - HRA Low	Employee Per Pay - HRA High	Employee Per Pay - Choice Fund
Employee Only	\$361.58	\$461.17	\$175.83
Employee + (Children)	\$107.24	\$216.52	\$408.42
Employee + spouse	\$136.97	\$274.94	\$484.11
Family	\$203.44	\$297.85	\$624.00

**Please note dental premiums are included in the medical premium. You must elect medical to elect dental.*

Dental Plan

Dental Insurance is administered through Maestro Health utilizing the CIGNA DPPO SA Plus network. As a dental plan participant, you may see any dentist you like. However, there are advantages to choosing a dentist who belongs to CIGNA's DPPO network of providers.

Dentists in CIGNA's DPPO SA PLUS network offer significant fee reductions to patients. This minimizes your out-of-pocket costs. If you use an out-of-network provider, you will be responsible for any amounts your provider charges that is over the Usual and Customary (UCR).

Please visit www.cignadentalSA.com for a list of available providers in your area. If you have questions please call the third party administrator, Maestro Health, for more information at 1-800-511-4637.

Benefits	In-Network	Out-of-Network
Deductible (Single / Family)	\$50 / \$100	\$50 / \$100
Annual Maximum per person	\$2,500	\$2,000
Preventive Services	100%	100% UCR
Diagnostic Services	100%	100% UCR
Basic Services	90%	80% UCR
Major Services	60%	50% UCR
Oral and/or Lifetime Maximum for children under age 19	50% up to a lifetime max of \$2,000	50% up to a lifetime max of \$2,000
Student / Dependent Age	26 / 26	

PLEASE NOTE:

Medical Premiums include dental premiums. Please see previous medical section for total per pay deductions. If you do not select medical coverage, you cannot select dental coverage.

WTS Benefits Guide

Vision Plan



All eligible employees may select to participate in the voluntary vision plan through VSP. VSP Signature plan coverage offers you great savings on frames, contacts and even laser correction surgery.

Participants have the option of receiving care from a network or non-network provider. However, if you use a non-network provider, you will incur higher out of pocket expenses. Please see the table below for a list of benefits under this plan.

Benefit	In-Network	Out-of-Network
Exam *available every 12 months	Covered in full	Up to \$35
Lenses Single Vision Bifocal Trifocal Toric *available once every 12 months	Covered in full	Up to \$50 Up to \$75 Up to \$100 Up to \$125
Frames *available once every 24 months	Covered up to plan allowance	Up to \$70
Contact Lenses Prescription Elective In lieu of lens and frames *available once every 12 months	Covered in full \$60 copay on fitting; up to \$150 for materials	Up to \$210 Up to \$105

Benefit Tier	Monthly Premium	Per Pay Premium
Employee Only	\$8.99	\$4.40
Employee + Child(ren)	\$15.12	\$7.56
Employee + Spouse	\$14.81	\$7.41
Family	\$24.57	\$12.19

You may contact customer service at www.VSP.com or 800-877-7195 for assistance in locating an in-network provider.

Dependent Care Flexible Spending Account



Dependent Care FSAs are a great way to save money for eligible dependent care expenses, including day care, after-school care and many types of summer camps. This account is NOT for a dependent's health expenses. Employees are eligible to set aside money directly from your paycheck before taxes are taken out up to \$5,000 per family per year (\$2,500 if you are married and filing taxes separately).

- Toll-free customer service representatives available from 8:00 a.m. to 8:00 p.m. EST M-F 888-511-4637
- Email customer service
- Send receipts and reimburse yourself through the easy-to-use mobile app

Retirement Plan

The 401(k) Savings Plan provides one of the best methods available to save for retirement. Eligible employees (at least 21 years of age and having worked 1,000 hours in the year of service) may join the plan on the first day of the quarter following one year of service. You may contribute up to 90% of your income to the 401(k) Savings Plan. Taxes are not applied to the amount of income you contribute to your account until you "cash out" your retirement savings. By deferring the taxes, you are able to lower your taxable income. The maximum allowable annual contribution amount is \$19,500 for 2021. If you are age 50 or older, you can also make an additional \$6,500 tax-deductible "catch-up" contribution for 2021.

Manage Your Account at
www.MyFidelity.com 1-800-MyFidelity (1-800-695-7326)

How claims work with your self-funded plan

- You will only look for providers through Cigna.com - select "PPO, Choice Fund PPO" network.
- You will call Maestro for any claims or customer service information 888-511-4637.
- StratHealth will provide case management help for any prior authorizations for medical benefits.
- Express Scripts will provide all management or pharmacy customer service questions or claims.
- Keep in mind because the medical/dental plans are self-funded, Maestra Health is your main contact for any issues you may have in regard to your medical or dental coverage.

How WTS International's HRA funds work

- WTS International owns the account and the funds, but you do not pay taxes on funds used.
- WTS International will fund the 1st \$750 Single / \$1,500 Family on the HRA Low Plan or the 1st \$500 Single / \$1,000 Family if you are enrolled in the HRA High Plan.
- The deductible will be pro-rated on a monthly basis based on date of hire.
- Any questions on your deductible or funds, please contact Maestra Health.

Helpful Numbers to Note		
Provider	Benefit	Number
Express Scripts	Pharmacy	1-866-214-8679
Maestro	Third Party Admin	1-888-511-4637
StratHealth	Case Management	1-888-316-3581
CIGNA	Medical Network	Mycigna.com
Teladoc	24/7 Virtual Doc App	Teladoc.com

WTS Benefits Guide

Life Plans



Basic Life

All full-time employees are covered with a \$25,000 basic life and accidental death and dismemberment coverage paid for by WTS International. Please take some time to update all beneficiary forms on file with WTS.

Voluntary Life Policy

Eligible employees may also purchase additional life insurance for themselves, their spouse, or their children. Coverage can be purchased in \$10,000 increments. You may enroll your spouse and child in coverage only if you are enrolled with employee coverage. *Please note: Spouse's rates are based on employee's age NOT the spouse's age.*

Employee minimum - \$20,000

Employee maximum - \$500,000 or 6x your annual earnings

Spouse maximum - \$250,000 or 50% of employee's coverage amount can be purchased

Child maximum - \$100,000 for all children

Guaranteed issue amount when first eligible:

Employees: \$150,000 Spouse: \$75,000

*EOT required if exceeding guaranteed issue amounts for new enrollees.

ALL CURRENT ENROLLEES: If you want to elect more coverage to previously waived coverage you must complete an EOT. Please use the EOT link provided in the portal.

Monthly rates based on units of \$1,000

Children are \$1.87 per \$10,000

Age	Employee Rate	Spouse Rate
<29	.926	.826
29-34	.952	.852
35-39	.978	.878
40-44	1.100	1.100
45-49	1.308	1.308
50-54	1.364	1.364
55-59	1.676	1.676
60-64	1.914	1.914
65-69	1.716	1.716
70+	1.068	1.068

*The right to withdraw or modify your election of benefits at any time is reserved.

DECISION GUIDE

Using your enrollment materials, take a moment to complete each of the following steps.

STEP 1

Select Your Medical and Dental Benefits

Before you do, have you considered what levels of coverage are best for you? Think about the expenses that you and your family had in the past year. Do you need a higher level of protection? Do your doctors participate in your plans of choice? Do your spouses have available health coverage? You may be better off waiting one or more of these coverages and picking them up under your spouse's plan.

STEP 2

Consider Your Life Insurance & Other Benefit Options

Stop and consider how these benefit offerings might be able to bring value, protection, and security to your family situation.

STEP 3

Double Check Your Benefit Elections

Review all of your benefit elections to ensure they accurately reflect the benefit choices you wish to maintain for the plan year.

STEP 4

Enroll WTS employees in email or make changes to your elections

Please use your ID number as your social number in the ***** format. All passwords have been reset to your birth date in YYYYMM format.

If you have any questions regarding your benefits in this benefits guide, please contact your Human Resources Department at 304-622-7800 or the corporate consultant, Corporate Benefits Alliance, at 866-222-6259.



This information in this Benefits Guide is presented for informational purposes and is based on information provided by the employer. The data contained in this Guide was taken from various summary plan descriptions and benefit information. While every effort was taken to accurately report your benefits, discrepancies or errors are always possible. In case of discrepancy between this Guide and the actual plan document, the actual plan document will prevail. AD is a form. You are not entitled to payment to the Health Insurance Portability and Accountability Act of 1996. If you have any questions about your Guide, contact Human Resources.

Tennis Expertise

AAG Client Personnel



BEN LEAHY
DIRECTOR OF RACQUET SPORTS
ASHBURN VILLAGE
ASHBURN, VA

Ben was born in Darwin Northern Territory, Australia. He picked up the racquet when he was just six years of age and has been playing ever since. Ben has played competitively at every level and began teaching tennis at age 18 to help pay for court time.

He accepted a scholarship to play tennis at Tusculum College Greeneville, TN where he played all four years, captaining the team three of those years and winning the first men's conference championship in the school's history.

Ben went back to teaching in 2006 at Cardinal Hill Swim and Racquet Club and joined Ashburn Village Sports Pavillion in 2013. Ben is USPTA certified professional.

Tennis Expertise

AAG Client Personnel

MEET OUR TENNIS PRO

Brandon Wozniczka
Director of Adult Tennis



Brandon was born in Chicago Illinois and spent most of his childhood traveling between the city and his family's home country of Poland. Brandon started playing tennis at the age of 9 and started to compete at a national level at the age of 10. Brandon also began to start coaching juniors at the age of 16 and adults by the age of 17.

Brandon reached a high of top 100 in the juniors nationally and top 10 in the Midwest. While still excelling in tennis Brandon ended up choosing playing division one football at the University of Richmond.

After a D1 athletic career and double majoring, Brandon chose to go back to his teaching roots. He started as a teaching professional at ACAC and now has certifications in USPTA and experience in all levels from red ball juniors to high level adults and cardio tennis.

In his spare time Brandon loves to travel and take part in any athletic activities that are available to him.



MEET OUR Tennis Pro

Ben Leahy
Director of Racquet Sports



Ben was born in Darwin Northern Territory, Australia. He picked up the racquet when he was just six years of age and has been playing ever since. Ben has played competitively at every level and began teaching tennis at age 18 to help pay for court time.

He accepted a scholarship to play tennis at Tusculum College Greenville, TN where he played all 4 years, captaining the team 3 of those years and winning the first men's conference championship in the school's history.

Ben went back to teaching in 2006 at Cardinal Hill Swim and Racquet Club and joined Ashburn Village Sports Pavilion in 2013. Ben is a USPTA certified professional.



Tennis Expertise

AAG Client Personnel

MEET OUR Tennis Pro

Andre Swope
USPTA Professional



Andre is a native of Reshawn, Australia, and has been playing tennis for over 30 years. She started competing at the age of 10, and consistently ranked in the top 10 in the nation for her age group. She moved to America on a tennis scholarship, and competed for the Arkansas Razorbacks. Here she helped her team reach the NCAA Sweet 16 for the first time in the school's history.

Andre is USPTA certified and has previously coached at the Fort Walton Beach Tennis Center and 4-Star Tennis Academy. Some of her greatest tennis memories are playing in the Australian Open Juniors and beating #2 Georgia in her sophomore season.

Andre spends her free time hanging with her husband, cheering their three children on at soccer and swimming. Fun fact: Andre trained at the same tennis club as coach Ben when they were teenagers.



MEET OUR Tennis Pro

Khamp Bounkang
Director of Junior Tennis



Khamp is a graduate of WVU where he majored in Sports Medicine/Sport Management. Played college tennis at WVU, where he was an Academic All-American. Khamp has over 20 years of teaching experience. Khamp was Director of Player Development at 4 Star Tennis Academy from 1992-2015 before coming to AVSP. Khamp has coached numerous nationally ranked players who went on to play college tennis & professional.

USTA High Performance Coach, USTA Sports Science Certification Level 1 & 2.

Khamp's philosophy on tennis is to have fun, have a goal and strive everyday to get better.





THANK YOU

ARCH
AMENITIES
GROUP

TENNIS CONNECTION



2022

FishHawk Ranch Tennis Club



**The Tennis Connection
of West Florida, Inc.**

PO Box 22743, Tampa, FL 33622.

(813) 855-9617

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EXECUTIVE STATEMENT

The Tennis Connection of West Florida, Inc. was hired by the FishHawk Ranch CDD nearly ten years ago when the club was in a deep deficit. Within six years, the tennis club was no longer a financial burden on the community. The Tennis Connection developed a superior product of great programming, excellent instruction, quality customer service, and unprecedented demand. The team is united and dedicated after experiencing everything from hurricanes to a pandemic alongside the FishHawk community.

HISTORY

The Tennis Connection of West Florida, Inc (otherwise known as “The Tennis Connection”) started offering tennis programming and management services in 1989 and has served the Tampa Bay area for over 30 years. The Tennis Connection specializes in small (six courts or less) CDD/HOA tennis facilities and has experience in managing more than a dozen accounts including city and county programs. The FishHawk Ranch Tennis Club location is currently the sole focus of The Tennis Connection and employs 20 mostly part-time employees and sub-contractors.

Nine years ago, The Tennis Connection was brought in to manage the FishHawk Ranch Tennis Club. At the time, there was little opportunity for residents to utilize their courts, as there was just a single pro offering small group classes a few days a week. The courts sat empty most days, there was little excitement or demand. The club’s operating costs were astronomical with overlapping pro shop staff and maintenance personnel sitting idly for upwards of four hours a day.

The Tennis Connection initially focused on developing programs, as well as hosting fun activities to peak the community’s interest in tennis. The vision was to get the whole FishHawk family involved in tennis from toddlers to grandparents and reduce the financial burden the \$175,000 annual deficit brought upon the CDD at the time. The big undertaking began by facilitating working interviews to find the right professional coaching staff. Once there was a team in place, a free tennis carnival was offered to the FishHawk Ranch residents to learn about the facility and its new programs. The desire for tennis within the community grew as word of mouth spread.

While there were more and more people on the court, the court had to be tended to properly to maintain high safety standards set in place by the Tennis Connection. There was a lack of knowledge in maintaining clay courts among the staff already in place, so a daily, weekly, monthly, yearly, 3-, 5-, and 10-year court and facility maintenance plan was developed for the maintenance team to follow. The staff was also brought down to Fort Myers for a Welch Tennis seminar to educate them on the best practices of properly maintaining a court and avoid future

issues. The Tennis Connection further increased the quality of the courts by not only replacing the lines within four years, but also having the courts laser graded and resurfaced; this type of court maintenance and care is normally only offered at high level clubs.

The Tennis Connection chipped away at the debt by offering classes to a wide range of levels and providing a quality product to the community. The Tennis Connection successfully got the FishHawk Ranch CDD relieved of the tennis club's financial burden within six years. By year seven, the club's annual operating expenses were under \$25,000 per year. A difference of over \$100,000 per year, from year one.

For quite some time, the club relied on paper and Google sheets to track and organize reservations and payments until the end of 2019. The CDD and the Tennis Connection implemented Foundation Tennis software to organize and track customer accounts and sales. Although Foundation Tennis was specific in tennis related information, it was in its infancy and offered little to no direction besides a couple of days of set-up assistance. To this day, there are no training manuals. Shortly after Foundation Tennis and Square (it's coordinating point of sale (POS) system) was implemented and an office manager was hired to help manage, COVID-19 shut down the nation.

During the month-long shutdown, Dave Freiman, owner of The Tennis Connection, visited the tennis club daily to care for the courts and facility, keeping it in pristine condition for when the club eventually reopened. The staff, none of which were eligible for any kind of government assistance to make it through, took it upon themselves to help in other ways in keeping the community engaged in tennis and kids active while stuck at home. The coaches made videos for their players to keep up their skills. Administrative personnel sent tennis tips, updates, and encouragements via the Tennis Club's Facebook page, which we have grown a following of over 1200 people.

Once the club reopened, The Tennis Connection didn't just endure the pandemic, when companies were crumbling, the tennis club thrived. Families were afraid to go out in public, yet tired of staying home. The tennis club became a reprieve and a glimpse of normalcy for many. We were one of the first to offer a summer camp, in which parents thanked us for the opportunity to give their children some socialization while being outside and six feet apart. The Tennis Connection staff followed protocols set by the Center of Disease Control and Prevention (CDC), United States Professional Tennis Association (USPTA) and the U.S. Tennis Association (USTA) and networked with directors of similar size clubs to structure a response.

While businesses have been struggling to find help during this "great-resignation", our team has grown by two administrative assistants and a maintenance worker. Dave Freiman has been able to delegate and act solely as the director, focusing on programming and scheduling, yet stepping in to cover when needed from the court to the front desk. This structure has provided flexibility among the staff, which has directly influenced employee retention and job satisfaction.

MEET OUR TEAM

David “Dave” Freiman, the Tennis Connection’s owner and the club’s director, lives and breathes tennis. He was selected (out of 1,800 tennis professionals) to receive the 2020 USPTA Florida Division Industry Excellence Award and was previously named the USPTA Florida District Professional of the year. He is Cardio Tennis certified as an instructor and facility provider, USRSA member and racquet stringer and holds a Racquet Fit certification. Dave was NAIA Collegiate Tennis All American and top 20 nationally ranked player before he started coaching and spent many years on the court and managing residential community tennis facilities.

Andrew “Andy” Tope, our Coaching Staff Manager, became a British touring player after graduating from Sheffield University in Yorkshire, United Kingdom. He was trained by the hall of fame tennis player Sergio Casal and the world’s best doubles coach Louis Cayer. Andy is USPTA certified and an LTA Level 3 tennis coach, trained ATP (Association of Tennis Professionals) players and recipient of the 2017 South of England Coach of the Year award. His experience also consists of running two tennis clubs of over 1,000 members combined and managing a team of 10+ coaches. He is a licensed referee and tournament organizer and worked as a Talent ID representative.

Daniel “Danny” Lee has been coaching at FHR Tennis Club since 2013. He began playing tennis at age three while living in Mexico, and later moved to Florida at 10 years old to further pursue his tennis career. He was a top USTA junior player in the state of Florida Boys 12 & under, reaching #7 in the state. Danny was a high school district champion in both 2004 and 2005 and claimed the title of regional champion and state champion in 2005 as well. Danny went on to receive a full tennis scholarship to Florida Gulf Coast University, an NCAA Division 1 college, where he was captain. Danny completed his bachelor’s degree in communication and later became USPTA, and cardio tennis certified to coach tennis.

Jonathan Lin, our newest USPTA-certified coach, joined our team seven months ago. He was previously the captain and number one player at Ventura College, and part of the ITA All-Star Team: ranking #2 in doubles and #5 in singles among the Southern California ITA rankings. He was one of the top junior players in the state of Sao Paula, Brazil, ranked #1 in the 16’s and #3 in the 18’s competing in the Sao Paulo Federation. He has had eight years of coaching experience and led high school players to division one college tennis programs.

Our administrative support staff consists of Administrative Services Manager Amanda Winemiller and Front Desk Administrative Assistants Marie Lessman and Megan Townsend. Amanda holds a bachelor’s degree in Social Sciences (with a concentration in economics and sociology) from Florida State University. She’s experienced in payroll, accounting, sales, corporate events, and operations management. Marie was recruited while working in retail, literally from the store, for her naturally pleasant demeanor and eagerness to help customers. Over the last nine months with us, Marie has displayed warm hospitality while gaining experience in administrative services. Megan is currently pursuing her master’s degree in occupational therapy and previously worked at her university’s recreation center which was similar in function to the tennis club.

Our maintenance team is Tyler Lybbert and Kadyn Johnson. Tyler is college-educated in engineering and has a knack for fixing machines and improving outdoor aesthetics. Kadyn was trained by our expert court consultant, Diane Halstead. Owner of the Tennis Court Doctors, Diane has over 15 years of experience at Welch Tennis Courts, Inc. refurbishing and laser grade resurfacing clay tennis courts. She has worked on over 10,000 courts across the country: including Saddlebrook, Hillsborough County Community College, and Lake Nona USTA National Tennis Center. The Tennis Connection and our maintenance team, including Diane Halstead, have almost two decades of experience with Hydro-Grid tennis courts.

DETAILS OF SERVICES

The Tennis Connection has the FishHawk Ranch Tennis Club running like a machine at this point. Registrations are customer-generated via the FHRtennis.com website and the FishHawk Ranch Tennis Club App, both designed by our team. Residents and members can also use those platforms to book courts seamlessly at their fingertips. All 1,300 people in the system can see their fees and manage their accounts. The administrative team creates 60 class combinations based on different levels/days every (8 – 10 week) season for parents/players to choose from. They market classes and events using signs on the bulletin boards, newsletters, social media posts and mass emails. Surveys are sent to participants, and the information is used to further improve service and increase the satisfaction of customers.

Residents and guests receive the highest level of customer service. With the administrative staff's daily goal of responding to *every* email and voicemail, inquiries don't go unanswered. Customers are always made to feel welcomed and satisfied as our front desk personnel are trained to check-in players, manage court sheets, process customer credits (approximately \$6,000 per year), distribute waivers, as well as book and monitor events.

Dave, the Director, has built the programming at the FishHawk Ranch Tennis Club from the ground up offering simultaneous group classes to 50 unique junior academy players, 150+ adult beginner and intermediate players and 185 unique players attending junior beginning or intermediate classes; all at least one but upwards of three times per week. Dave plans and organizes events such as Parents' Night Out, Men's Night, Ladies' Night and Couples Socials. Events for the younger crowd consists of Friday Night Match Play, Team Tennis Junior League, and our extremely successful camps. Team Tennis Junior League matches have given the junior players something to get excited about and work towards.

Although Dave works mostly from a distance at this point, he knows that when he sets plans into motion, his team will follow through. The instructional tennis pathway designed by The Tennis Connection for players at the FishHawk Ranch Tennis club has shown great success and receives outstanding feedback. The first steppingstone of a player's tennis journey is with Coach Danny. As a former child tennis champion, Coach Danny understands the perspective of students of all ages. He makes an extra effort being animated and fun to make sure his players are *enjoying* their lesson and in turn ignites their desire to learn tennis. He specializes in

teaching the basics, practicing repetition, correcting the mishaps, and building confidence before the player graduates into the more technical side with Coach Andy.

Coach Andy, who was recruited by Dave and sponsored through an international player's visa program, has been a huge asset to the FishHawk Ranch Tennis Club. Filling and retaining four levels of performance classes with a phenomenal retention rate of 90% for the past three years; only excluding players who were injured or moved. He's sought after by adult high-level players, including 20+ players that make the 45-minute drive from Tampa Yacht Club weekly to train with him. Andy has a large network of highly skilled tennis professionals, which he has brought to our club to give players of our community the opportunity to be trained by top level coaches and players, including Wimbledon winner Johnny Marray, Alan MacDonald (Jamie Murray's doubles coach), Barry Fulcher (Great Britain Captain), and his former coach/world's best doubles coach Louis Cayer. Most of the players on the Newsome High School tennis team, choose to train at the FHR Tennis Club with Coach Andy for the quality and consistency the club offers since the school has had coach turnover. In fact, 14 out of 15 of our performance players made the high school team this school year. The tennis families of FishHawk collectively remain thrilled to have Coach Andy at their fingertips, and appreciate his knowledge of biomechanics, performance development and tactical intentions.

Coach Jonathan was found through Dave's network of directors and came onboard after completing a working interview with both adults and children. Dave and Andy have taken Jonathan under their wing to further improve his coaching by teaching him different techniques. In addition to performing group classes, Coach Jonathan has been able to fill all his available time for private lessons. The guidance he's received from The Tennis Connection's staff has helped him to become USPTA certified.

The Tennis Connection's junior coaching program is much like a Montessori school, in that it begins with children starting the process of learning, becoming familiar and knowledgeable, then when in an advanced stage, helping younger kids that are just starting out. It's general knowledge that kids learn better from kids and smaller student-teacher ratios are beneficial. We currently have 11 paid high school players, referred to as "helpers", to feed balls to the younger and less experienced players. This model is efficient and beneficial, allowing for more hits and repetition within the scheduled amount of class time. They're on court to support and encourage each child, while the head coach leads the lesson and oversees everyone on court. This experience teaches the teen how to train and guide others, which can be used in a future career. Excitingly, we have our first 18-year-old using his on-the-job training to get certified through the USPTA. Uniquely, most tennis coaches can make their own schedule, so he can work his way through college as a tennis coach.

The courts are maintained to the highest of standards. Unlike other clubs, the five courts are always in working and pristine condition. Our maintenance team rakes, brushes and lines the courts daily, in addition to clearing trash from the receptacles and the perimeter. They also add clay and fix the lines and nets when needed. Most notably, they manage the irrigation system to avoid major issues. Har-Tru clay courts are unique in care as there's above ground and sub-surface types of irrigation systems for clay courts. Hydro-Grid and Hydro-Court are the sub-

surface irrigation systems, both need to be set on a schedule to water the courts the right amount. Courts will “lock up” if overwatered, making the courts a dangerous place to play. This very real scenario causes liability issues, court closures and expensive repairs. Further, our maintenance team notifies the director first thing in the morning of unsafe conditions, and league captains are notified by the administrative staff before the club is even open; just one example of how our customer service is unparalleled.

We created FishHawk Ranch Tennis Club shirts that kids proudly wear. FHR visors adults use gladly to represent the club they love. The pro shop is kept orderly with an abundance of stock. We plan to continue managing the pro shop and carrying Wilson and Babolat products. Due to online competition, taxes, supply shortages and cost increases, there’s low margins that keep shrinking. The Tennis Connection will keep 100% of revenue and continue to carry products like demo racquets, new racquets, balls, grips, and string, as well as offer stringing services for the benefit and convenience of our customers.

Our team is accustomed to serving 600+ clients weekly, and management is on-site daily. We are familiar with the rules, policies, and procedures set forth by the CDD, as well as the monthly reports required. We believe in cross-training staff to fill any gaps that may arise. Our team has been heavily vetted, and our highest priority collectively is, and always will be, to keep our players safe so they can feel comfortable using their amenity. We’ve developed an internal escalation process that works quickly and effectively. It begins with notifying the Administrative Manager of the issue. She immediately digs in and finds out the details, including what caused the issue, and develops options for a resolution. The details and course of action are then presented to the Director to discuss and make recommendations. When necessary, the Administrative Manager also communicates and collaborates with the board liaison to ensure the best outcome for the community. Incidents are documented, reviewed, and changes are made (when applicable) to avoid any future issues.

We don’t just clock out at 5 o’clock and act like the FishHawk Ranch Tennis Club doesn’t exist until we return. Every single one of us has answered inquiries and gone out of our way time and time again to assist our players. Not out of obligation, but as a courtesy. For a lot of families, tennis was a hobby that quickly developed into a passion and came to be a part of their weekly or daily routines. With everyone’s busy schedules, oftentimes, it’s a juggling act to squeeze in activities just for fun, so if a quick text response makes life even a little more manageable for our clients, we do it. The piece that really sets us apart is simply that we care. We have the best intentions for our players, and only want to provide a service that makes the community happy. The Tennis Connection has avoided the sense of complacency by striving for perfection, we care about everything from the toilets to the landscape looking just right. At the end of the day, the goal is for each resident and guest to walk away with a positive experience and an eagerness to return.

COST OF SERVICES

Tennis Connection will be responsible for the following:

- All instructor and helper pay.
- Tennis instruction equipment and related supplies.
- Pro shop activities such as maintaining supplies, ordering merchandise, tracking revenue and sales taxes.
- Managing current team of four certified professional coaches (including director), 11 high school helpers, and all administrative and maintenance staff.
- Scheduling event room use for tennis related events such as summer camp and parents' night outs.

Expenses to CDD: *Projected based on actual past expenses.*

\$42,900	Administrative Manager (Morning Pro Shop)
\$20,280	Administrative Assistant (Afternoon Pro Shop)
\$13,700	Weekend AM & PM (Pro Shop)
<u>\$22,000</u>	AM & Afternoon Maintenance
\$98,880	Subtotal before
<u>\$11,865</u>	ADD 12% extra Payroll taxes & fees
\$110,745	Estimated W-2 employee expenses
\$ 45,000	Tennis Director Manager (Contractor non W-2)
\$ 20,000	Clay material, tools and other related expenses
<u>\$ 23,200</u>	TECO, Water, Pest, Payne, Waste Management, Cleaning
\$ 198,945	Total of all expenses from above

CDD Receives 30% of all lessons including camps, match-plays, round-robin socials, and parent's night. As well as 100% of room rentals, guest fees, membership, and ball machine revenue.

Example – *REAL ACTUAL NUMBERS produced by the Tennis Connection in the year 2021.*

\$172,651	ALL LESSONS (30% of \$575,504) from January 1 – December 31, 2021
12,655	Room Rental
11,781	Guest Fees
11,254	Memberships
<u>3,692</u>	Ball machine
\$212,033	Current Revenue to CDD based on past 12 months of actual revenue

First Year Projection –

\$212,033	Current Revenue to CDD based on past 12 months of actual revenue
<u>30,000</u>	Growth of \$100,000 lesson revenue (8 hours of weekend slow times)
\$242,033	Total revenue with NO increase in CDD expenses

SURVEYS

July 2021 Survey:

How would you rate the FishHawk Ranch Tennis Club overall?

Answered: 120 Skipped: 1

4.7★
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	0.00% 0	0.83% 1	3.33% 4	25.00% 30	70.83% 85	120	4.65

December 2021 Survey:

How would you rate the FishHawk Ranch Tennis Club overall?

Answered: 26 Skipped: 0

4.7★
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	0.00% 0	0.00% 0	0.00% 0	34.62% 9	65.38% 17	26	4.65

July 2021 Survey:

Quality of our courts

Answered: 119 Skipped: 2



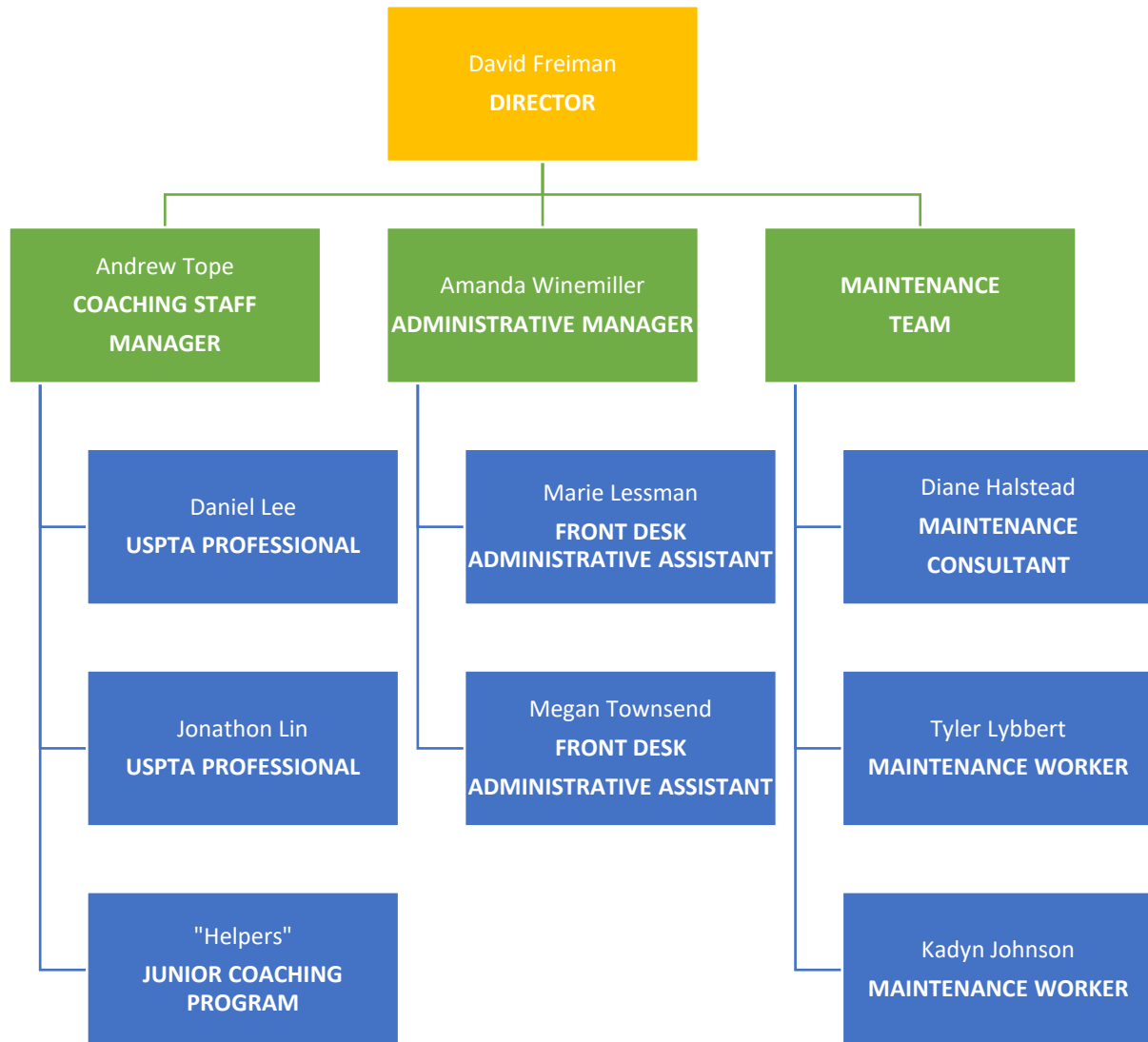
December 2021 Survey:

Quality of our courts

Answered: 26 Skipped: 0



ORGANIZATION CHART



REFERENCES




REFERENCE LIST

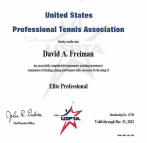
Fishhawk Ranch Tennis Club
15821 Courtside View Drive, Lithia, FL 33547

Reference Name	Barry Moon
Company Name	Grand Hampton Community
Location	Tampa, FL 33647
Contact	(813) 965-5005 BMoon@MarinaManagement.com
Reference Name	Dan Richardson
Company Name	Meadow Pointe Three Community
Location	Wesley Chapel, FL
Contact	(813) 333-8490 DanRichardson@Tenniscity.com
Reference Name	Kelly Shires
Company Name	Athletic Community
Location	Apollo Beach, FL
Contact	(813) 376-3203 kellyshires@yahoo.com
Reference Name	Joe O'Neil
Company Name	USTA
Location	Florida Division
Contact	(850) 465-1297 Joe.O'Neil@usaca.com

CREDENTIALS

 United States Professional Tennis Association Membership Card Mr. Donald A. Erickson	
Member Information	Membership Details
Member Name: Mr. Donald A. Erickson	Membership Number: 123456789
Address: 123 Main St, Anytown, CA 90210	Expiration Date: 12/31/2024
Phone: (555) 123-4567	Category: Professional
Email: donald@erickson.com	Status: Active
Professional Information	Registration Details
Registration Number: 987654321	Registration Date: 01/15/2024
Professional Title: Professional Tennis Player	Registration Type: Standard
Current Residence: 123 Main St, Anytown, CA 90210	Registration Fee: \$100.00
Current Phone: (555) 123-4567	Registration Status: Valid
Current Email: donald@erickson.com	Registration Expiry: 12/31/2024
Professional History	
Year	Points
2023	1200
2022	1150
2021	1100
2020	1050
2019	1000
2018	950
2017	900
2016	850
2015	800
2014	750
2013	700
2012	650
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January 9, 2022

Mr. Andrew Tope
6301 S West Shore Blvd
Apt 1711
Tampa, FL 33616-4169

Dear Andrew,

This letter will confirm that, as a certified member of the United States Professional Tennis Association (USPTA), you have liability insurance as outlined below. This USPTA liability policy covers applicants who are being processed, and certified and certain honorary members in the United States, its territories or Canada, and nonmembers who are insured through a certified member's policy.

THE USPTA LIABILITY POLICY INCLUDES \$5 million liability insurance, while on court, for bodily injury to others, and for damage to property not in the tennis professional's care, custody or control. It does not cover injury to the tennis professional, or damage to his/her property. The accident must have taken place on court, and arisen from the tennis professional's playing, practicing, teaching or officiating in tennis, pickleball, padel, and/or platform tennis.

Policy Number:	SBSML0164/211
Effective Period:	12/31/2021 – 12/31/2022
For questions or to report an accident, contact:	USPTA World Headquarters 11961 Performance Drive Orlando, FL 32837 Telephone: 407-634-3050 x105

If we may be of further assistance, please do not hesitate to contact us.

Sincerely,

UNITED STATES PROFESSIONAL TENNIS ASSOCIATION, INC.


Susan Ruchti

This coverage is null and void if the member is not a citizen of or does not legally reside and work in the United States, its territories or Canada.

United States Professional Tennis Association

Hereby certifies that

Andrew Tope

has successfully completed all requirements, including an extensive
examination of teaching, playing and business skills, necessary for the rating of

Professional

John R. Embree
Chief Executive Officer



Membership No, 83830
Valid through Dec. 31, 2022

A7PM - KNOLLI - CAOR - M41B







January 20, 2022

Jonathan Lin
5306 Lapis Pl
Apt 301
Riverview, FL 33578-4827

Dear Jonathan:

This letter confirms that, as a Level 1+ Tennis Instructor of the United States Professional Tennis Association, you have purchased liability insurance as outlined below. This USPTA liability policy covers applicants who are being processed, and certified and certain honorary members in the United States, its territories or Canada, and nonmembers who are insured through a certified member's policy. It also covers Level 1+ Tennis Instructors who elect to purchase the insurance.

THE USPTA LIABILITY POLICY INCLUDES \$6 million liability insurance, *while on court*, for bodily injury to others, and for damage to property not in the tennis instructor's care, custody or control. It *does not* cover injury to the tennis instructor, or damage to his/her property. The accident must have taken place on court, and arisen from the tennis instructor's playing, practicing, teaching or officiating in tennis, pickleball, padel, and/or platform tennis.

Policy Number:	S18ML61641-211
Effective Period:	12/31/2021 - 12/31/2022
For questions or to report an accident, contact:	USPTA World Headquarters 11961 Performance Drive Orlando, FL 32827 Telephone: 407-634-3050 x105

If we may be of further assistance, please do not hesitate to contact us.

Sincerely,

UNITED STATES PROFESSIONAL TENNIS ASSOCIATION, INC.


Susan Bucher

This coverage is null and void if the member is not a citizen of or does not legally reside and work in the United States, its territories or Canada.



USPTA Membership Card

Cut on
outside line

Fold on
center line

<p>USPTA US Professional Tennis Association 11801 Parkview Dr - Orlando, FL 32827 407.554.2000 uspta@uspta.org - www.uspta.com</p>	
<p>Unless the card has expired, the cardholder is a Level 1 Tennis Instructor in good standing of the USPTA. Members are governed by the Association's strict Code of Ethics, and are entitled to certain benefits of membership.</p>	
<p>Level 1 Tennis Instructor</p> <p> USPTA US Professional Tennis Association</p> <p>Jonathan Lin Member No. 85773</p> <p>Valid through Dec. 31, 2022</p>	

Member No. 85773

12/31/2022



2022 Florida Annual Resale Certificate for Sales Tax

DR-13
R. 10/21

This Certificate Expires on December 31, 2022

Business Name and Location Address Certificate Number

THE TENNIS CONNECTION OF WEST FLORIDA IN
TENNIS CONNECTION
11309 HIDDEN VALLEY LN
RIVERVIEW, FL 33569-6581 39-8016196925-3

By extending this certificate or the certificate number to a selling dealer to make eligible purchases of taxable property or services exempt from sales tax and discretionary sales surtax, the person or business named above certifies that the taxable property or services purchased or rented will be resold or re-rented for one or more of the following purposes:

- Resale as tangible personal property
- Re-rental as tangible personal property
- Resale of services
- Re-rental as commercial real property
- Incorporation into tangible personal property being repaired
- Re-rental as transient rental property
- Incorporation as a material, ingredient, or component part of tangible personal property that is being produced for sale by manufacturing, compounding, or processing

Your *Florida Annual Resale Certificate for Sales Tax* (Annual Resale Certificate) allows you or your representatives to buy or rent property or services tax exempt when the property or service is resold or re-rented. You **may not** use your Annual Resale Certificate to make tax-exempt purchases or rentals of property or services that will be used by your business or for personal purposes. Florida law provides for criminal and civil penalties for fraudulent use of an Annual Resale Certificate.

As a seller, you must document each tax-exempt sale for resale using one of three methods. You can use a different method each time you make a tax-exempt sale for resale.

1. Obtain a copy (paper or electronic) of your customer's current Annual Resale Certificate.
2. For each sale, obtain a transaction authorization number using your customer's Annual Resale Certificate number.
3. Each calendar year, obtain annual vendor authorization numbers for your regular customers using their Annual Resale Certificate numbers.

Online: Visit floridarevenue.com/taxes/certificates

Phone: 877-357-3725 and enter your customer's Annual Resale Certificate number

Mobile App: Available for iPhone, iPad, and Android devices

INSURANCE

1. Name of Insured		2. Address	
3. Nature of Business		4. Amount of Insurance	
5. Name of Insurer		6. Policy Number	
7. Date of Policy		8. Premium	
9. Description of Property		10. Coverage	
11. Name of Agent		12. Signature of Insured	
13. Date of Policy		14. Signature of Insurer	

AFFIDAVIT

**Affidavit for
Public Entity Control, Serialized Companies,
E-Verify, and Non-Citizens**

This Affidavit is submitted in accordance with the
Federal Acquisition Regulation (FAR) 1.55, 1.56, 1.57, 1.58, 1.59, 1.60, 1.61, 1.62, 1.63, 1.64, 1.65, 1.66, 1.67, 1.68, 1.69, 1.70, 1.71, 1.72, 1.73, 1.74, 1.75, 1.76, 1.77, 1.78, 1.79, 1.80, 1.81, 1.82, 1.83, 1.84, 1.85, 1.86, 1.87, 1.88, 1.89, 1.90, 1.91, 1.92, 1.93, 1.94, 1.95, 1.96, 1.97, 1.98, 1.99, 2.00, 2.01, 2.02, 2.03, 2.04, 2.05, 2.06, 2.07, 2.08, 2.09, 2.10, 2.11, 2.12, 2.13, 2.14, 2.15, 2.16, 2.17, 2.18, 2.19, 2.20, 2.21, 2.22, 2.23, 2.24, 2.25, 2.26, 2.27, 2.28, 2.29, 2.30, 2.31, 2.32, 2.33, 2.34, 2.35, 2.36, 2.37, 2.38, 2.39, 2.40, 2.41, 2.42, 2.43, 2.44, 2.45, 2.46, 2.47, 2.48, 2.49, 2.50, 2.51, 2.52, 2.53, 2.54, 2.55, 2.56, 2.57, 2.58, 2.59, 2.60, 2.61, 2.62, 2.63, 2.64, 2.65, 2.66, 2.67, 2.68, 2.69, 2.70, 2.71, 2.72, 2.73, 2.74, 2.75, 2.76, 2.77, 2.78, 2.79, 2.80, 2.81, 2.82, 2.83, 2.84, 2.85, 2.86, 2.87, 2.88, 2.89, 2.90, 2.91, 2.92, 2.93, 2.94, 2.95, 2.96, 2.97, 2.98, 2.99, 3.00, 3.01, 3.02, 3.03, 3.04, 3.05, 3.06, 3.07, 3.08, 3.09, 3.10, 3.11, 3.12, 3.13, 3.14, 3.15, 3.16, 3.17, 3.18, 3.19, 3.20, 3.21, 3.22, 3.23, 3.24, 3.25, 3.26, 3.27, 3.28, 3.29, 3.30, 3.31, 3.32, 3.33, 3.34, 3.35, 3.36, 3.37, 3.38, 3.39, 3.40, 3.41, 3.42, 3.43, 3.44, 3.45, 3.46, 3.47, 3.48, 3.49, 3.50, 3.51, 3.52, 3.53, 3.54, 3.55, 3.56, 3.57, 3.58, 3.59, 3.60, 3.61, 3.62, 3.63, 3.64, 3.65, 3.66, 3.67, 3.68, 3.69, 3.70, 3.71, 3.72, 3.73, 3.74, 3.75, 3.76, 3.77, 3.78, 3.79, 3.80, 3.81, 3.82, 3.83, 3.84, 3.85, 3.86, 3.87, 3.88, 3.89, 3.90, 3.91, 3.92, 3.93, 3.94, 3.95, 3.96, 3.97, 3.98, 3.99, 4.00, 4.01, 4.02, 4.03, 4.04, 4.05, 4.06, 4.07, 4.08, 4.09, 4.10, 4.11, 4.12, 4.13, 4.14, 4.15, 4.16, 4.17, 4.18, 4.19, 4.20, 4.21, 4.22, 4.23, 4.24, 4.25, 4.26, 4.27, 4.28, 4.29, 4.30, 4.31, 4.32, 4.33, 4.34, 4.35, 4.36, 4.37, 4.38, 4.39, 4.40, 4.41, 4.42, 4.43, 4.44, 4.45, 4.46, 4.47, 4.48, 4.49, 4.50, 4.51, 4.52, 4.53, 4.54, 4.55, 4.56, 4.57, 4.58, 4.59, 4.60, 4.61, 4.62, 4.63, 4.64, 4.65, 4.66, 4.67, 4.68, 4.69, 4.70, 4.71, 4.72, 4.73, 4.74, 4.75, 4.76, 4.77, 4.78, 4.79, 4.80, 4.81, 4.82, 4.83, 4.84, 4.85, 4.86, 4.87, 4.88, 4.89, 4.90, 4.91, 4.92, 4.93, 4.94, 4.95, 4.96, 4.97, 4.98, 4.99, 5.00, 5.01, 5.02, 5.03, 5.04, 5.05, 5.06, 5.07, 5.08, 5.09, 5.10, 5.11, 5.12, 5.13, 5.14, 5.15, 5.16, 5.17, 5.18, 5.19, 5.20, 5.21, 5.22, 5.23, 5.24, 5.25, 5.26, 5.27, 5.28, 5.29, 5.30, 5.31, 5.32, 5.33, 5.34, 5.35, 5.36, 5.37, 5.38, 5.39, 5.40, 5.41, 5.42, 5.43, 5.44, 5.45, 5.46, 5.47, 5.48, 5.49, 5.50, 5.51, 5.52, 5.53, 5.54, 5.55, 5.56, 5.57, 5.58, 5.59, 5.60, 5.61, 5.62, 5.63, 5.64, 5.65, 5.66, 5.67, 5.68, 5.69, 5.70, 5.71, 5.72, 5.73, 5.74, 5.75, 5.76, 5.77, 5.78, 5.79, 5.80, 5.81, 5.82, 5.83, 5.84, 5.85, 5.86, 5.87, 5.88, 5.89, 5.90, 5.91, 5.92, 5.93, 5.94, 5.95, 5.96, 5.97, 5.98, 5.99, 6.00, 6.01, 6.02, 6.03, 6.04, 6.05, 6.06, 6.07, 6.08, 6.09, 6.10, 6.11, 6.12, 6.13, 6.14, 6.15, 6.16, 6.17, 6.18, 6.19, 6.20, 6.21, 6.22, 6.23, 6.24, 6.25, 6.26, 6.27, 6.28, 6.29, 6.30, 6.31, 6.32, 6.33, 6.34, 6.35, 6.36, 6.37, 6.38, 6.39, 6.40, 6.41, 6.42, 6.43, 6.44, 6.45, 6.46, 6.47, 6.48, 6.49, 6.50, 6.51, 6.52, 6.53, 6.54, 6.55, 6.56, 6.57, 6.58, 6.59, 6.60, 6.61, 6.62, 6.63, 6.64, 6.65, 6.66, 6.67, 6.68, 6.69, 6.70, 6.71, 6.72, 6.73, 6.74, 6.75, 6.76, 6.77, 6.78, 6.79, 6.80, 6.81, 6.82, 6.83, 6.84, 6.85, 6.86, 6.87, 6.88, 6.89, 6.90, 6.91, 6.92, 6.93, 6.94, 6.95, 6.96, 6.97, 6.98, 6.99, 7.00, 7.01, 7.02, 7.03, 7.04, 7.05, 7.06, 7.07, 7.08, 7.09, 7.10, 7.11, 7.12, 7.13, 7.14, 7.15, 7.16, 7.17, 7.18, 7.19, 7.20, 7.21, 7.22, 7.23, 7.24, 7.25, 7.26, 7.27, 7.28, 7.29, 7.30, 7.31, 7.32, 7.33, 7.34, 7.35, 7.36, 7.37, 7.38, 7.39, 7.40, 7.41, 7.42, 7.43, 7.44, 7.45, 7.46, 7.47, 7.48, 7.49, 7.50, 7.51, 7.52, 7.53, 7.54, 7.55, 7.56, 7.57, 7.58, 7.59, 7.60, 7.61, 7.62, 7.63, 7.64, 7.65, 7.66, 7.67, 7.68, 7.69, 7.70, 7.71, 7.72, 7.73, 7.74, 7.75, 7.76, 7.77, 7.78, 7.79, 7.80, 7.81, 7.82, 7.83, 7.84, 7.85, 7.86, 7.87, 7.88, 7.89, 7.90, 7.91, 7.92, 7.93, 7.94, 7.95, 7.96, 7.97, 7.98, 7.99, 8.00, 8.01, 8.02, 8.03, 8.04, 8.05, 8.06, 8.07, 8.08, 8.09, 8.10, 8.11, 8.12, 8.13, 8.14, 8.15, 8.16, 8.17, 8.18, 8.19, 8.20, 8.21, 8.22, 8.23, 8.24, 8.25, 8.26

(Initiation is Signature for Towns Center Management Services)

Name of Proposer: DAVID A. FREIMAN

I am authorized to make this statement on behalf of my firm and its owner, directors and officers. I declare:

1. I understand that a "screen" or "affiliate" who has been placed on the "excluded vendor list"

2. I understand that you wish to publish an article about the project. We would be happy to publish a proposal for this project if we too consider that it is on the "Surrealist Compassion" that

- subcontractor in order to continue providing services to a public employer.

Follow up – Tennis Connection

Questions

- Admin/Support Staff
 - Are the administrative staff employees of Tennis Connection today? Do they receive benefits today?
 - What are the current salaries and/or total annual compensation for the Administrative Staff (including weekend pro shop)? Are there any incentives currently in place?
 - Are Tyler Lybbert and Kady Johnson employees of Tennis Connection? What are the current costs for the maintenance crew (excluding supplies – just labor)? What would be the compensation and employment agreement moving forward? The proposal lists Maintenance costs of \$22,000 – how is that broken down? Is that a flat rate, hourly or other arrangement?
 - What is the current compensation for Diane Halstead as maintenance consultant? Is that amount included in the \$22,000 or is that a different line item? Who would be responsible to pay Diane?
- Tennis Instructors
 - Will all tennis instructors be classified as 1099 contractors?
 - What is the compensation agreement between Tennis Connection and the tennis instructors? Do they currently receive a salary? Are there any incentives on top of their regular pay? Do they receive benefits?
- Misc
 - Can you expand on your relationship with Team Tennis Junior League? Are you an owner of that organization?
 - Does Tennis Connection have any other ownership interests that would be related to the operation of the facility?
 - What is the revenue share with sales from the pro shop that you are proposing? What is the revenue share with stringing? I did not see those listed in this proposal
 - Have you or your company been terminated at any locations you previously worked with? If the answer is yes, please elaborate.
 -

Please verify the below assumptions are accurate:

Financial Impact

•

Tennis Director

- \$45,000 – as a 1099 contractor

Assistant Pro

- Not indicated in the report. Responsibility will be that of the Tennis Connection

Additional Pros

- Not indicated in the report. Responsibility will be that of the Tennis Connection

Administrative Manager

- \$42,900 salary

Follow up – Tennis Connection Questions

- Admin/Support Staff

o Are the administrative staff employees of Tennis Connection today? **Yes. They are W-2 employees**
Do they receive benefits today? **Only Amanda Winemiller, Administrative Manager, receives bonuses.**
The rest of the W-2 employees are hourly part time.

o What are the current salaries and/or total annual compensation for the Administrative Staff (including weekend pro shop)? **Also, listed in Cost of Services in previously sent proposal.**

\$42,900	Administrative Manager	\$42,900 (\$825 salary per week)
\$20,280	Administrative Assistant	\$20,280 (Average 32.5 hrs wkly x \$12/hr)
<u>\$13,700</u>	Weekend Pro Shop Staff	\$13,700 (based on 24 hours Sat & Sun x \$11/hr)
<u>\$76,880</u>	Not including payroll costs (ADD approx. 12%)	

Are there any incentives currently in place? **Amanda Winemiller, Administrative Manager, receives bonuses. These were based on revenue and student growth from prior seasons, year over year.**

o Are Tyler Lybbert and Kadyn Johnson employees of Tennis Connection? **Yes. They are W-2 employees.**

What are the current costs for the maintenance crew (excluding supplies – just labor)?

Also, listed in Cost of Services in previously sent proposal.

\$ 12,480	Afternoon Maintenance	\$12,480 (20 hours week x \$12/hr = \$240/wk)
\$ 12,480	Morning Maintenance	\$12,480 (15 hours week x \$16/hr = \$240/wk)

What would be the compensation and employment agreement moving forward? **My entire proposal was based on CDD paying all club expenses except Tennis Coaches and helpers and related tennis instruction supplies like balls, baskets, tubes etc. So, the CDD would pay for the maintenance staff and I would manage them. For example, when it rains, I would communicate with them to not work that day but perhaps get some of those hours back on a project in the future (like adding clay, pressure washing)**

The proposal lists Maintenance costs of \$22,000 – how is that broken down? **I think I listed \$20,000**
This cost is subject to change based on costs of everything, which has increased the past few years and things getting older and breaking down. Also, it could be more based on golf cart, roller and other repairs.

Clay-Hydro Blend	2 pallets per year x (\$520 pallet) + \$135 delivery =	\$1175 x 4 courts =	\$4700
Red Court Clay	4 pallets per year x (\$908 pallet) + \$260 delivery =		\$3900
Coarse	1 pallets per year x (\$548 pallet) + \$135 delivery =		<u>\$ 683</u>
Total Clay cost			\$9,283

Annual Top Dressing	Diane comes 1 time per year to ADD additional clay	\$6,000
---------------------	--	----------------

My staff adds clay during rainy season saving \$6000 for not having company come every 3-6 months to ADD clay

Rake Teeth, Line sweepers, lutes, additional equipment, misc like rags, cleaning supplies, float valves repair of equipment etc

\$5,000

Total Maintenance Costs

\$20,283

Is that a flat rate, hourly or other arrangement? **Hourly pay**

o What is the current compensation for Diane Halstead as maintenance consultant?

She, like Welch, are paid per job. Last year, she was paid based on all 5 courts being resurfaced, laser graded, old lines removed then new lines added. She also did other jobs around the club, the stringing bar, outside bulletin boards.

Is that amount included in the \$22,000 or is that a different line item? **No. She is only paid when she does a job.**

Who would be responsible to pay Diane? **Referring to my original contract, if we needed her services, for maintenance, I would have her submit a proposal for the job. I would get the best price. The CDD would pay for that job. She is exclusive to the Tennis Connection.**

- Tennis Instructors

o Will all tennis instructors be classified as 1099 contractors? **YES paid by Tennis Connection**

o What is the compensation agreement between Tennis Connection and the tennis instructors?
Paid by the hour

Do they currently receive a salary? **NO**

Are there any incentives on top of their regular pay? **Not now but have done bonuses before.**

Do they receive benefits? **No**

- Misc

o Can you expand on your relationship with Team Tennis Junior League? **To solve a need for local junior match play, I created this league in 2005. It is a revenue share with other participating clubs. The revenue left covers many expenses from website management and rebuilds, league t-shirts, administrative, marketing.**

Are you an owner of that organization? **Yes.**

o Does Tennis Connection have any other ownership interests that would be related to the operation of the facility? **NO.**

o What is the revenue share with sales from the pro shop that you are proposing?

With small margins, maintaining supplies, taxes, reporting, shrinkage, competition from local pro shop

and online big box, it is 30-40% margin, so I could do 10% of Gross which equates to 25-33% of profit.

What is the revenue share with stringing? Same as above. With small margins, maintaining supplies, taxes, reporting, shrinkage, competition from local pro shop and online big box, it is 30-40% margin, so I could do 10% of Gross which equates to 25-33% of profit.

I did not see those listed in this proposal

o Have you or your company been terminated at any locations you previously worked with? No.
If the answer is yes, please elaborate.

o Please verify the below assumptions are accurate:

Financial Impact

- Tennis Director
- \$45,000 – as a 1099 contractor CORRECT

Assistant Pro

- Not indicated in the report. Responsibility will be that of the Tennis Connection CORRECT

Additional Pros

- Not indicated in the report. Responsibility will be that of the Tennis Connection CORRECT

Administrative Manager • \$42,900 salary CORRECT Paid by the CDD

PNW WELLNESS

TENNIS MANAGEMENT & OPERATIONS PROPOSAL FOR FISHHAWK RANCH CDD

PREPARED BY *ELSIO A.F. EYBRECHT*



2022



MANAGING DIRECTOR PROPOSAL 2022

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”

Learn how to Play the Ball and
Not your Opponent.

- Coach Elsio A.F.. Eybrecht



**Tennis Club Management & Tennis Department Director
Full Time Job Opportunity Proposal 2022**

COVER LETTER

January 28th, 2022

Eric Dailey
District Manager
FishHawk Ranch CDD
Lithia, FL 12345

Greetings!

I am very pleased to be considered for this Position as the Managing Director of the FishHawk Ranch Tennis Club. I am excited to present you with this Management and Operations Proposal and Agreement for your review. I have enlisted the assistance of James Renne with JLL to be able to serve as my interim with the FishHawk Ranch CDD Board during this initial negotiations and operations transfer period.

I am proposing a Dual Tennis Club Management and Tennis Director Position with the FishHawk Ranch CDD and a Tennis Department Programming and Facility Management agreement by PNW Sports and Wellness Development.

Please find attached my Official Proposal by JLL along with my PNW Business Plan and Operating Financials for the next 5 Years for your review.

I would like to once again thank you for this opportunity and I know that I am the right person for this position and opportunity with the FishHawk Ranch CDD as your new Managing Director of the FishHawk Ranch Tennis Club in Lithia, FL.

Elsio A.F. Eybrecht

Founder & Managing Director

Elsio A. F. Eybrecht

I²

LETTER

ABOUT ME



*"The Path to Mastery of Self begins with your
Body, Mind and Spirit becoming One"...*

Elsio Eybrecht is the Founder of PNW Sports & Wellness Development. Prior to this venture, Eybrecht created The Tao of Tennis Competitive Edge Methodology, a proprietary 3-part tennis training and development system, through which Eybrecht has coached hundreds of tennis players throughout the US and Caribbean. Eybrecht is a professional tennis player who has been honing his skills on the court since the age of three. As a Tournament Director, he has managed countless United States Tennis Association (USTA) sanctioned adult's and junior's tennis tournaments.

Through his personal brand, Eybrecht helps others reach their full potential as a transformation author, keynote speaker, and life coach. In 2018, Eybrecht released his trademarked podcast, book series, and video course titled "Swimming in the Ocean of Consciousness."

ELSIO A.F. EYBRECHT

SPORTS & WELLNESS ENTREPRENEUR

Tennis Professional | Author | Keynote Speaker | Health & Wellness Coach

EXECUTIVE BIO

Elsio Eybrecht, Founder of *PNW Sports & Wellness Development Inc.*, is a tenacious entrepreneur with over 25 years of experience developing and growing innovative concepts within the sports & wellness industries. To complement his entrepreneurial endeavors, Elsio Eybrecht created a thriving personal brand, through which he helps others reach their full potential as a transformational author, keynote speaker, and life coach.

As a competitive, high-performance athlete, Elsio qualified for the PTR Open in February 2000 in Hilton Head Island, South Carolina. He shortly after received International Tennis Foundation IPIN number, allowing him to compete in the professional tennis circuit.

In 1998, Elsio began his entrepreneurial journey with the creation of *The Tao of Tennis University* in St. Marteen, Dutch Caribbean. After realizing his talent for coaching, he soon after launched the *Tao of Tennis Competitive Edge Method LLC* after relocating to California. *The Tao of Tennis Competitive Edge Method* 3-part training and development system is uniquely designed to help improve skills both on and off the court for tennis players of all ages. Combining ancient Eastern philosophies with modern tennis coaching principles, this new-age method of learning is centered upon mastering both the body and the mind. Building upon the *Tao of Tennis* methodology, Elsio went on to create *The Tao of Tennis University* and *The Tao of Tennis Competitive Edge Academy*.

As a USTA Tournament Director, Elsio created junior and adult tennis tournaments in the Greater San Francisco Bay area under the *Tao of Tennis* brand. These tournaments drew competitors from around the country, particularly those sponsored by Babolat, a high-end French tennis, badminton, and squash equipment brand.

Today, Elsio is focused on *SuperCoach of Tennis* and *PNW Sports & Wellness Development Inc.*, his two latest entrepreneurial ventures. By combining his expertise in tennis, along with a deep passion for coaching others, he has created a holistic brand dedicated to modernizing the sports, entertainment, and wellness experience by integrating cutting-edge technologies into traditional operations and management systems. Through *SuperCoach of Tennis*, Elsio designed and patented the *SuperCoach Intelligent Ball Machine* which is poised to change the face of traditional ball training.

Leveraging the *SuperCoach Intelligent Ball Machine*, in combination with other patented sports technologies, Elsio is in the process of building the first *PNW Sports & Wellness Development Center* in collaboration with James Renne. Mr. Renne is a highly-accomplished sports & entertainment executive who is currently working in the capacity of SVP and National Sports Director for JLL. These state-of-the-art *PNW Sports & Wellness Development Centers* will fuse traditional and modern styles of coaching, with the latest sports and wellness technologies, to provide tailored, high-quality racquet sports services to its members. The first location is slated to open in Seattle with expansion plans for five additional cities in the US Northwest.

When not focusing on his business ventures, Elsio can be found building out his personal brand through which he offers 1-on-1 coaching, keynote speaking, and wellness retreats on an individual service or membership basis. Under this umbrella, Elsio recently launched 'Swimming in the Ocean of Consciousness', a trademarked podcast, book series, and video course.

Elsio Eybrecht studied Tennis Club Management and Junior Tennis Development & Coaching at the Van Der Meer Tennis Academy in Hilton Head, South Carolina. He is a PTR Tennis Professional, a PTR Teaching Professional, a USTA High-Performance Coach, and a USRSA Certified Stringer. Elsio currently resides in Kirkland, Washington.

Email: Elsio@PNWSportsandWellness.com

Mobile Phone: (425) 229-3918

LinkedIn: [LinkedIn.com/in/elsioeybrecht](https://www.linkedin.com/in/elsioeybrecht)

Personal Website: Elsioeybrecht.com

Executive Website: PNWSportsandWellness.com

ELSIO A.F. EYBRECHT

SPORTS & WELLNESS ENTREPRENEUR

Tennis Professional | Author | Keynote Speaker | Health & Wellness Coach

Driven & passionate **Tennis Professional & Coach** with 25 years of entrepreneurial experience in the sports and wellness industry. Creator of the *Tao of Tennis Competitive Edge Method*, a three-part training and development system designed to hone student's skills both on and off the court. Transformational author, keynote speaker, and life coach dedicated to teaching others to master emotions through stillness. Highly innovative by nature, as demonstrated by the recent creation of a patented intelligent ball machine. Experienced entrepreneur and founder of several successful sports and wellness companies.

Select Achievements

- PTR competitive tennis professional for over 20 years, including qualification in the PTR Open in February 2000
- Created & filed a USPTO patent for the *SuperCoach Intelligent Ball Machine* in 2014
- Launched '*Swimming in the Ocean of Consciousness*' a trademarked podcast, book series, and video course in 2018

ENTREPRENEURSHIP

PNW Sports & Wellness Development Inc., Seattle, WA 2019 to Present
Founder

PNW Sports & Wellness Development builds and manages innovative sports and wellness centers which fuse traditional and modern styles of coaching with cutting-edge technologies to provide a holistic health and wellness experience. From racquet sports to indoor swimming, each PNW Sports & Wellness Development Center gives its members unique opportunities to achieve their full potential. The first location is slated for development in Seattle, with rapid expansion to five cities in the PNW.

SuperCoach of Tennis Inc., Seattle, WA 2014 to Present
Founder

SuperCoach of Tennis focuses on partnering with companies to modernize the sports, entertainment, and wellness experience by integrating cutting-edge technologies into traditional operations and management systems. SuperCoach of Tennis' corporate sponsors include Babolat, BILT by Agassi & Reyes, and Grips Challenge.

Wuthering Heights Management Group, Anguilla, British Virgin Islands 2013 to Present
Founder & CEO

Wuthering Heights Management Group focuses on providing tennis, health, and wellness services to lifestyle resorts, private clubs, academies, sports facilities, and entertainment venues.

United States Tennis Association (USTA), San Francisco, CA 2010 to 2013
Tournament Director

As a USTA Tournament Director, facilitated junior and adult tennis tournaments in the Greater San Francisco Bay area. Implemented tournament policies and rules while interacting with facility staff. Coordinated event finances and oversaw registration, draws, scheduling, communications, promotions, marketing, and participation.

The Tao of Tennis Competitive Edge Method LLC, San Diego, CA 2008 to Present
Founder

The Tao of Tennis Competitive Edge Method is a 3-part training and development system uniquely designed for tennis players of all ages. Operating under The Tao of Tennis Competitive Edge Academy, offers private lessons, semi-private lessons, after school programs, clinics, and workshops.

The Tao of Tennis University, St. Marteen, Caribbean 2001 to 2005
Founder & Tennis Director

The Tao of Tennis University is a tennis academy under contract with three hotel chain and a luxury yacht club.

COACHING EXPERIENCE

Mercer Island High School , Mercer Island, WA <i>Tennis Coaching Staff Member</i>	2018 to 2019
Bellevue Tennis Academy , Bellevue, WA <i>Tennis Pro & Coach</i>	2017 - 2018
Mercer Island Tennis Team , Mercer Island, WA <i>Tennis Coaching Staff Member</i>	2017 (Fall)
City of Seattle – Amy Yee Tennis Center , Seattle, WA <i>Resident Tennis Pro</i>	2016 to 2017
Van Der Meer Tennis Academy & Racquet Club , Hilton Head Island, SC <i>Resident Tennis Pro</i>	2016 (Summer)
Christopher High School , Gilroy, CA <i>Head Tennis Coach</i>	2009 to 2010
Almaden Swim & Racquet Club , San Jose, CA <i>Director of Junior Tennis & Tennis Pro</i>	2007 to 2008
San Jose Swim & Racket Club San Jose, CA <i>Tennis Coach</i>	2005 to 2006
Mission Hills Tennis Club , Fremont, CA <i>Tennis Pro & Coach</i>	2001 to 2002
Sprott's Tennis, Health & Fitness Club , St. Maarten, Caribbean <i>Tennis Coach</i>	1991 to 1997

TRAINING & CERTIFICATIONS

Toni Nadal Tennis World Mastery Training Program <i>High Performance Tennis Teaching Professional – Levels 1, 2 & 3</i>	2018
CHEK Institute <i>Holistic Life Coaching Certification – Level 1</i> <i>Primal Body Movement Certification</i>	2018
Van Der Meer Tennis Academy , Hilton Head, SC <i>Tennis Club Management & Junior Tennis Development and Coaching</i>	2000 to 2002

PROFESSIONAL AFFILIATIONS

United States Tennis Association (USTA) – High Performance Coach
Professional Tennis Registry (PTR) – Teaching Professional
United States Racquet Stringers Association (USRSA) – Certified Stringer
National Federation of State High School Associations (NFHS) – Member

CONTACT INFORMATION

Email: Elsio@PNWSportsandWellness.com
Phone: (425) 229-3918
LinkedIn: [Linkedin.com/in/elsioeybrecht](https://www.linkedin.com/in/elsioeybrecht)
Personal Website: Elsioeybrecht.com
Professional Website: PNWSportsandWellness.com



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
2/4/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Correll Insurance Group of Hilton Head PO Box 6869 Hilton Head Island SC 29938		CONTACT NAME: Karen Sumner PHONE (A/C, No, Ext): (843) 785-7733 E-MAIL ADDRESS: Karen@correllhhi.com FAX (A/C, No):	
		INSURER(S) AFFORDING COVERAGE	
		INSURER A: Philadelphia Indemnity	
		NAIC # 18058	
INSURED Professional Tennis Registry, Inc. PO Box 4739 Hilton Head Island SC 29938		INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** CL209215146 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:			PHPK2160131	09/01/2021	09/01/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ Excluded PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			PHUB731943	09/01/2021	09/01/2022	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$ PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/>
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N <input type="checkbox"/> N/A		N/A				E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Elsio A. Eybrecht

Member # 34479

Effective Through: August 31, 2022

CERTIFICATE HOLDER Elsio A. Eybrecht	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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Personal
Information

Course



Policy

Background
Check

You Are Safe Play Approved

Thank you for completing the Safe Play Program and for your commitment to keeping our sport safe for all of our athletes. As a reminder, you will have to renew your NCSI Background Check every two years and your Safe Sport Education and Training annually. We will send you reminders for when you need to complete these steps.

For your reference, you can find your expiration dates below.

SafeSport Training	Expiration 09/14/2022
Safe Play Policy	Expiration 05/19/2022
NCSI Background Check	Expiration 04/07/2022

Should you have any questions regarding your status please contact us anytime at safeplay@usta.com



CERTIFICATE OF MEMBERSHIP

to

PNW Sports and Wellness Development

2018233431

Membership Number

WHAT WE DO

We are a Sports and Entertainment Development and Management Company with a focus on the Tennis Industry as well as the Health & Wellness Industry. Our Founder and Tennis Advisors are both Certified PTR Teaching Professionals and a Transformational Life Coach. We also have the best Sports Design and Development advisor as part of our Team. This allows us to offer our clients a comprehensive Sports and Wellness Management and Development Service.



Design & Development

With decades of experience, PNW brings a unique perspective to the Sports and Entertainment Industry. We Honour the tradition and history of all sports while mapping out a New Path that will take the Spirit of Greatness to be gained through Sport Participation and Admiration into the future by design.



Management & Operations

Tennis is a time tested Sport and together we offer the best in today's Professional Tennis Management and Operations Services. We are here to bring a Fun and Moving Tennis Experience to your Residents and Tennis Members at the FishHawk Ranch Tennis Club.



Target Groups

Our Primary Target Group within the FishHawk Ranch Community is the Adult Residents who are Retired or Stay at Home Parents and Professionals.

Our Secondary Target Group within the FishHawk Ranch Community are the Kids. Our goal is to increase the number of Kids that come to our After School Programs and our Summer Camps Annually from within the Community!

EXPERT TEAM

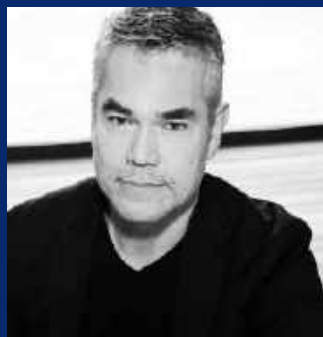
Let's meet our PNW Team Members, who are all Top Industry Professionals and have history of Rich Experiences that they bring to our Dynamic Team.



Elsio A.F. Eybrecht

Founder & Managing Director

Elsio Eybrecht is the Founder of PNW Sports & Wellness Development. Prior to this venture, Eybrecht created The Tao of Tennis Competitive Edge Methodology, a proprietary 3-part tennis training and development system, through which Eybrecht has coached hundreds of tennis players throughout the US and Caribbean. Eybrecht is a professional tennis player who has been honing his skills on the court since the age of three. As a Tournament Director, he has managed countless United States Tennis Association (USTA) sanctioned adult's and junior's tennis tournaments. Through his personal brand, Eybrecht helps others reach their full potential as a transformation author, keynote speaker, and life coach. In 2018, Eybrecht released his trademarked podcast, book series, and video course titled "Swimming in the Ocean of Consciousness."



James A. Renne

Sports Design & Development Adviser

James Renee is the Director of Development for PNW Sports & Wellness Development. He is a practicing architect with over 25 years of experience in sports and entertainment venue design. Renne currently serves as the SVP and National Sports Director for JLL, responsible for working closely with clients to realize their sports development projects across the nation. Prior to JLL, Renne was the Architectural Design Director of Rossetti where he oversaw project vision, execution, new business development, and sports and entertainment initiatives. His broad range of work encompasses design solutions for professional and collegiate sports, including basketball, soccer, tennis, motorsports, hockey, and football. His most notable projects include the reimagination of the Daytona International Speedway and the UCLA Health Training Center. Recognized in 2016 as one of Sports Business Journal's Top 50 Power Players in sports design and development, Renne is a thought leader in sports and entertainment design.



Ken DeHart

Tennis Industry Advisor

Ken DeHart is a Certified Master Professional in the USPTA (United States Professional Tennis Association) and the PTR (Professional Tennis Registry). He was the first Tennis Professional in the world to achieve Certifications from both Teaching Organizations and have twice been named PTR International Pro of the Year. He is a National Tester for the Professional Tennis Registry and has personally Certified Elsio Eybrecht with the PTR as a Teaching Professional. Ken DeHart has been a Certified USA Tennis Teaching Professional for over 40 years.



June 23, 2020

Re: PNW Sports and Wellness

JLL has been working with Mr. Elsie Eybrecht of PNW Sports and Wellness now for almost a year. We have been impressed by his vision and his interest in developing programs for youth in his community, with an eye to creating a larger long-term sustainable development program in sports and wellness. We specialize particularly in the development of sports, athletic, and entertainment destinations.

As the National Director of Sports and Entertainment for JLL, I have been seen many sports programs, and have had hundreds of conversations with coaches, athletic staff, and professional sports executives. I am particularly impressed by his unique approach to integrating the benefits of sports with the wellness of people, especially youth. I have also witnessed over the years how the growth of a vision can become a greater reality, and in my opinion, the opportunities for PNW Sports and Wellness to grow its philosophy of training is promising. I appreciate the opportunity to assist PNW Sports and Wellness in any way we are able to.

A handwritten signature in black ink, appearing to read "James A. Renne". The signature is fluid and cursive, with a large initial "J" and "R".

James A. Renne, AIA
Senior Vice President
National Director of Sports and Entertainment



Ken DeHart
PTR & USPTA Master Professional
1767 Oakwood Ave
San Jose, CA 95124
kendehart@aol.com
408-892-3806

To: Whom it may Concern

From: Ken DeHart – Master Professional USPTA/PTR

My name is Ken DeHart and I have been a certified USA Tennis Teaching Professional for over 35 years. Currently I am the Director of Tennis at the Almaden Valley Athletic Club in San Jose, California. I have been there the past 3 years.

I am a Certified Master Professional in the USPTA (United States Professional Tennis Association) and the PTR (Professional Tennis Registry). I was the first professional in the world to achieve certification in both organizations and have twice been named PTR International Pro of the Year. I am a National Tester for the Professional Tennis Registry and certified Elsie Eyebrecht with the PTR as a Professional.

Elsie and I first met when I was presenting a program on “Mental Tuffness Training for Athletes” at the PTR (Professional Tennis Registry) International Symposium in Hilton Head, South Carolina. Elsie was to later move to Northern California to train as a touring professional with me in Fremont, California at Mission Hill Tennis Club. He assisted me in teaching before going out on his own to teach.

Elsie served as the Director of Junior Tennis for the Almaden Swim & Racquet Club in San Jose, California and helped rejuvenate the junior program there. He is currently the owner and director of Tennis at the Tao of Tennis Competitive Edge Academy. He has developed a tennis based schools program for San Jose Unified School District and Allen at Steinbeck K-8 Grade School. He has done amazing things with the kids at the school. He volunteers an unusual amount of time to the kids and has gained the respect of the teachers as well.

He was a technical and professional advisor for "SuperCoach" an electronic ball machine company and has produced a DVD for the use of the ball machine over the last 10 years before he had the opportunity to acquire the company.

He is an advisor and Corporate Partner with the "Grips Program" which is an internet based program for evaluating and developing levels of junior development. The players are rewarded with "Grips" indicating their skill level of achievement as they pass on and off court tests.

Elsio loves kids and adults alike and does an excellent job inspiring, bonding with them and sharing all of his knowledge. I have every confidence in him.

He's also ran several successful USTA Sanctioned Tennis Tournaments in the San Jose, CA area for 3 years.

I have seen Elsio develop his business skills as he has evolved his tennis game and teaching over the years and I am very proud of him.

I am open to any questions anyone may have regarding Elsio, his goals, his potential and his ability to be successful.

Respectfully yours,

Ken DeHart
PTR & USPTA Master Professional
kendehart@aol.com
408-892-3806
1767 Oakwood Ave
San Jose, CA 95124



4/20/2016

To Whom It May Concern,

I am the President and Co-Founder of Grips (www.gripschallenge.com). I have been involved in tennis for over 20 years a tennis business owner for the past 8 years. Grips is currently offered at over 250 facilities worldwide.

I met Elsie over five years ago when he was working in San Jose. Throughout that time, he has been incredibly productive. Elsie has created the Tao of Tennis Competitive Edge Academy, fostered an impressive learning environment at the Allen at Steinbeck Grade School where he implemented on-court programming, and been an instrumental part of the development of the SuperCoach ball machine. His passion and commitment to the game of tennis, the industry and tennis community is unparalleled.

During his tenures at tennis facilities, he has implemented the Grips Program to students of all levels. Each time he was persistent, detail oriented and a self-starter! He has exceptional organizational skills.

I would happily recommend Elsie for a leadership position in the tennis industry. If you would like to discuss Elsie in further detail, please do not hesitate to contact me.

Respectfully,

A handwritten signature in black ink that reads "A Fox".

Aaron Fox
President and Co-Founder
Grips Tennis

310-889-5295
aaron@gripschallenge.com



VAN DER MEER TENNIS

PHONE: 800.845.6138 / 843.785.8388 | FAX: 843.785.7032

August 31, 2021

To Whom It May Concern,

I am writing this letter to confirm that Elsio Eybrecht worked with us at Van der Meer Tennis on Hilton Head Island, South Carolina in 2016.

Elsio taught private lessons, assisted with clinics, worked in our pro shop, and helped with court maintenance, both clay and hard courts.

Elsio left us to relocate to the west coast. If you have any questions I can be reached at 843-785-8388 extension 129 or by email at steve@vdmtennis.com.

We wish Elsio all the best.

Steve Rickard – Director of Tennis



Peter Schmitt

Billie Jean King's Eye Coach Director of Development: peter@theeyecoach.com

February 5, 2022

Dear Prospective Employer:

Elsio Eybrecht, a candidate for a position that is currently open, has asked me to write a letter of recommendation on his behalf, and for me it is a no brainer.

For the last several years, Mr. Eybrecht has been a partner of ours in Billie Jean King's mission to help grow the sport of tennis with her **Sweet Spot Brain Training** for Sports and Academics, Enhancing a Child's Ability to Focus. This transformational system is now rolling out across the country as we've teamed up with the USTA (United States Tennis Association) and PHIT America.

Elsio has trained using this system to enhance his ability to help children and adults everywhere. His insight and desire to always find the best way to transfer this training has elevated him above many other people in the tennis industry.

He knows how to motivate people and his in-depth communication skills, along with his ability to market and inspire others is wonderful to witness.

If you have any questions regarding his abilities, please don't hesitate to call me, or the others listed below.

Sincerely,

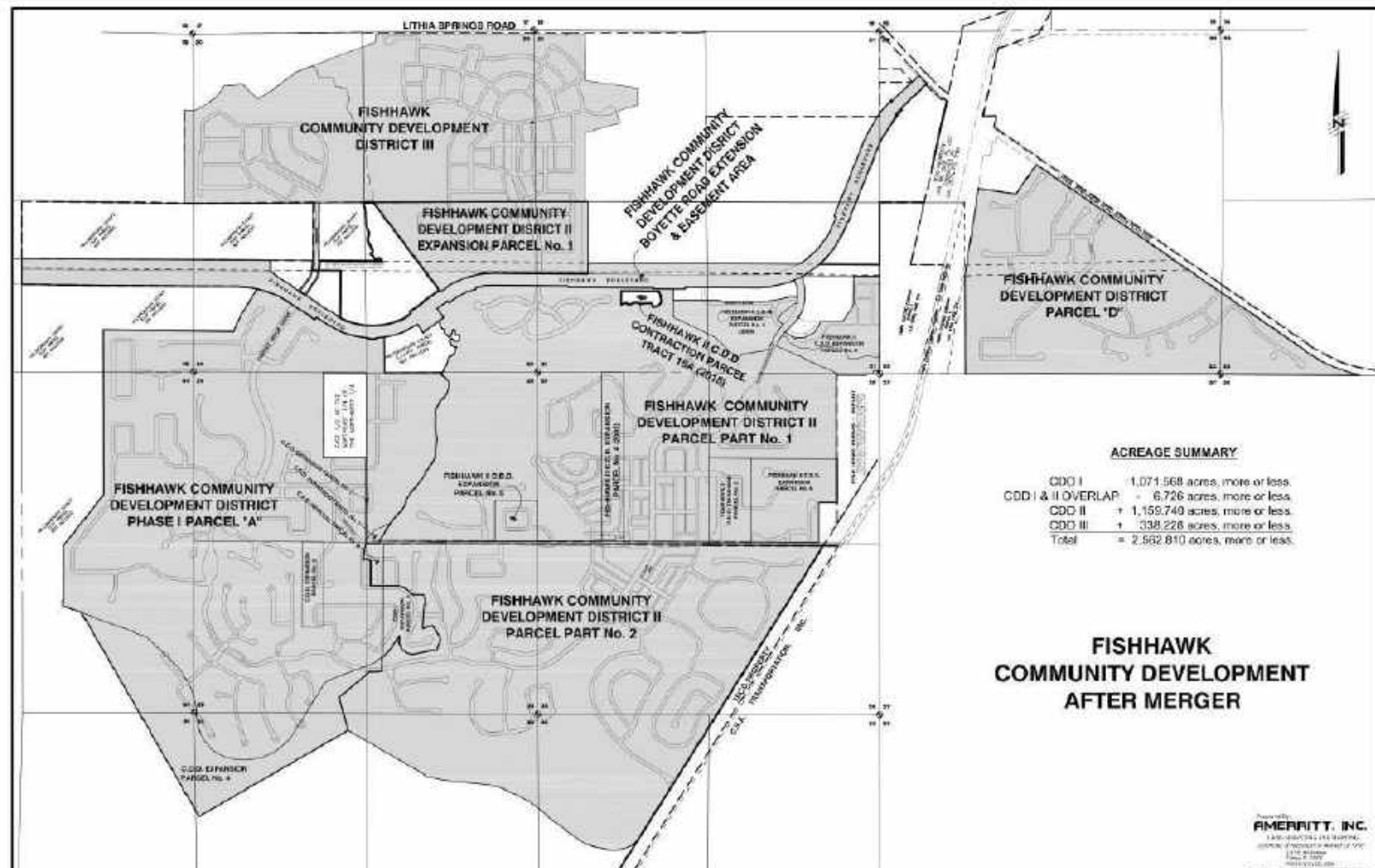
Peter Schmitt
843-810-0986

Lenny Schloss, President and Founder of Billie Jean King's Eye Coach
lenny@theeyecoach.com
843-743-6276

Delaine Mast
National Director, World Team Tennis Community Tennis-35 Years
JP McCaskey High School Men's and Women's Varsity Tennis Coach-35 Years
Tennis Central National Junior Tennis & Learning Chapter Executive Director
PTR Vice President- PTR & USPTA Certified Tennis Teaching Professional-40 Years
International Tennis Hall of Fame-Educational Merit Award
dmast@wtt.com
717-618-8517



FISHHAWK RANCH TENNIS CLUB LITHIA, FL.



Fishhawk Ranch (CDD) Community Development District

Community Development District Overview

The Fishhawk Ranch Community Development District (the "District") is an independent local unit of, special-purpose government, created pursuant to and existing under the provisions of Chapter 190, Florida Statutes. The District was established by Ordinance 19-4 adopted of the Board of County Commissioners of Hillsborough County, Florida which became effective on April 30, 2019. This ordinance merged the previous three Districts of Fishhawk Community Development District, Fishhawk Community Development District II and Fishhawk Community Development District III into one new District with a product type mix of residential and commercial units totaling 5026. The District currently encompasses approximately two thousand five hundred and sixty-two (2,562.810) acres of land located entirely within Hillsborough County, Florida. As a local unit of special-purpose government, the District provides an alternative means for planning, financing, constructing, operating and maintaining various public improvements and community facilities within its jurisdiction.

A District provides the "solution" to Florida's need to provide valuable community infrastructure generated by growth, ultimately without overburdening other governments and their taxpaying residents. Community Development Districts represent a major advancement in Florida's effort to manage its growth effectively and efficiently. This allows a community to establish higher construction standards, meanwhile providing a long-term solution to the operation and maintenance of the community's facilities.

Community Development District Organization

The Fishhawk Ranch Community Development District (the "District") is organized like other local governments in Florida, in that the legislative body is composed of a five-member board known as the Board of Supervisors (the "Board"). The Board establishes the policy of the District in accordance with Florida law. The Board, by law, must hire a District Manager and District Counsel. Staff members operate utilizing the same formalities as a County Administrator and County Attorney. The Board, through review of advertised Requests for Qualifications, ranks and selects a District Engineer to perform the engineering needs of the District. The District staff administers the operations of the District and implements the Board's policies and contracts.

THE FISHHAWK RANCH TENNIS CLUB

MANAGEMENT SUMMARY & JLL ADVISORY

Elsio A.F. Eybrecht and his PNW Sports and Wellness Development Company is proposing a 5 Year Management and Operations Partnership with the FishHawk Ranch CDD for the FishHawk Ranch Tennis Club in Lithia Fl. Elsio Eybrecht and PNW will be responsible for the Tennis Equipment for Teaching and Operating the Programming for the Club as well as Pro Shop Inventory, we will also be responsible for the Tennis and CSA Staff Hiring and Salary. We will also be responsible for the Daily and Weekly Tennis Court Upkeep and Cleanliness, in addition to the Clubhouse, Pro-Shop and Pro-Shop Staffing, General Management of the Club Grounds. FishHawk CDD will be responsible for the Tennis Club Grounds Maintenance, Clay Court Maintenance, Clubhouse Cleaning and Maintenance, as well as Elsio A.F. Eybrecht's Base Salary as Managing Director. This role will encompass both the Tennis Club Management under the CDD Guidance and the Tennis Department Director of Operations for the CDD.

Top Three Services

01

Tennis Club Management: 5 Clay Courts, Clubhouse with Pro Shop and Front Desk Reception, Restrooms and Professional Tennis Services.

02

Professional Tennis Staffing, Services & Programming: Adult Tennis, Junior Tennis, Senior Tennis and Events by Coach Elsio Eybrecht and PNW Sports and Wellness...

03

Tennis Club Socials, Events & Camps: One on One Doubles Event, Signature Club Tournaments, Club Ladder, Adult & Senior Tennis Club Round Robin, Kids and Junior Summer Camps.



Our Teamwork

PNW Sports and Wellness will work closely with the FishHawk Ranch CDD in order to be able to offer the best ongoing professional services to the Residents of the FishHawk Ranch Community. We will do so through our access to our advisory partners from within the Tennis Industry as well as our Development Partners with JLL.



Our Creativity

PNW Sports and Wellness will create New and Fresh Tennis Programming to be able to keep all of the Residents of the FishHawk Ranch Happy and Actively Involved within the Tennis & Residential Community. We will also explore areas where the Existing Club can grow or be expanded to be able to offer more After-School Services from One Location to all of the FishHawk Families and the Community in general. This opportunity would also allow for the Club to be able to offer more Family Fitness Classes in addition to just Family Tennis Services.. Which would create two new revenue sources from one site.

ELSIO EYBRECHT AND PNW SPORTS & WELLNESS MANAGEMENT OPERATIONS COMPENSATION PROPOSAL

Base Salary



\$75K

FishHawk Ranch
Tennis Club Manager
and Director of Tennis
Operations Salary.

- ✓ Tennis Club Manager
- ✓ Tennis Operating Director
of Programming & Events
- ✓ FHR Tennis Pro Shop
Manager. Hire and Train all
CSA Staff to work the Pro
Shop and become
Stringers.

Percentage of
Privates



70%

As Tennis Department Head, all
1 on 1 Private, Semi-Private and
Group Private Lessons will be
70% Split.

- ✓ 1 on 1 Private
- ✓ Semi-Private Lessons
- ✓ Group Private Lessons

Club Programming
& Events



50%

Develop, Grow and
Maintain Vibrant Tennis &
Pickleball Programs.

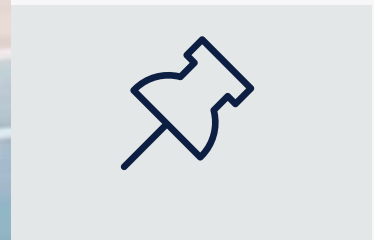
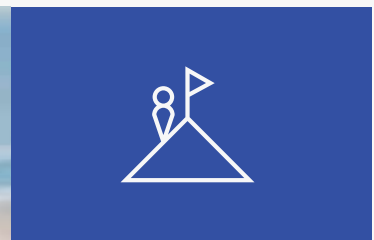
- ✓ Junior Programming &
Academy
- ✓ Adult Programming
- ✓ Junior Tournaments &
Tennis & Sports
Camps
- ✓ Adult Socials &
Tournaments

FISHHAWK RANCH TENNIS CLUB

MANAGEMENT GOALS & OBJECTIVES

Our Primary Goal will be to create a warm and welcoming environment for all residents of the FishHawk Ranch Community. We will focus first on building the best Team of Front Desk Staff and Tennis Staff.

We aim to provide Tennis Services for all ages and skill levels at the FishHawk Ranch Tennis Club. We will have Beginner, Intermediate, Advance and Elite Skill Level Programs for Kids, Juniors, Adults and Senior Tennis Players at the FishHawk Ranch Tennis Club.



Providing the Residents with the Best Fun and Moving Tennis Experience!

The Heart and Soul of all Tennis Clubs is its Club Social Events. We aim to provide several options for Social Tennis Events from One on One Doubles to a Club Ladder. In addition to these we will also have a comprehensive Junior Academy Program with Annual Seasonal Camps for kids of all ages and skill levels to be able to enjoy and grow their game through our fun and engaging tennis programs.



Co-Operation with CDD

Elsio Eybrecht and PNW will work closely with the FishHawk Ranch CDD, this partnership will be overseen by James Renne and JLL.



Community Marketing Tactics

Elsio Eybrecht will work closely with his Marketing Team to ensure that we Serve the needs of all Residents of the FishHawk Ranch Community.



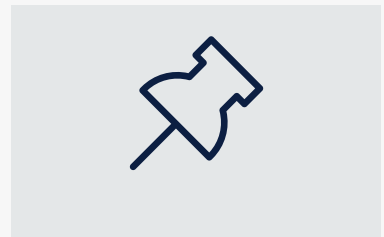
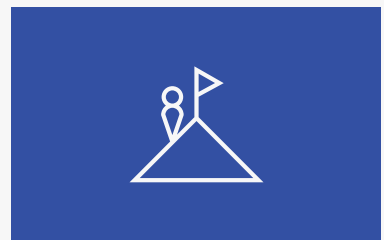
Tennis Services Target

Our Goal is to Provide a Fun and Moving Tennis Experience to all Ages and Skill Levels at the FishHawk Ranch Tennis Club.

FISHHAWK RANCH TENNIS CLUB

CLUB MANAGER, TENNIS DIRECTOR OFFICE, PRO SHOP & FRONT DESK MANAGEMENT

Our Primary Goal will be to create a warm and welcoming environment for all residents of the FishHawk Ranch Community. We will focus first on building the best Team of Front Desk Staff and Tennis Staff. We will focus on securing a Corporate contract with Team Babolat both for the Tennis Teaching Equipment and the Tennis Shop Inventory. We aim to provide the best Pro Shop Services and Staffing along with world class Tennis Services for all ages and skill levels at the FishHawk Ranch Tennis Club. We will have Beginner, Intermediate, Advance and Elite Skill Level Programs for Kids, Juniors, Adults and Senior Tennis Players at the FishHawk Ranch Tennis Club.



Providing the Residents with the Best Fun and Moving Tennis Experience!

We will manage the Tennis Club for the FishHawk Ranch CDD. As the FishHawk Ranch Tennis Club Manager, Elsie Eybrecht will also be tasked with managing and operating a successful tennis Pro Shop and Club House for the CDD, in addition to a successful tennis programming. There will be an annual Pro Shop Budget Provided for the New Inventory and Staffing of the Pro Shop and this will be managed by Elsie Eybrecht. We will promote Sales from the Pro Shop to all Residents and to the Public within a 25 Mile Radius of the Club.



Co-Operation with CDD

Elsie Eybrecht and PNW will work closely with the FishHawk Ranch CDD, this partnership will be overseen by James Renne and JLL.



Community Marketing Tactics

Elsie Eybrecht will work closely with his Marketing Team to ensure that we Serve the needs of all Residents of the FishHawk Ranch Community. We will further promote the Pro Shop Sales to all Residents.



Tennis Services Target

Our Goal is to Provide a Fun and Moving Tennis Experience to all Ages and Skill Levels at the FishHawk Ranch Tennis Club.



FISHHAWK RANCH TENNIS CLUB

MANAGEMENT & TENNIS DIRECTOR





FISHHAWK RANCH TENNIS CLUB

CLUBHOUSE MANAGEMENT, TENNIS DIRECTOR OFFICE, PRO SHOP & FRONT DESK MANAGEMENT FOR THE CDD



THE FISHHAWK RANCH TENNIS CLUB

TENNIS STAFFING & PRO SHOP CSA STAFFING

Elsio Eybrecht and PNW will be responsible for the Tennis Equipment for Teaching and Operating the Programming for the Club, we will also be responsible for the Tennis Club/Pro Shop Staff Hiring and Salary. Our goal is to hire CSA Staff members who are willing to learn how to string racquets. We will hire a solid Tennis Pro who is willing to learn how to become a Head Pro. Then we will hire an Assistant Pro who is willing to learn how to be a Tennis Pro, this individual will also learn how to work the front desk as a CSA and be responsible for stringing racquets. We will secure a Corporate Account with Team Babolat for Tennis Teaching Equipment and Pro Shop Inventory.

Top Three Positions

01

Tennis Club Manager & Director of Tennis:

Elsio A.F. Eybrecht will be working directly for the FishHawk Ranch CDD as the FishHawk Ranch Tennis Club Managing Director, a dual position with dual responsibilities as the Tennis Club Manager and Director of Tennis Operations.

02

Professional Tennis Staffing:

PNW will hire two Tennis Pros. One will be in training to become the Head Pro and the other will focus on Stringing and assisting the tennis programs in addition to the pro shop.

03

Tennis Club House and Pro Shop CSA:

We will hire two CSA Staff for the morning shifts and evening shifts. We will also train our Assistant Pros how to work the front desk as CSA's.

Tennis Club Teaching Staff

Elsio Eybrecht will work 20 hours Weekly on court as Director of Tennis leading the Tennis Program. PNW will hire two Tennis Pros. One will be in training under the Director of Tennis to become the Head Pro working 35 hours weekly on court and the other will focus on Stringing and assisting the tennis programs when needed in addition to the pro shop also working 35 hours weekly. This approach ensures that the tennis club will always have a cover for all shifts and positions. Yet it allows for us to start humble and small and grow with the success and growth of the club.

Tennis Club House/ ProShop Staff

We will hire two CSA Staff for the morning shifts and evening shifts. We will also train our Assistant Pros how to work the front desk as CSA's. We believe that it is best if the teaching pros knows and understands the supporting role that the CSA's play in the day to day operations of the club. This approach also allows for the assistant Pro to get extra hours by assisting in the Pro Shop as the Stringer when not needed on court. Each Shift will work 42 Hours Weekly, sharing the weekends with the assistant Pro.



FISHHAWK RANCH PRO SHOP



WE ARE PROUD TO BE AN OFFICIAL BABOLAT PRO
SHOP WITH A FULL RANGE OF TENNIS PRODUCTS.
PLEASE INQUIRE MORE ABOUT OUR DEMO
PROGRAM NEXT TIME YOUR AT THE TENNIS CLUB

www.FishHawkTennisClub.com





I LOVE MY DOUBLES PARTNER

EST. 2015



WE ARE PROUD TO BE OFFERING THIS UNIQUE
LINE OF WOMEN'S TENNIS CLOTHING AT
FISHHAWK RANCH TENNIS CLUB

www.FishHawkTennisClub.com



FISHHAWK RANCH TENNIS CLUB

TENNIS FACILITY: 5 CLAY COURTS





FISHHAWK RANCH TENNIS CLUB

CLUBHOUSE AND TENNIS COURTS CLEANING SUPPLIES AND MAINTENANCE STORAGE



FISHAWK RANCH TENNIS CLUB

FACILITY MANAGEMENT & PROGRAM OPERATIONS TIMELINE



We will focus first on the FishHawk Ranch Tennis Club Management of the Facility, Clubhouse, Pro Shop and Front Desk Staff, Tennis Staff and Core Tennis Programming. Then we will prepare for the best ever Summer 2022 Tennis Camp Programming. This will then lead us to the launching of our Fall After-School Tennis Program for 2022/2023 School Year.

Spring 2022

By Elsie A.F. Eybrecht

Phase 1 – 5 Court Tennis Club Management

Elsio A.F. Eybrecht and PNW Sports and Wellness will take over the Management and Operations of the Existing Tennis Club with 175 Active Members.

Summer 2022

By Elsie A.F. Eybrecht

Phase 2 – FishHawk Jr Summer Camp

Elsio A.F. Eybrecht will create and market a New 2022 Summer Tennis Camp to all 19,000 Plus Residents within the Community.

Fall 2022

By Elsie A.F. Eybrecht

Phase 3 – Fishhawk Ranch Junior Tennis Academy

Elsio A.F. Eybrecht will create and market a New After School Tennis Program and Academy to all Residents.

Spring 2023

By Elsie A.F. Eybrecht

Phase 4 – FishHawk Ranch Adult Events

Elsio A.F. Eybrecht will focus on having a full offering of Tennis Club Social Events Operational by Spring 2023.

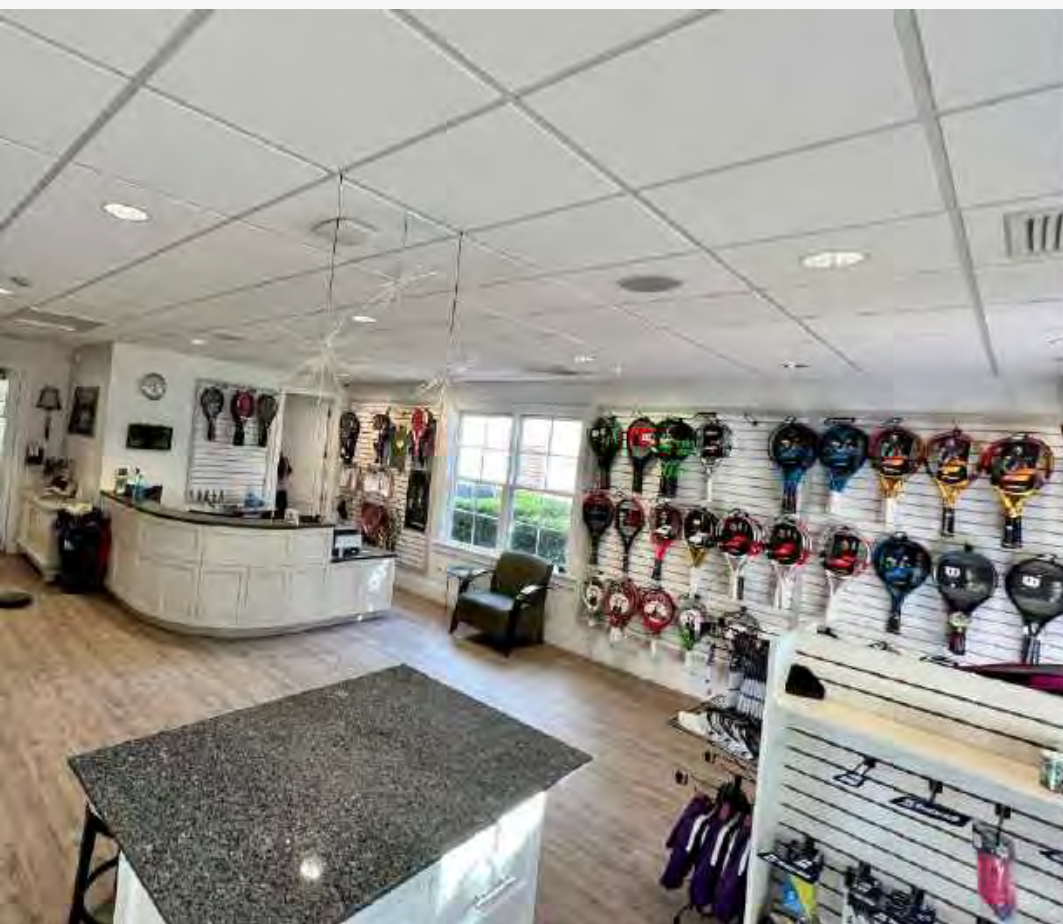
NOTE: This Timeline is for 2022 and will lead us to our End of Year Budget Meeting with the FishHawk Ranch CDD for our 2023 Tennis Club Operations Budget!



TENNIS FACILITY

FISHHAWK RANCH TENNIS CLUB

- 5 Clay Tennis Courts
- Adult Tennis Programming
- Junior Tennis Programming
- Annual Camps
- Club Social Events
- USTA Tournaments



THE PRO SHOP

FISHHAWK RANCH TENNIS CLUB

- Reception Front Desk
- Pro Shop Racquet Sales
- Racquet Stringing Services
- Ball Machine Rental



FISHHAWK RANCH TENNIS & PICKLEBALL PROGRAMMING FOR 2022

01

Adult Progressive Development Tennis & Pickleball Programming for players of all ages and skill levels

02

Adult Club Tennis & Pickleball Social Events

03

Pro Shop Management and Sales

04

Adult USTA Tournaments

05

Junior USTA Tournaments

06

Progressive Development Junior Tennis & Pickleball Programming for Kids of all ages and skill levels.

07

Junior Annual Camps: Spring, Summer & Fall



ONE ON ONE FOCUS!

THE BEST TENNIS INSTRUCTION

- 1 on 1 Private Tells Lessons
- Weekly Group Clinics
- USTA Team Practice
- Junior Academy & Summer Camps
- Weekly Club Ladder



**The Highest form of Retention for Learning is to Teach.
"Teaching is Information Transfer"...**





DEFINITION OF TENNIS

Running, Hitting Targets with a Score

PHYSICAL LAWS OF TENNIS

The Dimensions of the Court and the Physical Laws dictate the Stroke Production and the Progression of Play.

THE GROUND STROKE GAME

Learn the Fundamentals to the Forehand Groundstroke, Backhand Groundstroke, Backhand Slice & the Forehand Topspin...

THE SERVICE GAME

Learn the Fundamentals to the Tennis Service Stroke and the Return of Serve Game

BE BRILLIANT WITH BASICS

There is no Right or Wrong way to hit a ball but there is an Efficient and Inefficient way to hit a Tennis Stroke. Efficiency is the Economy of Motion, Least amount of Moving Parts, Least amount of Muscle Recruitment.

LEARNING PRINCIPLES

The Highest form of Retention for Learning is to Teach. Teaching is "Information Transfer"

THE VOLLEY NET GAME

Learn the Fundamentals to the Forehand Volley and Backhand Volley Stroke, the Defensive Volley, the Offensive Volley and the Swinging Volley...

ON COURT MOVEMENT

The Key to Playing Winning Tennis is to Learn how to always be Moving with the Ball in Motion... Remember, Tennis is a Game of Running, Hitting Targets and with a Score!

For more details on our FHR Tennis Academy
and the Great Base Tennis System
you may visit www.FishHawkTennisClub.com



JUNIOR TENNIS ACADEMY DESCRIPTION

FHR "ECD": Early Childhood Development

The Early Childhood Development phase delivers the GreatBase Tennis Curriculum in an age-appropriate way. ECD students learn stroke fundamentals and drills to acquire athletic skills. Class goal is igniting an interest in tennis and fun fitness.

FHR Skills Information: Acquire Information - Phase 1

SI students will work to acquire information by learning and demonstrating: the checkpoints of the seven essential tennis strokes, 3- H system of balance, 42 sec drill and more. Students begin to build and implement an at-home practice routine. Students knowledge and skills are reinforced through GreatBase quizzes and testing.

FHR Skills Application: Apply Information - Phase 2

SA students will work to apply the information learned in the previous level by repeating routines, participating in form tournaments, adding movement and making contact with the ball while maintaining form. Students learn the dimensions of the court and the basics of playing a set. Students knowledge and skills are reinforced through GreatBase quizzes and testing.

FHR Skills Application Plus: Implement Information - Phase 3

SAP students will work to implement the information and maintain appropriate contact point, aim, and control of the ball in a live ball situation. Students learn and recite the 7 Singles Concepts, are able to Serve, Rally, and Keep with technique and Palm Down serve, able to play a match with correct grips and technique. Students knowledge and skills are reinforced through GreatBase quizzes and testing.

FHR Competitive Edge Training: Execute Information - Phase 4

CT students will work to execute the information and refining player skills in competitive, live ball situations and higher level USTA tournaments. Demonstrates ability to perform all 7 essential strokes on accelerated metronome, Identify Goals and Individual Development Plan (IDP) Pass the Great Base TIA test.

FHR Competitive Edge Training Plus: Master the Information - Phase 5

CTP students will work to master the information and learning to compete, while maintaining an emphasis on developing, rather than winning. Students demonstrate ability to self manage and regulate for goal tracking, continue technical training, peer teaching, competitive match play and sectional and national tournaments.



BILLIE JEAN KING'S EYE COACH

BJK Brain Training System
that enhances a child's ability to focus.

Brain

TRAINING

Ball Striking Skills and Discipline that helps the students learn faster and increase their mental focus by up to 30%! Skills transfer nearly perfect to on-court play

Eye

FOCUS

Train your brain to focus correctly at the point of contact. Remove visual distractions while training. Improve balance, power, and accuracy by over 40%

Skills

ACQUISITION

Practice the proper techniques using the BJK Eye Coach and learn the fundamentals to stroke mechanics much faster. Rapidly increase your Sweet Spot hits by over 40%





BJK EYE COACH BRAIN TRAINING AT HOME

FISHHAWK RANCH TENNIS CLUB

- Stroke Mechanics for all 7 Strokes of Tennis
- BJK Hand Eye Coordination Training System
- BJK Brain Home Training System
- FHR Jr Academy After School Programs





FishHawk Ranch
Tennis Club

Fun! Family! Friendships! Community! Wellness!
Learn how to Play the Ball and Not Your Opponent

FishHawk Creek Elementary



FishHawk Ranch Kids will gain Self Confidence both On and Off the Court through their Ball Striking Success!"

STEP 1

A Commitment to introduce Tennis to all FishHawk Ranch Elementary Schools within Hillsborough County School District.

STEP 2

PHIT America, BJK Eye Coach with BJK Brain Training System and USTA Starter Kit provided to each School and sponsored by FishHawk Ranch Tennis Club

STEP 3

Ongoing Support from the FishHawk Ranch Tennis Club to all Schools serving the FishHawk community

STEP 4

Access to FishHawk Ranch Tennis Club After School Programming and Junior Team Tennis for all FishHawk Ranch School Kids



For more information about this "Tennis in the Schools" Initiative, please visit our websites at: www.FishHawkTennis.com or www.TheEyeCoach.com

FHR Tennis "JD" Program

LEARNING PRINCIPLE:

THE HIGHEST FORM OF RETENTION IS TO TEACH. TEACHING IS "INFORMATION TRANSFER"



FishHawk Ranch Tennis Club "JD" **ECD and SI Classes Outline** **with Coach Elsio Eybrecht...**



1. Warm Ups
2. Baseball Tennis
3. Red Light/ Green Light
4. 3 Stations at 20 Minutes Each
5. Around the World Game

Groundstroke Station:

Hand to Racquet Progressions

1. Curtain Traps
2. Cones
3. Drop Hits

Volley Stroke Station:

1. Curtain Shadows (Each Way)
2. Partner Toss
3. GS to Volley

Serve Stroke Station:

1. Throw
2. Toss & Catch
3. 2 Ball Throw
4. Sock
5. 2 Ball with Sock
6. Hit the Edge
7. Van Der Meer Abbreviated
8. Van Der Meer Full
9. Hug Self
10. Full from baseline

Register at
www.FishHawkTennisClub.com



FHR Tennis "JD" Program

LEARNING PRINCIPLE:

THE HIGHEST FORM OF RETENTION IS TO TEACH. TEACHING IS "INFORMATION TRANSFER"



FishHawk Ranch Tennis Club "JD" **SA Classes Outline** **with Coach Elsio Eybrecht...**

Groundstroke

Station:

1. Shadow Tennis and Cone Form
1. Eye Coach & Top Spin Pro
2. Partner Drop Hits

Rally Ball Station

Objective is to

Cooperatively Rally

10 to 25 Balls

with a Partner

working on Direction & Depth..

Serve Stroke Station:

1. Throw
2. Toss & Catch
3. 2 Ball Throw
4. Sock
5. 2 Ball with Sock
6. Hit the Edge
7. Van Der Meer Abbreviated
8. Van Der Meer Full
9. Hug Self
10. Full from baseline

1. Warm Ups
2. Baseball Tennis
3. Red Light/ Green Light
4. 3 Stations at 20 Minutes Each
5. Around the World Game



Volley Stroke Station:

1. Shadows Form with Peer Teaching
2. Partner Toss
3. GS to Volley

Register at

www.FishHawkTennisClub.com



FISHHAWK RANCH TENNIS CLUB JUNIOR ACADEMY & SUMMER CAMPS



We are proud to be able to offer the Residents of the FishHawk Ranch Community with the Best Junior Tennis Academy Programming, USTA & UTR Tennis Tournaments as well as our Fun Engaging Summer Tennis Camps.





ADULT TENNIS CLINIC DESCRIPTION

EACH OF OUR CLINIC'S MAX PARTICIPATION IS 12 PLAYERS

FishHawk Ranch Great Base Tennis Skills Development:

We are proud to be offering our Great Base Tennis Skills Development Clinics and Courses for Adults. We will focus on the 7 Essential Strokes of Tennis and assisting you in becoming more confident in your own tennis game through your consistent tennis skills Application in our Tennis Drills, Rally Ball and Live Ball Play.

FishHawk Ranch Live Ball Clinics:

In this Dynamic Fast Feed Clinic you will have the opportunity to Apply the Fundamental Skills you've been working on in a Fast Paced, Fast Feed Action packed Point Play Fun yet Challenging Clinic which then leads to Fast Point Play Action.

FishHawk Ranch Doubles Trouble Clinic:

In this Fun and Moving Clinic with a Singular Focus on becoming a "Problem Solver" as a Doubles Tennis Player, learn what your Job Description is as a Doubles Partner and how to "Play Winning Tennis" and gain the Competitive Edge as you also improve your 7 Essential Strokes and gain confidence as a Tennis Player.

FishHawk Ranch Play Instruct Clinic:

Play Instruct is the Ultimate Live Ball Play. In this Fast Paced Clinic, the Coach will be joining in the play instead of Feeding in Balls and enjoying a Fun Challenging moving Experience with you as you work on the days lesson plan and key focus points.

FishHawk Ranch Cardio Tennis Clinic:

This is a Cardio Class that uses Tennis Skills , Drills and Thrills along with great Dynamic Cardio Exercises to Keep you Moving which keeps your Heart Rate Up and helps you to Burn those Calories all while improving your Fundamental 7 Tennis Strokes, truly giving you a Great Base of Tennis. .

FISHHAWK RANCH TENNIS CLUB IS IN THE PROCESS OF PROVIDING YOU WITH THE BEST TENNIS EXPERIENCE.. PLEASE STAY TUNED AS WE TRY OUT SOME NEW ADULT CLINICS AND COURSES THAT WILL HELP THE BEGINNER PLAYER BECOME AN INTERMEDIATE PLAYER AND AN INTERMEDIATE PLAYER BECOME AN ADVANCE PLAYER WITH CONFIDENCE IN THEIR OWN TENNIS ABILITIES AND SKILLS!

WWW.FISHHAWKTENNISCLUB.COM



Are you a Beginner or Intermediate player, who is interested in learning the Fundamentals to Tennis?

We are excited to be launching
our Adult Great Base of Tennis
Beginner Course and Intermediate
level 1 Skills Application Tennis
Clinics at FishHawk Ranch Tennis
Club with Coach Elsie.

Register now Online or simply stop by
the FishHawk Ranch Tennis Club.

You can also email Coach Elsie at:
eeeybrecht@fishhawktennisclub.com

Please Visit our Website at
www.FishHawkTennisClub.com





WEEKLY ADULT TENNIS CLINICS

FishHawk Ranch Tennis Club is now offering an Adult Beginner Skills Information 8 - Week Course together with our Intermediate Level 1 Skills Application NTRP 2.0 to 2.5 Live Ball Weekly Clinics...



About Us

FHR Tennis Club is dedicated to offering the best Tennis Services, the Best Tennis Experience, along with the Best Tennis Social Mixers within the City of Lithia, FL.

If you Live within the City of Lithia and the FishHawk Ranch Community and you are a Beginner, Intermediate or an Advance Tennis Player and seeking to simply improve your Tennis Game, or seeking a Fun Fitness Challenge, then drop into one of our Live Ball Clinics, or maybe you would like an awesome Tennis Cardio Workout while enjoying a Round of Tennis.

Whatever your Tennis, Fitness & Health needs FHR has a Program that is just right for you.

FHR Fundamental Basic Skills Information

Acquire and Learn the Seven Essential Strokes, 3-H System of Balance and the 42 Second Drill...

FHR Application of the Basic Skills

Apply the Information Learned previously, using Form Tournaments, adding Movement and making contact with the Ball.

FHR Live Ball Skills Implementation

Implement the Information and Maintain appropriate Ball Contact, Aim and Control. Recite the 7 Singles Concepts, Play Rally Ball and keep Score...

Phone : (813) - 681 - 4000

www.FishHawkTennisClub.com

eeeybrecht@fishhawktennisclub.com



WEEKLY ADULT TENNIS CLINICS

**FishHawk Ranch Tennis Club
is now offering an Adult
Intermediate Skills
Acquisition Plus 8 - Week
Course together with our
Inter-Advance Competitive
NTRP 3.0 to 3.5 Skill Level
Weekly Live Ball Clinics...**



About Us

FHR Tennis Club is dedicated to offering the best Tennis Services, the Best Tennis Experience, along with the Best Tennis Social Mixers within the City of Lithia, Fl.

If you Live within the City of Lithia and the FishHawk Ranch Community and you are a Beginner, Intermediate or an Advance Tennis Player and seeking to simply improve your Tennis Game, or seeking a Fun Fitness Challenge, then drop into one of our Live Ball Clinics, or maybe you would like an awesome Tennis Cardio Workout while enjoying a Round of Tennis.

Whatever your Tennis, Fitness & Health needs FHR has a Program that is just right for you.

FHR - Skills Acquisition

Students will work on implementing the Information and maintain the appropriate contact point with the ball, aim or direct the live ball, rally and keep with technical point check.

FHR - Skills Acquisition Plus

Apply the Information Learned previously, using Form Tournaments, adding Movement and making contact with the Ball. Able to play a match with correct grips, and technique.

FHR - Inter-Advance Competitive Training

Students are now able to maintain long rallies and they can create opportunity using the live ball and they are learning how to apply pressure their opponents to close points.

Phone : (813) - 681 - 4000

www.FishHawkTennisClub.com

eeeybrecht@fishhawktennisclub.com



FISHHAWK RANCH TENNIS CLUB

CARDIO TENNIS

A FUN MOVING EXPERIENCE





Play Instruct with Coach Elsio A.F. Eybrecht

Are you an Intermediate to Advance Tennis Player, who is interested in Learning the Application of Strategy & Tactics to your Tennis Game?

Then Join our Play Instruct Clinics with Coach Elsio!

We are excited to be launching our *Adult Competitive Edge Play Instruct Clinic* with Coach Elsio and our other *Pros*, where they join in the Fun and play with each player helping them through a One on One Singles and Doubles Ultimate Live Ball Play only at FishHawk Ranch Tennis Club.

Register now Online or simply stop by the FHR Tennis Club.

You can also email Coach Elsio at:
eeeybrecht@fishhawktennisclub.com

Please Visit our Website at
www.FishHawkTennisClub.com



FISHHAWK RANCH TENNIS CLUB CARDIO TENNIS CLINIC

Are you an **Intermediate to Advance Tennis Player**? Do you want to work on some of your tennis skills, strategy and tactics. Do you want to learn the secrets to owning the On-Court Movement Game? Do you want to learn how to become Stronger and move Faster to the Ball? Increase your Heart Rate while Burning Calories all while Playing Tennis fused with Fitness? **FHR Tennis** is excited to be offering our "**Cardio Tennis Clinics**" at **FishHawk Ranch**

Tennis Club with Coach Elsie. Please visit our website for more details or to register your spot in this

Weekly Fun Heart Pumping Moving Experience. www.FishHawkTennisClub.com





JOIN US FOR A HEART PUMPING CARDIO TENNIS EXPERIENCE!

We will be working with you and the group on the following key On-Court Movement tips to help you improve your overall tennis game and to assist you in becoming a stronger and faster tennis player!

FishHawk Ranch Tennis Club "Cardio Clinics"

1. Rally Ball Control & Consistency
2. Speed & Agility Station
3. Strength & Conditioning Station
4. Plyometrics Training and Movements Station
5. Best of 3 Speed Round Challenge Court
6. Ace in Hole Challenge Court

This is a Weekly Clinic that is meant to be paired with one of our **"Live Ball Challenge Clinics"**... By combining these two, you will receive the best of both worlds and have an awesome tennis experience that will leave you craving for more.

FHR Tennis is dedicated to offering the best tennis services, the best tennis experience and the best tennis social mixers within the **City of Lithia, FL**. If you live within the **City of Lithia** and the **FishHawk Ranch Community** and you are a Beginner, Intermediate or an Advance Tennis Player and seeking to simply improve your tennis game, or seeking a fitness challenge, then drop into one of our Live Ball Clinics, or maybe you would like an awesome Cardio Workout while enjoying a Round of Tennis. Whatever your Tennis, Fitness & Health needs **FHR Tennis Club** has a program just for you.

FHR Cardio Tennis Clinic "Benefits"

This is what you can expect and what we deliver!

- A Fun Heart Pumping Moving Experience
- A Great Cardio & Strength Training Workout
- A Fast Paced High Intensity Tennis Challenge

**BOOK TODAY AT
WWW.FISHHAWKTENNISCLUB.COM**





FISHHAWK RANCH TENNIS CLUB DOUBLES TROUBLE CLINIC

Are you a **Doubles Tennis Player**? Do you want to work on some of your tennis doubles strategy and tactics. Do you want to learn the secrets to owning the net game? Do you want to learn the secrets to developing a winning service game for doubles that works to compliment your volley partners net game? **FHR Tennis** is excited to be offering our **"Doubles Trouble Tennis Clinics"** at **FishHawk Ranch Tennis Club** with **Coach Elsio**. Please visit our website for more details or to register your spot in this Specialty Clinic. www.FishHawkTennisClub.com





JOIN US FOR A FUN MOVING TENNIS EXPERIENCE!

We will be working with you and the group on the following key doubles points to help you improve your overall tennis game and to assist you in playing winning doubles! **FHR Tennis** is dedicated to offering the best tennis services, the best tennis experience and the best tennis social mixers within the **City of Lithia, FL. and the FishHawk Ranch Community!**

FHR Tennis Club "Doubles Trouble"

Specialty Clinics outline and focus:

1. The Doubles Serve Game
2. The Doubles Return of Serve Game
3. The Doubles Net Game
4. The Doubles Baseline Game
5. The Lob & Overhead Game
6. Unusual Doubles Formations
7. The Key to Doubles Signals, Clear Partner Communication and Playing as One Unite.
8. Tips for Winning in Practice

You will also learn the **"Three Secrets to Playing Winning Doubles."** We will focus on assisting you with learning how to better communicate with your partner **"Before - During & After"** your practices and matches.. This is a Weekly Clinic that is meant to be paired with one of our **"Live Ball Challenge Clinics"...**

Secret 1 "Tennis Talk"

What to say & when to say it!

- *Before the match*
- *During the match*
- *After the match*

Secret 2 "Tennis Targets"

Where to hit & when to go there!

- Serving as simple as "A-B-C"
- Receiving as easy as "1-2-3-4"

Secret 3 "Tennis Dance"

How to move & when to move there!

- The dance as the server's partner
- The dance as the receiver's partner

**BOOK TODAY AT
WWW.FISHHAWKTENNISCLUB.COM**





FishHawk Ranch
Tennis Club
Learn how to Play Pickleball and Not Your Opponent

FISHHAWK RANCH TENNIS CLUB ADULT & JUNIOR PICKLEBALL

Are you a Junior or Adult **Pickleball Player**? Do you want to learn the sport and work on some of your pickleball strategy and tactics. Do you want to learn the secrets to developing a winning service game for Pickleball that works to compliment your volley partners net game? **FHR Tennis Department** is excited to be offering our **"Doubles Trouble Pickleball Clinics"** at **FishHawk Ranch Tennis Club**. Please visit our website for more details or to register your spot in this Specialty Pickleball Clinic for both Adults and Juniors. www.FishHawkTennis.com





JOIN US FOR A FUN MOVING PICKLEBALL EXPERIENCE!

We will be working with you and the group on the following key pickleball points to help you improve your overall pickleball game and to assist you in playing winning pickleball! **FHR Ranch Tennis Department** is dedicated to offering the best pickleball services, the best pickleball experience and the best pickleball social mixers for both adults and juniors within the **City of Lithia, FL. and the FishHawk Ranch Community!** **FHR Pickleball Programs for Junior and Adult Players.**

Pickleball Specialty Program Outline and focus:

- 1.The Doubles Serve Game
- 2.The Doubles Return of Serve Game
- 3.The Doubles Net Game
- 4.The Doubles Baseline Game
- 5.The Lob & Overhead Game
- 6.Unusual Doubles Formations
- 7.The Key to Doubles Signals, Clear Partner Communication and Playing as One Unite.
- 8.Tips for Winning in Practice

You will also learn the **"Three Secrets to Playing Winning Doubles."** We will focus on assisting you with learning how to better communicate with your partner **"Before - During & After"** your practices and matches.. This is a Weekly Clinic that is meant to be paired with one of our "Pickleball Live Ball Challenge Weekly Programs at FHR Tennis Club"...

Secret 1 "Pickleball Talk"

What to say & when to say it!

- Before the match
- During the match
- After the match

Secret 2 "Pickleball Targets"

Where to hit & when to go there!

- Serving as simple as "A-B-C"
- Receiving as easy as "1-2-3-4"

Secret 3 "Pickleball Dance"

How to move & when to move there!

- The dance as the server's partner
- The dance as the receiver's partner

**BOOK TODAY AT
WWW.FISHHAWKRANCHTENNIS.COM**





FHR CLUB SOCIALS, TOURNAMENTS & CAMPS DESCRIPTION

FHR Last Friday Tennis Round Robin Ladder Challenger

At FHR Tennis Club, we offer our Ladder Challenge and this works together with our weekly drop in clinics. During the week you get to drop into one of our Adult Clinics and work on your tennis game and then you have a choice if you want to enter our weekly ladder challenge. This is a fun social event and there will be drinks and snacks after play for everyone to enjoy together!

FHR One on One Doubles \$5,000 Round Robin Challenge:

One on One Doubles is the Cross Court Serve & Volley Singles Game including the doubles alley. Players are required to Serve & Volley on both Serves or they lose a Point. Half Volley's are allowed. Players will receive a Two Point Bonus for winning Volley's & Overheads the opponent can't touch.

FHR Monthly USTA Tennis Tournaments:

At FHR Tennis Club we believe in the Progressive Development Pathway to the Sport of Tennis. It is with this in mind that we are proud to be offering you regular USTA Tournaments for all levels of play for both Singles and Doubles, Adults and Juniors that will align with our Weekly Adult Tennis Clinics and Monthly Junior Academy Programming.

FHR Monthly USTA Pickleball Tournaments:

The tournament will be hosted by FHR on our 4 dedicated pickleball courts (permanent nets). The format will be a round-robin with 12-minute rounds. Max amount of points to 15. Based on the number of teams, the format may be modified. (Valentines Event, St. Patricks Event, Cinco de Mayo Event, 4th of July Event, Halloween Event)

FHR First Friday Pickleball Round Robin Challenge:

Join our monthly First Friday Pickleball Challenge! This event is for intermediate+ pickleball players. Players will play doubles with a different partner each round. Each round will be 2 out of 3 games to 11. Scores will be added up and the player with the top score at the end of the evening will win a prize. Vouchers for food and drink will be provided. Alcohol will be available for purchase.

FHR Junior Tennis Camps: (Spring, Summer & Fall)

At FHR we believe that there are two pathways in tennis, One is the Recreational Pathway and the other the Competitive Pathway. We offer Camps for kids of all Ages and Skill Levels on both of these two pathways. Join us for your Best Tennis Experience this year!

FISHHAWK RANCH TENNIS CLUB

ANNUAL SOCIAL TENNIS EVENTS

We have an awesome line up of Social Tennis Activities and Events planned for the FishHawk Ranch Tennis Club. We will be hosting our Weekly Club Ladder Challenge, Monthly Round Robin Events, USTA Tournaments and our \$5,000 Prize Money One on One Doubles Event.





Are you an
Intermediate to
Advance player, who is
interested in Playing a
Fun Challenging Social
Tennis Event with
\$5,000 in Prize Money
Live Music, Food &
Drinks?

We are excited to be partnering with
"One on One Doubles". A Fast Paced
Serve & Volley Round Robin
Tournament and Weekly Clinics held at
the FishHawk Ranch Tennis club.

Register now Online
or simply stop by FHR Tennis Club.
You can also email Coach Elsie at:
eeybrecht@fishhawktennisclub.com
Visit our Website at
www.FishHawkTennisClub.com

**One-on-One Doubles®
Tournaments**





One on One Doubles is the Cross Court Serve & Volley Singles Game including the doubles alley. Players are required to Serve & Volley on both Serves or they lose a Point. Half Volley's are allowed. Players will receive a Two Point Bonus for winning Volley's & Overheads the opponent can't touch.

Food Truck Admission is Free

A Live Band will be Playing
from 1pm to 5pm

4 Divisions of Play Available
(Open, Juniors, 40's 60's)

**One-on-One Doubles®
Tournaments**





FishHawk Ranch
Tennis Club

Fun! Family! Friendships! Community! Wellness!
Learn how to Play the Ball and Not Your Opponent

ARE YOU READY FISHHAWK RANCH TENNIS COMMUNITY

I LOVE MY DOUBLES PARTNER

CHAMPIONSHIP

Our FishHawk Ranch Signature adult women's doubles tournament. This event is open for ladies 35 years and we will have Music, Food and Drinks. Come join our fun event and meet new players

REGISTER YOUR TEAM NOW
\$100

Contact Person: Elsie Eybrecht

+1 - 425 - 229 - 3918

More Information:

www.FishHawkTennisClub.com



OUR EVENT RULES

- Female Players age 35 and up
- USTA Sanctioned Adult Tournament
- I Love my Doubles Partner Raffle Prizes

7 PM TO 10 PM

April 2022

15921 Courtside View Drive
Lithia, FL 33547



hello@fishhawktennisclub.com



+1 - 813 - 681 - 4000



www.FishHawkTennisClub.com



**FISHHAWK RANCH
TENNIS CLUB**
LITHIA, FL.



FISHHAWK RANCH TENNIS CLUB
USTA LEAGUE PLAY & USTA
TOURNAMENTS



FHR TENNIS PROGRAMMING REVENUE GENERATION FORECAST

01

FHR Tennis Programming Revenue Model
Month over Month for 2022

02

FHR Tennis Programming Revenue Model
Month over Month for 2023

03

FHR Tennis Programming Revenue Model
Month over Month for 2024

04

FHR Tennis Programming Revenue Model
Month over Month for 2025

05

FHR Tennis Programming Revenue Model
Month over Month for 2026

06

FHR Tennis Programming Revenue Model
Year over Year from 2022 to 2026

07

FHR Tennis Department Revenue
Performance Analysis Chart & Graphs



FishHawk Ranch Tennis Club
Month Over Month P&L FYE 2022

Revenue	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	FYE 2022
Junior After School Mon - Wed	16,800	0	14,000	0	0	0	28,000	0	28,000	0	86,800
Junior After School Tue - Thur	16,800	0	14,000	0	0	0	28,000	0	28,000	0	86,800
Junior Full Day Summer Camp	0	0	0	160,000	160,000	160,000	0	0	0	0	480,000
Private Lessons x 2 per month	1,250	1,875	2,500	3,125	3,125	3,125	3,125	3,125	3,125	3,125	27,500
USTA Junior Tournaments	1,250	1,750	2,000	2,250	2,500	2,750	3,000	3,250	3,500	3,750	26,000
Adult Clinics Mon-Wed Mornings & Evenings	1,400	1,750	2,100	0	0	0	2,800	2,800	2,800	2,800	16,450
Adult Clinics Tues-Thurs Morning & Evenings	1,400	1,750	2,100	0	0	0	2,800	2,800	2,800	2,800	16,450
USTA Adult Tournaments	1,250	1,750	2,000	2,250	2,500	2,750	3,000	3,250	3,500	3,750	26,000
Total Revenue	40,150	8,875	38,700	167,625	168,125	168,625	70,725	15,225	71,725	16,225	766,000
COGS											
Junior After School Mon - Wed	840	840	840	0	0	0	2,520	2,520	2,520	2,520	12,600
Junior After School Tue - Thur	840	840	840	0	0	0	2,520	2,520	2,520	2,520	12,600
Junior Full Day Summer Camp	0	0	0	6,720	6,720	6,720	0	0	0	0	20,160
Private Lessons x 2 per month	875	1,313	1,750	2,188	2,188	2,188	2,188	2,188	2,188	2,188	19,250
USTA Junior Tournaments	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	22,400
Adult Clinics Mon-Wed Mornings & Evenings	840	840	840	0	0	0	840	840	840	840	5,880
Adult Clinics Tues-Thurs Morning & Evenings	840	840	840	0	0	0	840	840	840	840	5,880
USTA Adult Tournaments	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	22,400
Total COGS	8,715	9,153	9,590	13,388	13,388	13,388	13,388	13,388	13,388	13,388	121,170
Gross Margin	31,435	-278	29,110	154,238	154,738	155,238	57,338	1,838	58,338	2,838	644,830
OpEx											
Total Administrative	717	717	717	717	717	717	717	717	717	717	7,170
Total Travel and Entertainment	100	22	97	419	420	422	177	38	179	41	1,915
Annual C Corporate Fee	21	21	21	21	21	21	21	21	21	21	210
Bank Charges and Fees	80	18	77	335	336	337	141	30	143	32	1,532
Total Technology Infrastructure	493	493	493	493	493	493	493	493	493	493	4,934
Total Small Equipment-not depreciated	500	500	500	500	500	500	500	500	500	500	5,000
Total Marketing and Advertising	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	17,640

FishHawk Ranch Tennis Club
Month Over Month P&L FYE 2022

Revenue	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	FYE 2022
Total Professional Expenses	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	10,000
Total Operating Expenses	5,676	5,535	5,670	6,250	6,252	6,254	5,814	5,564	5,818	5,568	58,401
EBITDA	25,759	(5,813)	23,440	147,988	148,486	148,983	51,524	(3,725)	52,519	(2,731)	586,429
Neighbor Club Partnerships											
FishHawk Ranch Tennis Club	12,879	0	11,720	73,994	74,243	74,492	25,762	0	26,260	0	299,350
PNW	12,879	(5,813)	11,720	73,994	74,243	74,492	25,762	(3,725)	26,260	(2,731)	287,079



FishHawk Ranch Tennis Club Month Over Month P&L FYE 2023													
Revenue	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	FYE 2023
Junior After School Mon - Wed	28,000	0	28,000	0	14,000	0	0	0	28,000	0	28,000	0	126,000
Junior After School Tue- Thur	28,000	0	28,000	0	14,000	0	0	0	28,000	0	28,000	0	126,000
Junior Full Day Summer Camp	0	0	0	0	0	160,000	160,000	160,000	0	0	0	0	480,000
Private Lessons x 2 per month	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	37,500
USTA Junior Tournaments	4,000	4,250	4,500	4,750	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	57,500
Adult Clinics Mon-Wed Mornings & Evenings	2,800	2,800	2,800	2,800	2,800	0	0	0	2,800	2,800	2,800	2,800	25,200
Adult Clinics Tues-Thurs Morning & Evenings	2,800	2,800	2,800	2,800	2,800	0	0	0	2,800	2,800	2,800	2,800	25,200
USTA Adult Tournaments	4,000	4,250	4,500	4,750	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	57,500
Total Revenue	72,725	17,225	73,725	18,225	46,725	173,125	173,125	173,125	74,725	18,725	74,725	18,725	934,900
COGS													
Junior After School Mon - Wed	2,520	2,520	2,520	2,520	2,520	0	0	0	2,520	2,520	2,520	2,520	22,680
Junior After School Tue - Thur	2,520	2,520	2,520	2,520	2,520	0	0	0	2,520	2,520	2,520	2,520	22,680
Junior Full Day Summer Camp	0	0	0	0	0	6,720	6,720	6,720	0	0	0	0	20,160
Private Lessons x 2 per month	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	26,250
USTA Junior Tournaments	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	26,880
Adult Clinics Mon-Wed Mornings & Evenings	840	840	840	840	840	0	0	0	840	840	840	840	7,560
Adult Clinics Tues-Thurs Morning & Evenings	840	840	840	840	840	0	0	0	840	840	840	840	7,560
USTA Adult Tournaments	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	26,880
Total COGS	13,338	13,338	13,338	13,338	13,338	13,338	13,338	13,338	13,338	13,338	13,338	13,338	160,650
Gross Margin	59,387	3,887	60,387	4,887	33,387	159,787	159,787	159,787	61,387	5,387	61,387	5,387	774,250
OpEx													
Total Administrative	717	717	717	717	717	717	717	717	717	717	717	717	8,604
Total Travel and Entertainment	182	43	194	46	117	433	433	433	187	47	187	47	2,337
Annual C Corporate Fee	21	21	21	21	21	21	21	21	21	21	21	21	252
Bank Charges and Fees	145	34	147	36	93	346	346	346	149	37	149	37	1,870
Total Technology Infrastructure	493	493	493	493	493	493	493	493	493	493	493	493	5,921
Total Small Equipment-not depreciated	500	500	500	500	500	500	500	500	500	500	500	500	6,000
Total Marketing and Advertising	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	21,168

FishHawk Ranch Tennis Club Month Over Month P&L FYE 2023													
Revenue	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	FYE 2023
Total Professional Expenses	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	12,000
Total Operating Expenses	5,823	5,573	5,827	5,577	5,706	6,274	6,274	6,274	5,832	5,580	5,632	5,580	70,152
EBITDA	53,515	(1,133)	54,510	(740)	27,632	153,463	153,463	153,463	55,506	(2,427)	55,506	(2,427)	704,098
NeighborClub Partnerships													
FishHawk Ranch Participation	26,757	0	27,255	0	13,816	76,732	76,732	76,732	27,753	0	27,753	0	353,529
PNW	26,757	(1,133)	27,255	(740)	13,816	76,732	76,732	76,732	27,753	(2,427)	27,753	(2,427)	350,568



FishHawk Ranch Tennis Club
Month Over Month P&L FYE 2021

Revenue	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	FYE 2024
Junior After School Mon - Wed	28,000	0	28,000	0	14,000	0	0	0	28,000	0	28,000	0	126,000
Junior After School Tue - Thur	28,000	0	28,000	0	14,000	0	0	0	28,000	0	28,000	0	126,000
Junior Full Day Summer Camp	0	0	0	0	0	160,000	160,000	160,000	0	0	0	0	480,000
Private Lessons x 2 per month	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	37,500
USTA Junior Tournaments	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	60,000
Adult Clinics Mon-Wed Mornings & Evenings	2,800	2,800	2,800	2,800	2,800	2,800	0	0	2,800	2,800	2,800	2,800	25,200
Adult Clinics Tues-Thurs Morning & Evenings	2,800	2,800	2,800	2,800	2,800	0	0	0	2,800	2,800	2,800	2,800	25,200
USTA Adult Tournaments	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	60,000
Total Revenue	74,725	18,725	74,725	18,725	46,725	173,125	173,125	173,125	74,725	18,725	74,725	18,725	939,900
COGS													
Junior After School Mon - Wed	2,520	2,520	2,520	2,520	2,520	0	0	0	2,520	2,520	2,520	2,520	22,680
Junior After School Tue - Thur	2,520	2,520	2,520	2,520	2,520	0	0	0	2,520	2,520	2,520	2,520	22,680
Junior Full Day Summer Camp	0	0	0	0	0	6,720	6,720	6,720	0	0	0	0	20,160
Private Lessons x 2 per month	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	26,250
USTA Junior Tournaments	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	26,880
Adult Clinics Mon-Wed Mornings & Evenings	840	840	840	840	840	0	0	0	840	840	840	840	7,560
Adult Clinics Tues-Thurs Morning & Evenings	840	840	840	840	840	0	0	0	840	840	840	840	7,560
USTA Adult Tournaments	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	26,880
Total COGS	13,388	13,388	13,388	13,388	13,388	13,388	13,388	13,388	13,388	13,388	13,388	13,388	160,650
Gross Margin	61,338	5,338	61,338	5,338	33,338	159,738	159,738	159,738	61,338	5,338	61,338	5,338	779,250
OpEx													
Total Administrative	717	717	717	717	717	717	717	717	717	717	717	717	8,604
Total Travel and Entertainment	187	47	187	47	117	433	433	433	187	47	187	47	2,350
Annual C Corporate Fee	21	21	21	21	21	21	21	21	21	21	21	21	252
Bank Charges and Fees	149	37	149	37	93	346	346	346	149	37	149	37	1,880
Total Technology Infrastructure	493	493	493	493	493	493	493	493	493	493	493	493	5,921
Total Small Equipment-not depreciated	500	500	500	500	500	500	500	500	500	500	500	500	6,000
Total Marketing and Advertising	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	21,168

FishHawk Ranch Tennis Club
Month Over Month P&L FYE 2024

Revenue	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	FYE 2024
Total Professional Expenses	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	12,000
Total Operating Expenses	5,832	5,580	5,832	5,580	5,706	6,274	6,274	6,274	5,832	5,580	5,832	5,580	70,175
EBITDA	55,506	(242)	55,506	(242)	27,632	153,463	153,463	153,463	55,506	(242)	55,506	(242)	709,075
Neighbor Club Partnerships													
FishHawk Ranch Participation	25,753	0	27,253	0	13,816	76,732	76,732	76,732	27,253	0	27,253	0	353,529
PNW	27,753	(242)	27,753	(242)	13,816	76,732	76,732	76,732	27,753	(242)	27,753	(242)	354,053



FishHawk Ranch Tennis Club
Month Over Month P&L FYE 2025

Revenue	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	FYE 2025
Junior After School Mon - Wed	28,000	0	28,000	0	14,000	0	0	0	28,000	0	28,000	0	126,000
Junior After School Tue - Thur	28,000	0	28,000	0	14,000	0	0	0	28,000	0	28,000	0	126,000
Junior Full Day Summer Camp	0	0	0	0	0	160,000	160,000	160,000	0	0	0	0	480,000
Private Lessons x 2 per month	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	37,500
USTA Junior Tournaments	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	60,000
Adult Clinics Mon-Wed Mornings & Evenings	2,800	2,800	2,800	2,800	2,800	0	0	0	2,800	2,800	2,800	2,800	25,200
Adult Clinics Tues-Thurs Morning & Evenings	2,800	2,800	2,800	2,800	2,800	0	0	0	2,800	2,800	2,800	2,800	25,200
USTA Adult Tournaments	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	60,000
Total Revenue	74,725	18,725	74,725	18,725	46,725	173,125	173,125	173,125	74,725	18,725	74,725	18,725	939,900
COGS													
Junior After School Mon - Wed	2,520	2,520	2,520	2,520	2,520	0	0	0	2,520	2,520	2,520	2,520	22,680
Junior After School Tue - Thur	2,520	2,520	2,520	2,520	2,520	0	0	0	2,520	2,520	2,520	2,520	22,680
Junior Full Day Summer Camp	0	0	0	0	0	6,720	6,720	6,720	0	0	0	0	20,160
Private Lessons x 2 per month	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	26,250
USTA Junior Tournaments	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	26,880
Adult Clinics Mon-Wed Mornings & Evenings	840	840	840	840	840	0	0	0	840	840	840	840	7,560
Adult Clinics Tues-Thurs Morning & Evenings	840	840	840	840	840	0	0	0	840	840	840	840	7,560
USTA Adult Tournaments	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	26,880
Total COGS	13,388	13,388	13,388	13,388	13,388	13,388	13,388	13,388	13,388	13,388	13,388	13,388	160,650
Gross Margin	61,338	5,338	61,338	5,338	33,338	159,738	159,738	159,738	61,338	5,338	61,338	5,338	779,250
OpEx													
Total Administrative	717	717	717	717	717	717	717	717	717	717	717	717	8,604
Total Travel and Entertainment	187	47	187	47	117	433	433	433	187	47	187	47	2,350
Annual C Corporate Fee	21	21	21	21	21	21	21	21	21	21	21	21	252
Bank Charges and Fees	149	37	149	37	93	346	346	346	149	37	149	37	1,880
Total Technology Infrastructure	493	493	493	493	493	493	493	493	493	493	493	493	5,921
Total Small Equipment-not depreciated	500	500	500	500	500	500	500	500	500	500	500	500	6,000
Total Marketing and Advertising	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	21,168

FishHawk Ranch Tennis Club
Month Over Month P&L FYE 2025

Revenue	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	FYE 2025
Total Professional Expenses	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	12,000
Total Operating Expenses	5,832	5,580	5,832	5,580	5,706	6,274	6,274	6,274	5,832	5,580	5,832	5,580	70,175
EBITDA	55,506	(242)	55,506	(242)	27,632	153,463	153,463	153,463	55,506	(242)	55,506	(242)	709,075
Neighbor Club Partnerships													
FishHawk Ranch Participation	26,753	0	27,255	0	13,816	76,732	76,732	76,732	27,753	0	27,753	0	353,529
PWW	27,753	(242)	27,753	(242)	13,816	76,732	76,732	76,732	27,753	(242)	27,753	(242)	354,053



FishHawk Ranch Tennis Club
Month Over Month P&L FYE 2026

Revenue	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	FYE 2026
Junior After School Mon - Wed	28,000	0	28,000	0	14,000	0	0	0	28,000	0	28,000	0	126,000
Junior After School Tue - Thur	28,000	0	28,000	0	14,000	0	0	0	28,000	0	28,000	0	126,000
Junior Full Day Summer Camp	0	0	0	0	0	160,000	160,000	160,000	0	0	0	0	480,000
Private Lessons x 2 per month	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	3,125	37,500
USTA Junior Tournaments	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	60,000
Adult Clinics Mon-Wed Mornings & Evenings	2,800	2,800	2,800	2,800	2,800	0	0	0	2,800	2,800	2,800	2,800	25,200
Adult Clinics Tues-Thurs Morning & Evenings	2,800	2,800	2,800	2,800	2,800	0	0	0	2,800	2,800	2,800	2,800	25,200
USTA Adult Tournaments	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	60,000
Total Revenue	74,725	18,725	74,725	18,725	46,725	173,125	173,125	173,125	74,725	18,725	74,725	18,725	939,900
COGS													
Junior After School Mon - Wed	2,520	2,520	2,520	2,520	2,520	0	0	0	2,520	2,520	2,520	2,520	22,680
Junior After School Tue - Thur	2,520	2,520	2,520	2,520	2,520	0	0	0	2,520	2,520	2,520	2,520	22,680
Junior Full Day Summer Camp	0	0	0	0	0	6,720	6,720	6,720	0	0	0	0	20,160
Private Lessons x 2 per month	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	2,188	26,250
USTA Junior Tournaments	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	26,880
Adult Clinics Mon-Wed Mornings & Evenings	840	840	840	840	840	0	0	0	840	840	840	840	7,560
Adult Clinics Tues-Thurs Morning & Evenings	840	840	840	840	840	0	0	0	840	840	840	840	7,560
USTA Adult Tournaments	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	2,240	26,880
Total COGS	13,388	13,388	13,388	13,388	13,388	13,388	13,388	13,388	13,388	13,388	13,388	13,388	160,650
Gross Margin	61,338	5,338	61,338	5,338	33,338	159,738	159,738	159,738	61,338	5,338	61,338	5,338	779,250
OpEx													
Total Administrative	717	717	717	717	717	717	717	717	717	717	717	717	8,604
Total Travel and Entertainment	187	47	187	47	117	433	433	433	187	47	187	47	2,350
Annual C Corporate Fee	21	21	21	21	21	21	21	21	21	21	21	21	252
Bank Charges and Fees	149	37	149	37	93	346	346	346	149	37	149	37	1,880
Total Technology Infrastructure	493	493	493	493	493	493	493	493	493	493	493	493	5,921
Total Small Equipment-not depreciated	500	500	500	500	500	500	500	500	500	500	500	500	6,000

FishHawk Ranch Tennis Club
Month Over Month P&L FYE 2026

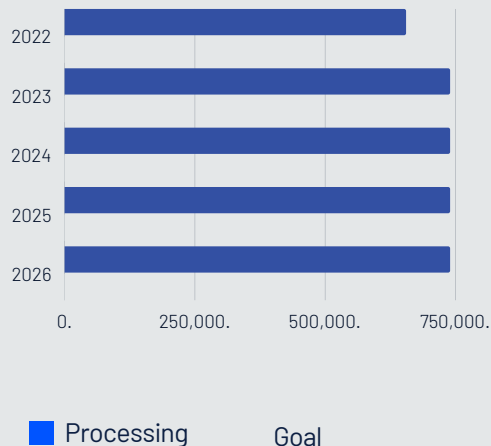
Revenue	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	FYE 2026
Total Marketing and Advertising	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	1,764	21,168
Total Professional Expenses	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	12,000
Total Operating Expenses	5,832	5,580	5,832	5,580	5,706	6,274	6,274	6,274	5,832	5,580	5,832	5,580	70,175
EBITDA	55,506	(242)	55,506	(242)	27,632	153,463	153,463	153,463	55,506	(242)	55,506	(242)	709,075
Neighbor Club Partnerships													
FishHawk Ranch Participation	26,753	0	27,753	0	13,816	76,732	76,732	76,732	27,753	0	27,753	0	353,529
PNW	27,753	(242)	27,753	(242)	13,816	76,732	76,732	76,732	27,753	(242)	27,753	(242)	354,053

FishHawk Ranch Tennis Club
Year Over Year P&L

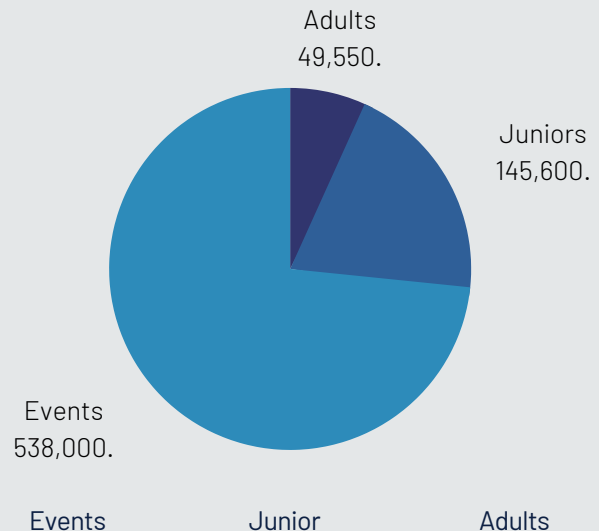
Revenue	FYE 2022	FYE 2023	FYE 2024	FYE 2025	FYE 2026
Junior After School Mon - Wed	86,800	126,000	126,000	126,000	126,000
Junior After School Tue - Thur	86,800	126,000	126,000	126,000	126,000
Junior Full Day Summer Camp	480,000	480,000	480,000	480,000	480,000
Private Lessons x2 per month	27,500	37,500	37,500	37,500	37,500
USTA Junior Tournaments	26,000	57,500	60,000	60,000	60,000
Adult Clinics Mon-Wed Mornings & Evenings	16,450	25,200	25,200	25,200	25,200
Adult Clinics Tues-Thurs Morning & Evenings	16,450	25,200	25,200	25,200	25,200
USTA Adult Tournaments	26,000	57,500	60,000	60,000	60,000
Total Revenue	766,000	934,900	939,900	939,900	939,900
COGS					
Junior After School Mon - Wed	12,600	22,680	22,680	22,680	22,680
Junior After School Tue - Thur	12,600	22,680	22,680	22,680	22,680
Junior Full Day Summer Camp	20,160	20,160	20,160	20,160	20,160
Private Lessons x2 per month	19,250	26,250	26,250	26,250	26,250
USTA Junior Tournaments	22,400	26,880	26,880	26,880	26,880
Adult Clinics Mon-Wed Mornings & Evenings	5,880	7,560	7,560	7,560	7,560
Adult Clinics Tues-Thurs Morning & Evenings	5,880	7,560	7,560	7,560	7,560
USTA Adult Tournaments	22,400	26,880	26,880	26,880	26,880
Total COGS	121,170	160,650	160,650	160,650	160,650
Gross Margin	644,830	774,250	779,250	779,250	779,250
OpEx					
Total Administrative	7,170	8,604	8,604	8,604	8,604
Total Travel and Entertainment					
Annual C Corporate Fee	210	252	252	252	252
Bank Charges and Fees	1,532	1,870	1,880	1,880	1,880
Total Technology Infrastructure	4,934	5,921	5,921	5,921	5,921
Total Small Equipment-not depreciated	5,000	6,000	6,000	6,000	6,000
Total Marketing and Advertising	17,640	21,168	21,168	21,168	21,168
Total Professional Expenses	10,000	12,000	12,000	12,000	12,000
Total Operating Expenses	58,401	70,152	70,175	70,175	70,175
EBITDA	586,429	704,098	709,075	709,075	709,075
Neighbor Club Partnerships					
FishHawk Rank Tennis Club	299,350	353,529	353,529	353,529	353,529
PNW	287,079	350,569	354,053	354,053	354,053

FISHHAWK RANCH TENNIS DEPARTMENT PROGRESS ANALYSIS *FROM 2022 TO 2026* TENNIS PROGRAMMING PERFORMANCE

Junior & Adults Revenue Streams



FHR Tennis Club Top Three Programs



75%

FHR Adult Programming:
My primary goal with the Adult Programming is to reach a 75% program participation within the first 12 months as Director.

125K+

FHR Junior Programming Growth:
By Maintaining the Existing Junior Participation and Focusing on Growth through the offering of our New Academy Programming Model we will achieve an Annual ROI of \$125K+.

500K+

FHR Club Events: Our New FHR Events Calendar will ensure a \$500K+ ROI Growth over the first year and this has potential to scale moving forward!

FISHHAWK RANCH TENNIS CLUB DATA ANALYSIS



Maintain and Grow Tennis & Pickleball Memberships and Program Attendance.



Collecting Customer Feedback information as we Grow and Develop New Club Programming.



Keep Track of all Clients and Annual Sales for the Pro Shop and Programming.



Using Client Feedback to grow and offer the Best Fun and Engaging Tennis & Pickleball Services.

I²

THANKS.



COMMITMENT TO EXCELENCE

COMMITMENT TO GROWTH

Eric and Andrew, I am at a crossroads in my life, and as I mentioned to you in our first meeting, I am transitioning to seeking a Tennis Department Management and Tennis Program Operations Director Position with a Private Club after trying to establish an Indoor Family Tennis Facility in Seattle, prior to Covid-19 Lockdowns.

Due to the prolonged Lockdowns and set backs nationally and globally, I had to walk a way from that endeavour and focus more on my Professional ability and Experience within the Tennis, Health and Wellness Industry to return to serve as a Tennis Department Manager and Director of Tennis and Pickleball Programming for a Private Club and I am excited to return to Florida and to Serve the FishHawk Ranch CDD in Lithia FL. in this capacity.

I have over 25 years of Teaching and Management experience that I bring to FHR as a Team Member along with my PNW Team of Industry Advisors in the Tennis and Sporting Industry through my PNW Sports and Wellness Brand.

Thanks in advance for this Opportunity,
Elsio A.F. Eybrecht



FishHawk Ranch
Tennis Club

Fun/ Family/ Friendships/ Community/ Wellness
Learn how to Play the Ball and Not Your Opponent

15921 Courtside View Drive., Lithia, FL. 12345

Phone: 813-681-4000.

Email: hello@FishHawkTennis.com

Web: www.FishHawkTennis.com

ELSIO EYBRECHT AND PNW SPORTS & WELLNESS MANAGEMENT OPERATIONS COMPENSATION PROPOSAL

Base Salary



\$75K

FishHawk Ranch
Tennis Club Manager
and Director of Tennis
Operations Salary.

- ✓ Tennis Club Manager
- ✓ Tennis Operating Director
of Programming & Events
- ✓ FHR Tennis Pro Shop
Manager. Hire and Train all
CSA Staff to work the Pro
Shop and become
Stringers.

Percentage of
Privates



70%

As Tennis Department Head, all
1 on 1 Private, Semi-Private and
Group Private Lessons will be
70% Split.

- ✓ 1 on 1 Private
- ✓ Semi-Private Lessons
- ✓ Group Private Lessons

Club Programming
& Events



50%

Develop, Grow and
Maintain Vibrant Tennis &
Pickleball Programs.

- ✓ Junior Programming &
Academy
- ✓ Adult Programming
- ✓ Junior Tournaments &
Tennis & Sports
Camps
- ✓ Adult Socials &
Tournaments

Follow up – PNW Sports and Wellness

Questions

- Please elaborate on the nature of the relationship between JLL and PNW
- Is Elsie a certified USPTA coach?
- Can you expand on what club programming and events consists of? Are those referring to all other tennis instruction that is not classified as a private lesson?
- How many hours of off-court work will tennis pros (incl. Tennis Director) are included in your proposal?
- Can you expand on the bullet points listed on page 25 – compensation proposal. I do not fully understand the bullet points. Are those typos?
- Who will be responsible for purchasing and stocking of equipment in the pro shop?
- On page 29, is FOUCS a spelling error, or is this something new?
- Can you expand on BJK Eye Coach? What is this?
- Can you expand on GreatBase Tennis? Is this a curriculum that you created?
- Do you have any ownership interest in any other entities related to tennis, or operation of the facility?
- Do you envision any type of incentives or bonus pay for instructors, or support staff? How have you done that in the past?
- Does your proposal cover website support? Do you have experience maintaining a website, or software for class sign ups?
- Have you or your company been terminated at any locations you previously worked with? If the answer is yes, please elaborate.
-

Please verify the below assumptions are accurate:

Financial Impact

-

Tennis Director

- \$75,000 base salary
- 70/30 split
- 50/50 club programming and events

Assistant Pro

- I did not see this listed. Please expand on compensation models for this position

Additional Pros

- I did not see this listed. Please expand on compensation models for this position(s)

Misc Costs

- Can you expand on the fees for the Cost of Goods sold? Are these strictly the rev share models, or are there additional costs to the District?

Follow up – PNW Sports and Wellness

Questions

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Misc Costs

- Can you expand on the fees for the Cost of Goods sold? Are these strictly the rev share models, or are there additional costs to the District?

ANSWERS BELOW

1. Relationship between PNW and JLL. I have an ongoing working relationship with JLL via my friendship/mentorship with James Renne. JLL was assisting me with a Master Plan to secure Investors for my ventures. But currently serves more as my advisor to PNW under the Management section vs the Development. PNW Sports and Wellness is a "DBA" for SuperCoach of Tennis, Inc. but this would be converted to a Florida LLC. called "FishHawk Tennis Club" if we can secure an agreement with FishHawk so that would be our operating company in Florida. Here is Jim's email James.Renne@am.jll.com

2. I was in discussion with Jim regarding the FishHawk Ranch CDD, since this is my first time working with a CDD, I wanted to seek the advice of Jim and JLL should it be necessary to secure this Contract with the FishHawk CDD. My approach with this relation with FishHawk is as a dual Employment with the CDD as Managing Director for a Base Salary with benefits and a PNW Operations Contract for 50% of Revenue. Please see attached outline of responsibilities. Should the CDD have any interest in future sports upgrade or expansion to the tennis club or other aspects of the master planning, then PNW can be of assistance via it's relationship with JLL Sports and Entertainment Division headed by Jim Renne..
3. BJK Eye Coach. BJK Eye Coach is a Tennis Training tool developed by Billie Jean King and her partners. I have been a brand ambassador with them for several years now and currently assisting them with their "Tennis in the Schools" initiative and the BJK Eye Coach Brain Training System together with USTA and PHIT America. Part of my marketing plan is to Sponsor the FishHawk Creek Elementary School as the New Director of Tennis at FishHawk Ranch Tennis Club. This would allow for more After School Tennis activity and Camps from the FishHawk Creek Elementary School. We would be able to build a bridge between the FishHawk Ranch and the School. Please see the flyer attached.
4. I am currently not USPTA but PTR, USTA, Nadal, GB, NFHS Certified. However I am planning to become USPTA this year as they are offering an ongoing educational course that PTR is not that I am interested in taking and becoming certified for 2022. Ken DeHart is my Mentor and Tennis Industry adviser.. kendehart@aol.com
5. Great Base Tennis: I did not create this System, I am a Certified Coach with this GB System. It is a more structured tennis development system that focuses firmly on technique and what they call information transfer or peer teaching.. I am also certified in the Nadal Coaching System by Tony Nadal and the Rafa Nadal Academy, this is a different teaching system from Great Base, more using the Modern Style of Play.
6. PNW is not involved with any other business partnerships at this moment. I am the owner of the Patent for the New Intelligent Ball Machine and my other partners own the Software. This project along with the Master Planning for the Sports and Wellness Development was why I went to JLL for management assistance to achieve success in both areas. Both of these projects have a very high development cost and I need investment partners to pursue them. This is why I am focusing more on Tennis Department Management these days vs my Development Projects.
7. I have not been fired from any previous position nor have PNW been terminated. As I mentioned, the two main factors that affected me were Covid-19 Lockdowns and finding the right Investors during Covid Pandemic..
8. FishHawk Tennis Staff: I have the tennis staff in as a total number of hours monthly. I did not elaborate too much on the pro shop because it is a contract that I first have to have a deal with FishHawk before I can secure a Corporate Account for the Pro Shop and Tennis Department combined with Babolat. My friend also has her own line of women's clothing called "I Love my Doubles Partner" that I would like to offer exclusively at the pro shop. These would be my two main brands for the pro shop.. But the Cost of the Pro Shop inventory also falls under the existing Budget for the Tennis Teaching Equipment from Babolat. This will be an Annual Account held with Babolat Corporate in Colorado and managed by the Local Florida Representative for Babolat... I spoke with him, his name is Tim Miles and he lives close to FishHawk he said.. He said once I secure the deal just let him know and he will meet me at FishHawk to go over what it would take to get an account going. He said that he can combine the Teaching Equipment and Pro Shop Inventory all under one contract for me. I would first have to secure the FishHawk Contract then give him a call and he will work it out for me from there. tmiles@babolat.com Please see updated Pro Shop and Tennis Staff Management Proposal attached with hours.
9. My goal is to train the front desk staff to also be able to do Racquet Stringing which they can do while the shop is not busy and this would also allow them to earn additional money while taking that task

away from one of my coaches, who can be on court. You will find attached the Front Desk or CSA (Customer Service Associate) training manual that I use and created at another club. I am familiar with Club Automation which is what you will see with the training manual for all CSA staffing and Teaching Pros. I am willing to keep and use your POS System from Foundation Tennis.

10. I plan to lead the tennis program myself together with One solid Pro who I can train to become my Head Pro then Assistant Director. This would allow me to find a balance and to lead more than micro manage the tennis programming. I normally offer an end of the year bonus plus an ongoing education stipend to each pro on staff. A big part of my approach is to Mentor and help other Teaching Pros advance within the industry as this is how I was taught and also how I have learned so much, through having great mentors along the way.
11. As Managing Director, I plan to split my responsibility and time between both tasks, so for me it would be around 20 hours focused on GM work and 20 Hours focused on Tennis Director work. This allows me to offer my lead pro around 35 to 40 hours weekly with programming. The CSA staffing will have around 42 Hours weekly per Shift.. My Financials shows \$35 per hour for both and this is so that I can hire the best Front Desk Staff but also have the option to have Assistant Tennis Coaches learn how to work the Front Desk and do Stringing as well... These are the "COGS" or Cost of Goods Sold in the financials..
12. Additional incentives with my Coaches is to offer them 100% of Privates for doing 35 Hours of Weekly Programming and covering Pro Shop and doing String Shifts.. I also offer an ongoing education stipend and ability to attend teaching conferences.
13. Tennis Programming & Events is everything outside of Private Lessons. So this would cover Adult Morning and Evening Clinics, Junior After School Programming, Camps, Round Robins and Tournaments... Please see the Updated Proposal, it has a full program Description and Marketing Flyers for each Program offered for your review.
14. I do have extensive experience with Website Design, Marketing and Branding. I currently use a company called Deluxe Marketing for my Web Services and Designs, my contact there is Phyllis Grande and her email is pgrande@deluxeforbusiness.com I already shared the current FishHawk site with her as well as Foundation Tennis so she could review to see how best to build a new website that can accommodate the Member Log In POS aspect for FishHawk Ranch.. Phyllis suggested that we do a Custom Design Website and link it to the POS System...
15. Management Compensation Proposal Outline: My proposal to the FishHawk Ranch CDD is one of an Employment Opportunity with the Operating Contract of the Tennis Club Facility to PNW. This is a 50/50 partnership approach, where the FishHawk Ranch CDD will be responsible for the Manager's Salary with Benefits, Tennis Club Utilities and Ground Maintenance, Clay Court Maintenance. PNW will be responsible for the Staffing of the Tennis Club both Pro Shop and Tennis Coaching. PNW will be responsible for both Tennis Training Equipment and Pro Shop Inventory, Cleaning of the Courts and Clubhouse. As the Manager/Tennis Director, Elsie will focus 20 Hours a week on the Managing of the Club Operations aspect of the Job and 20 Hours a week on court with the tennis programming. Elsie will meet with the CDD Board quarterly for progress reports. Elsie will be responsible for keeping an Accounting of the Club Operations and report this to the CDD Board. Elsie will be responsible for the Tennis Management Software and POS System and connecting this to Quickbooks for Accounting of the Club Operations. The grounds will be maintained and kept along with the Clay Courts, the schedule of those maintenance will be managed by Elsie as Club Manager for the CDD. Elsie will work to maintain the current membership base while focusing on growing the FishHawk Ranch Community participation in the services of the tennis club. The Tennis Programming revenue will be split 50/50 between PNW and the CDD, this will ensure that both parties can cover the next years operating budget with a moderate profit margin. At the end of each year, Elsie will meet with the CDD to go over the previous years financials and budget and to set the budget for the next year based on the Tennis Program

Revenues and Cost to Operate. This will also help to guide the focus for the next year in order to maintain the successful operations of the FishHawk Tennis Club for the FishHawk CDD.

16. Open to Negotiate a Fair Salary Compensation: I am starting the negotiations at \$75K because the industry standard for just a Director of Tennis is \$65K, 70% of Privates and 60 to 70% of Programming. I figured to add the role and responsibility of General Manager to the Director of Tennis in one, that \$75K was fair? If we go down to \$50K for both roles with 100% of Privates and 70% of Programming? If we go lower to say \$40K with 100% of Privates and 85% of Programming? These are just a few compensation models that we can look at to find a fair balance that would work for both the FishHawk CDD and Elsie Eybrecht/ PNW.
17. I am open to us trying to set a 12 month Working Relationship Trial Period then a Review and extension to a full 5 year Agreement between the FishHawk Ranch CDD and Elsie Eybrecht/ PNW. it is also in this capacity that JLL can serve to oversee and assist with the Trial Period Agreement with the FishHawk Ranch CDD

RIZZETTA AMENITY



Rizzetta & Company

FishHawk Ranch Community Development District

Proposal for Amenity Management Services

Presented by: Rizzetta & Company, Inc.

**3434 Colwell Avenue, Suite 200
Tampa, Florida 33614
813.514.0400**

rizzetta.com

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Rizzetta & Company

About Rizzetta & Company

COMPANY INTRODUCTION:

Rizzetta & Company, Inc., is a Florida-based professional community management and consulting firm that provides services to residential and commercial communities throughout the state of Florida. With over 30 years in the industry, Rizzetta & Company, Inc., is staffed with highly experienced managers and support staff. Each of our eight offices throughout Florida has a team of employees with diverse backgrounds, both personally and professionally, who provide the highest quality services to our clients.

We provide professional expertise in five primary areas – District Services, Association Services, Community Services, Information Technology Services, and Real Estate Services to both Community Development Districts and Community Associations.

- **District Services:** As one of the largest Community Development District Management firms in the state of Florida, we provide professional management for over 100 Districts throughout the state of Florida.
- **Association Services:** We provide professional licensed portfolio and onsite management for over 180 Homeowners, Condominium and Commercial Property Owners Associations in Florida. That currently accounts for over 30,000 units in associations that will ultimately have near 40,000 total units at build out.
- **Community Services:** Community Services has two practice areas of expertise; Amenity Services and Field Services. These services are offered to Community Associations and Community Development Districts and can be customized to fit the needs of a community.
- **Information Technology Services:** Through our affiliate company, Rizzetta Technology Services, Inc., we provide professional information technology services for both Community Development Districts and Community Associations.
- **Real Estate Services:** Through our affiliate company, Rizzetta Management Services, Inc., we provide a full range of professional real estate services.



Rizzetta & Company

COMPANY HISTORY:

Rizzetta & Company, Inc., was founded and incorporated in 1986 in Tampa, Florida by William Rizzetta. The original focus of the company was to provide professional financial consulting services for Community Development Districts in association with issuance of municipal bonds.

As the company's reputation for excellent work and customer service grew, the practice expanded over the next thirty years by adding related services which resulted in today's "Full Service" organization. Below is a timeline of our growth through our first thirty years:

- **1986** – Rizzetta & Company, Inc. was founded.
- **1992** – Collection agent services were added for Community Development Districts to support the process of bond repayments.
- **1996** – Community Development District Management services were added.
- **1998** – As a natural counterpart to District Management, Association Management was introduced.
- **2008** – Seeing a growing need for amenity services at the request of various clients, our Amenity Management Services division was created.
- **2009** – In addition to the growing Amenity Management Services, the need for more landscape oversight led to adding our Field Services.
- **2011** – With the departure of various companies from the marketplace, Continuing Disclosure services were added to provide various compliance reporting for Districts and Bondholders.
- **2013** – Due to the recession, some Districts were in financial crisis and required the formation of Special Purpose Entities to manage them through these times. Our firm was asked to take on many of these projects as an additional service.
- **2015** – With the continued growth in technology and changes to Florida Laws, we formed a second affiliate company, Rizzetta Technology Services, Inc., to provide website development and hosting, along with email and support services to our clients.
- **2016** – Rizzetta & Company, Inc. celebrated its 30th anniversary and continued growth with the opening of two new office locations in Citrus Park and Riverview.

For more information, please visit our company website at www.rizzetta.com.



OFFICE LOCATIONS:

CORPORATE (14 Team Members)

3434 Colwell Avenue
Suite 200
Tampa, Florida 33614
Phone: (813) 514-0400
Fax: (813) 514-0401

PANAMA CITY BEACH (2 Team Members)

120 Richard Jackson Boulevard
Suite 220
Panama City Beach, Florida 32407
Phone: (850) 334-9055
Fax: (850) 334-9062

TAMPA (22 Team Members)

5020 West Linebaugh
Suite 240
Tampa, Florida 33624
Phone: (813) 933-5571
Fax: (813) 935-6212

RIVERVIEW (29 Team Members)

9428 Camden Field Parkway
Riverview, Florida 33578
Phone: (813) 533-2950
Fax: (813) 935-2922

FORT MYERS (4 Team Members)

9530 Marketplace Road
Suite 206
Fort Myers, Florida 33912
Phone: (239) 936-0913
Fax: (239) 936-1815

ST. AUGUSTINE (13 Team Members)

2806 North Fifth Street
Unit 403
St. Augustine, Florida 32084
Phone: (904) 436-6270
Fax: (904) 436-6277

ORLANDO (15 Team Members)

8529 South Park Circle
Suite 330
Orlando, Florida 32819
Phone: (407) 427-2471
Fax: (407) 472-2478

WESLEY CHAPEL (27 Team Members)

5844 Old Pasco Road
Suite 100
Wesley Chapel, Florida 33544
Phone: (813) 994-1001
Fax: (813) 994-2100



Rizzetta & Company

Our Commitment to Industry and Community

Being a leader in District Management means always being aware of industry related developments and sharing that knowledge with our peers. We support and encourage the continuing education of all staff by providing the resources needed for staff to attend classes and conferences. Rizzetta & Company holds memberships in the following professional organizations:

- **Association of Florida Community Developers (AFCD):** AFCD's mission is to provide a leadership role in the creation of quality community development and the formulation of a responsible approach to the planning and development of Florida's future.
- **CFO Exchange Group (CFOx):** CFO Exchange Group (CFOx) is a protected, thought leadership, member-driven intelligence organization for top finance executives of Florida's small to mid-sized companies. CFOx empowers Florida's leading finance executives by providing a secure environment to cultivate relationships and interact with peers in the exchange of ideas, best practices, and experiences, and serve as a sounding board for technical and business matters.
- **Community Associations Institute (CAI):** CAI provides education, tools and resources to people who govern and manage homeowner's associations, condominiums, and other planned communities. All of Rizzetta & Company's Community Association Managers are members of CAI. In addition, Rizzetta & Company is a Chapter Sponsor of the Community Associations Institute.
- **Florida Association of Special District (FASD):** The mission of the Florida Association of Special Districts is to unify and strengthen special purpose government through education, the exchange of ideas and active involvement in the legislative process.
- **Florida Government Finance Officers Association (FGFOA):** The FGFOA was founded in 1937 and serves more than 2,700 professionals from state, county, and city governments, special districts and private firms. The FGFOA is a professional resource that provides opportunities through education, networking, leadership and information.
- **Florida Nursery, Growers and Landscape Association (FNGLA):** The association represents all walks of the industry--foliage, woody ornamental, citrus nurseries, floriculture producers, interiorscapers, retailers, allied suppliers, and landscape professionals. Landscape contractors, landscape designers, landscape architects and the like now have an association targeting their needs. Government representation & monitoring, professional education and marketing projects encompass just some of the services provided by FNGLA to members and the industry.



Rizzetta & Company

- **International Society of Arboriculture (ISA):** Through research, technology, and education, the International Society of Arboriculture promotes the professional practice of arboriculture and fosters a greater worldwide awareness of the benefits of trees.
- **Leadership Tampa Bay:** Leadership Tampa Bay is a non-profit organization that is governed by an independent board of directors who live and work in various parts of the Tampa Bay region. As a non-partisan, non-special interest forum for regional progress, Leadership Tampa Bay enhances awareness, education and knowledge of major regional issues through learning experiences and discussion.
- **Pasco Alliance of Community Associations (PACA):** PACA was created in April 2007 to help Community Development Districts (CDDs), Homeowner Associations (HOAs), and Condominium Associations (CAs) with internal and external problems by having a synergistic effect.
- **Tampa Bay Builders Association (TBBA):** The TBBA is a trade organization, which works diligently to fulfill its mission by providing important services to enhance the building industry in Pasco, Pinellas, and Hillsborough Counties. It is affiliated with the Florida Home Builders Association and the National Association of Home Builders and dates to 1946.
- **The Northeast Florida Builders Association (NEFBA):** At NEFBA, we are proud to hold the status of the state's largest builders association. Backed by our 70-year-history of networking, community outreach and industry development, NEFBA's primary goal is to improve the quality of life for the citizens of Northeast Florida.
- **The Greater Tampa Chamber of Commerce:** The mission of the Greater Tampa Chamber of Commerce is to serve members and enhance the community by building business success. The chamber offers educational and networking opportunities, leadership development programs and government advocacy to protect and advance the interest of Tampa's business community.
- **Urban Land Institute, Tampa Bay (ULI):** The mission of the Urban Land Institute is to provide leadership in the responsible use of land and in creating and sustaining thriving communities worldwide.
- **Visit Tampa Bay:** The mission of Visit Tampa Bay is to create vibrant economic development for our community by collaboratively increasing visitation to Tampa Bay.



Our People

Rizzetta & Company prides itself on the experience and dedication of its collective staff. When you engage Rizzetta, you have a combined group with hundreds of years of experience at your service. Each team member is carefully selected, subject to criminal background check which scan local, county, state and federal databases for their present and previous residences spanning the prior 7 years. Sex offender, fraud and abuse registries are then searched, and verifications made that there are no current wants or warrants for the individual. Civil records are searched and with prior employment rigorously verified. Lastly, all Rizzetta personnel are required to pass a 5-panel drug screening prior to being offered a position with us.

Bill Rizzetta is the founder and President of Rizzetta & Company and has been responsible for the overall operation of the firm for over 30 years. In that time, he participated in the establishment and management of over 150 Community Developments Districts in Florida which issued over \$3 Billion in bonds in over 250 separate transactions and managed over 170 Homeowners Associations.

He received his Bachelor's Degree from the U.S.F. College of Engineering and his M.B.A. From U.S.F. School of Business. He has been qualified as an expert witness and provided testimony in bond validation hearings in circuit court; administrative hearings conducted by the State of Florida, local public hearings required for establishment of CDD's and the levy of special assessments and litigation regarding impact fee assessments.

He built Rizzetta on emphasizing the importance of giving back to the community and financially supports a variety of organizations including The Spring, Joshua House, Meals on Wheels, Athletes & Causes, Tampa Bay Heroes, and the Shriners. He previously served on the Board of Directors of the Tampa Lighthouse for the Blind and currently serves on the Board of Directors of the Jason Ackerman Foundation.

Bob Schleifer is the Chief Operating Officer tasked with overseeing all operational areas of the Rizzetta companies including District Services, Association Services, Field and Amenity Services, Information Technology, Human Resources and Marketing. Over his 30+years in business he has gained broad experience in real estate (management, acquisition, site selection and tenant prep), information technology (software and database development, administration, procurement, and infrastructure design), manufacturing engineering, electrical (hardware) design, statistical analysis, logistics, law enforcement, market research and political consulting.

Bob received his B. S. in Electrical Engineering from the University of Minnesota Institute of Technology and his M.B.A. from U.S.F. School of Business with a concentration in Information Systems. Bob is a veteran of the United States Army Military Police Corps.



Rizzetta & Company

Heather Russel is our Vice President of Operations where she is responsible for contract management and compliance, staffing, customer service, business development and corporate association matters. Prior to her current position, Heather served for 17 years as the Director of Community Association Management, overseeing a team of management and support personnel.

Prior to joining Rizzetta Heather held positions as a portfolio Community Association Manager, an on-site manager and a Florida licensed real estate associate. She is a designated Association Management Specialist (AMS), Certified Manager of Community Associations (CMCA), is a Florida Licensed Community Association Manager (LCAM), and a Florida Notary Public.

Scott Brizendine is the Vice President of Operations after beginning his employment with Rizzetta in 2005. While starting as District Manager he has evolved to overseeing the writing of assessment methodology reports for bond issuances, refunding's and restructures; authoring Statement of Estimated Regulatory Costs reports for establishment and amendment petitions; oversight of assessment roll processing and compliance responsibilities as Dissemination Agent and Disclosure Representative.

Prior to joining Rizzetta Scott worked in the Finance Department of the Walt Disney Corporation providing services in cash management, account reconciliation and financial reporting. He holds a bachelor's degree in Finance from Florida State University and is a licensed Community Association Manager and a Notary Public and graduate of the Leadership Tampa Bay Class of 2018.

Matt Huber has worked for Rizzetta for 14 years and is the Regional District Manager overseeing the West Coast of Florida and the associated offices in Riverview, Tampa and Wesley Chapel. In this capacity and his prior role of District Manager, Matt has overseen a portfolio of Community Development Districts in Pasco, Hillsborough, and Manatee Counties.

Prior to joining Rizzetta Matt worked as a Land Development Manager with DR Horton in the Fort Myers area and had interned with the Board of County Commissioners Long Range Planning Department in Polk County and has served on numerous community boards and volunteers for various activities throughout the community. Matt is a veteran Combat Engineer of the United States Marine Corps.

Kaitlyn Gallant is the Manager of District Accounting Services for Rizzetta. She started Rizzetta in 2006 as a Construction Accounting Clerk and has progressed to her current role where is responsible for all facets of district accounting, including preparation of financial statements, processing accounts payable and construction requisitions, reconciliation of bank statements, recording and collecting assessments, completing annual audits, and all other accounting processes that periodically require attention.

Kaitlyn received her bachelor's degree in International Business and Economics from Fitchburg State University in Massachusetts. As part of her coursework, she studied abroad in London, England.



Rizzetta & Company

About Our Amenity Management Services

Our Amenity Management offers an extensive menu of amenity management services for both Community Development Districts and Community Associations.

Our amenity management services are customized and cost effective to meet our client's needs. We offer creative and diverse programs which include numerous activities for both children and adults. We currently manage over twenty-one amenity facilities throughout Florida. The Amenity Services division was created in 2008.

Please see our complete listing of amenity management services below:



Pre-Opening Services



Onsite Management Services



Recreation Management Services



Lifestyle Programming and Activities



Rizzetta & Company

References



Aaron J Baker, VP Operations

Bexley Homeowners Association, Inc.

Land O' Lakes, Florida

Email: abaker@newlandco.com

Bill Boutin Jr., Chairman

The Groves Community Development District

Land O' Lakes, Florida

Email: wboutin1@tampabay.rr.com



Brian Sailer, Chairman

Preserve at Wilderness Lake Community

Development District – Land O Lakes, Florida

Email: supervisorwlp5@gmail.com



Rizzetta & Company

Corporate Management Team

Lucianno Mastrionni Director, Community Services for Rizzetta & Company, Inc. Lucianno oversees the Amenity Services and Field Management Services Divisions overseeing functions, focusing on planning, development, and delivery of all programs, maintenance, and operation of facilities.

Before joining our team, Lucianno served in hotel general management and asset management for hotel ownership companies including Hilton, Marriott, and IHG hotels, and worked in guest service operations management for The Walt Disney Company for over a decade. Most recently Lucianno served in corporate Hotel Management and Task Force General Management oversight, recovering distressed properties for an array of major hotel ownership companies across the United States.

Mr. Mastrionni can be reached at 813.933.5571 and lmastrionni@rizzetta.com

Gregg Gruhl Manager of Amenity Services for Rizzetta & Company, Inc. Gregg oversees and supports the onsite facility management staff. Gregg has worked for Rizzetta & Company, Inc. for 10 years. 5 years as a Clubhouse Manager and now as Amenity Services Manager.

Prior to joining Rizzetta & Company, Inc Mr. Gruhl served as the Region 3 Tennis Program Coordinator for USTA Florida as well as being the Tournament Director for multiple USTA Pro Circuit tournaments. He served 22 years as the Director of Tennis at Northdale Golf and Tennis Club. He also coached tennis at the University of Tampa and the University of South Florida. After, he moved on to be the Athletic Director at Harbour Island Athletic Club. Mr. Gruhl received his Bachelor of Arts from the University of South Florida.

Mr. Gruhl can be reached at 813.933.5571 and ggruhl@rizzetta.com

Deneen Klenke Manager of Amenity Services for Rizzetta & Company, Inc. Deneen oversees and supports the onsite facility management staff. Deneen has 9+ years of Clubhouse management experience and has worked for Rizzetta & Company, Inc. as a Clubhouse and Amenities Manager for six of those years. Deneen received her Bachelor of Arts degree in Business Administration from Lenoir-Rhyne College in Hickory, NC.

Ms. Klenke can be reached at 813.933.5571 and dklenke@rizzetta.com



Rizzetta & Company

Scope of Services

INTRODUCTION:

Rizzetta & Company, Inc. ("Consultant"), at the request of the FishHawk Ranch Community Development District ("District") is providing a proposal for professional Amenity Management Services. These services are listed by the following categories:

- MANAGEMENT
- PERSONNEL
- RESPONSIBILITIES
- ADDITIONAL SERVICES
- LITIGATION SUPPORT SERVICES

A detailed description of these services is provided below:

MANAGEMENT:

Rizzetta & Company, Inc. shall provide expert general management and oversight of the contract with the District and within the agreed to scope of service. These responsibilities include duties associated with managing the personnel, such as recruiting, hiring, training, oversight, and evaluation.

STANDARD ON-GOING SERVICES: These services will be provided on a recurring basis and are commonly referred to as the basic services necessary for the normal and routine functioning of the District.

REQUIREMENTS AND PROCEDURES:

Operation Procedures

Rizzetta & Company, Inc. shall perform the basic services outlined within the Scope of Services at the hours and days requested by the Owner.

Scope of Services

a. General duties:

- i. Responsible for the operations and maintenance of the Tennis Center.
- ii. Familiarity with District Rules, Regulations, Policies, Operating Procedures
 1. Full knowledge/awareness of all rules, regulations, or policies of the District.
 2. Prepare any incident or accident reports and forward to the District Manager.
- iii. Enforce the rules, regulations, and policies of the District.
- iv. Submit a monthly facility report to the District Manager, or appointee
- v. When requested, attend District Board of Supervisor meetings.
- vi. Purchase supplies, consumables, and other items as approved by the District, and timely review and monthly submission of invoices.



Rizzetta & Company

- vii. Provide the highest level customer service to maintain a safe and comfortable environment.
- viii. Collaborate with law enforcement or security personnel to ensure security issues are handled appropriately.
- ix. Ensure adequate staffing needs, respond to inquiries and provide general information to Residents, clients and prospective residents.
- x. Oversee, manage and coordinate all fees, schedules, and reservations for the tennis facilities, lessons, programs, and camps.
- xi. Manage all software and programs currently in place. The District currently uses a hosted platform for court reservations, lessons etc., deployed by Foundation Tennis as well as a Point of Sale (POS) system by Square.
- xii. Run surveys and other tools to ensure feedback is collected and the needs of the residents are being met.
- xiii. Provide exceptional service by answering emails, phone calls and web inquiries in a timely manner.
- xiv. Manage and deploy an effective community outreach and marketing program. Examples of such include social media accounts, email marketing, newsletters, bulletin boards and coordination with The Talon, the community newspaper.
- xv. While the District provides staff for cleaning and maintenance of the building and other services described below, the vendor will be required to oversee these programs and let the District know of any deficiencies in a timely manner.

b. Maintenance Duties:

- i. Ensure a presentable overall appearance of the Tennis Center to ensure the quality maintenance standards set by the Board are met.
- ii. Deploy and manage a court maintenance program that focuses on daily routine maintenance as well as preventative maintenance. Industry standards and best practices should be followed.
- iii. Daily court raking, brushing of the courts and line tape.
- iv. Ensure the Hydro Grid sub-surface irrigation system is working properly, and notify the District if there any needed repairs. Knowledge and experience of these systems is highly preferred and should be indicated in the Proposal.
- v. Adding clay to the courts as part of the overall maintenance program.
- vi. Ensure all assets related to the Tennis Center are in working order including, but not limited to: Golf cart, all chairs and tables at and around the Tennis Center, all tables and chairs on the courts, ice machine, ball machine, stringing machine, any and all maintenance equipment.
- vii. Maintain all maintenance equipment according to manufacturer's specifications, and report and deficiencies to the District.
- viii. Ensure all tools for instruction are removed from the courts when not in use.
- ix. Ensure all garbage cans are clean and refuse deposited to the specified garbage container (on site).
- x. Inspect and repair net cable tensions and net height
- xi. Assess condition of District property resulting from neglect, vandalism, normal wear and tear, and contact District Manager.
- xii. Secure equipment and furniture prior to inclement weather.



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- xiii. Maintain tools and equipment including preventative maintenance records and warranty information.
- xiv. Assist District Manager with the oversight of performance for all outside contractors.
- xv. Ensure all door locks are in good condition and properly secured upon the closing of the facilities.

c. Programming and Tennis Instruction Duties

- i. Provide beginning through advanced instruction (private and group) for all levels of players
 - ii. Implement and develop lesson programs for adults and juniors
 - iii. All coaches should be United States Professional Tennis Association (USPTA) certified. Coach “helpers” are permitted on the court for camps and other classes, however, a certified coach must be on the courts at all times.
- d. All other services that are necessarily performed by a management firm in the effective operation of a tennis facility in compliance with federal, state, or local regulation.**

Pro-Shop

The Operation and responsibility of this Pro-Shop will be included in this contract and the Pro-Shop shall be staffed during normal operating hours.

Additional Revenues

Rizzetta & Company Inc. will be permitted to charge residents a reasonable fee for pro-shop services, lessons, instructional classes, programs, camps, and competitions according to the District’s policies, and subject to the Board’s discretion.

Compensation to the District for all Pro Shop sales (to include goods sold, food and beverage) will be 100% of the net sales.

Compensation to the District for stringing services will be 50% of the sales.

Compensation to the District for lesson sales will be 10% of gross sales.

Services Provided by the District

It is understood that The District currently provides and will continue to provide janitorial services for the restrooms. The District also pays for security system services and provides landscaping services and a full-time maintenance staff that may provide services for items and repairs outside of the courts.

The District expects to retain responsibility for the renting out of the multi-purpose meeting room and any associated tasks (such as setting up or cleaning after events).

Term and Renewal

The initial term of the agreement is expected to be at least 1 year but is subject to be increased based upon the negotiations. After the initial term, the agreement will automatically renew pursuant to the negotiated terms until terminated pursuant to the termination provisions in the agreement. The scope of services and compensation for renewal periods may be adjusted by mutual written agreement evidenced by a written addendum.



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Key Personnel

Rizzetta & Company Inc. shall provide staff for the following responsibilities:

Tennis Director, Tennis professionals, Office/ Pro Shop Administrator and office staff.

Personnel Dress Code:

Rizzetta & Company, Inc. shall ensure that employees working on site shall always wear uniforms or professional attire. Clothing that expresses or implies obscene language or graphics, degrading or demeaning connotations, or in the opinion of the Owner is unsightly for any reason, shall be strictly prohibited. Rizzetta & Company, Inc. personnel shall always wear proper attire and shall wear footwear that conforms to safe work practices.

Personnel Conduct:

Rizzetta & Company, Inc. shall enforce strict discipline and good order among its employees on the project site. Rizzetta & Company, Inc. shall ensure that its employees communicate and interact with the FishHawk Ranch community and any other customer/party associated with the FishHawk Ranch project are knowledgeable of the project and the services Rizzetta & Company, Inc. is performing.

Liability Insurance:

Rizzetta & Company, Inc. shall, throughout the performance of its Services pursuant to this Agreement, maintain: Occurrence basis comprehensive general liability insurance (including a broad form contractual coverage) with minimum limits of \$2,000,000.00 respectively, protecting it and Owner from claims for bodily injury (including death) and property damage which may arise from or in connection with the performance of Rizzetta & Company, Inc. services from or out of any act or omission of Rizzetta & Company, Inc., its officers, directors, agents, and employees.

COORDINATION:

Rizzetta & Company, Inc. shall provide coordination with the Owner for all items associated with the requirements of this Agreement.

General Coordination:

Rizzetta & Company, Inc. shall meet with the Owner on a regular basis. The schedule will be determined by the Owner but will likely be monthly. Those meetings shall serve as a forum for the exchange of information, identification of pertinent and critical issues, determination of an action plan and schedule for resolving those issues, review of schedule, and budget status.



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RESPONSE TIME:

Rizzetta & Company, Inc. shall provide services or a response to the request for service within twenty-four (24) hours of receipt. The following is general response time information and requirements for the Emergency Response Program to be developed, implemented, and maintained by Rizzetta & Company, Inc.

General:

Rizzetta & Company, Inc. shall provide supervisory and operating personnel as required who shall be available on call 24 hours per day, 7 days per week to respond to and correct any problems with any of the elements covered by this Agreement. Should Rizzetta & Company, Inc. fail to respond to a request for any services addressed in this Project Scope within the required allotted time, the Owner should, at Rizzetta & Company, Inc. sole expense, provide the requested services.

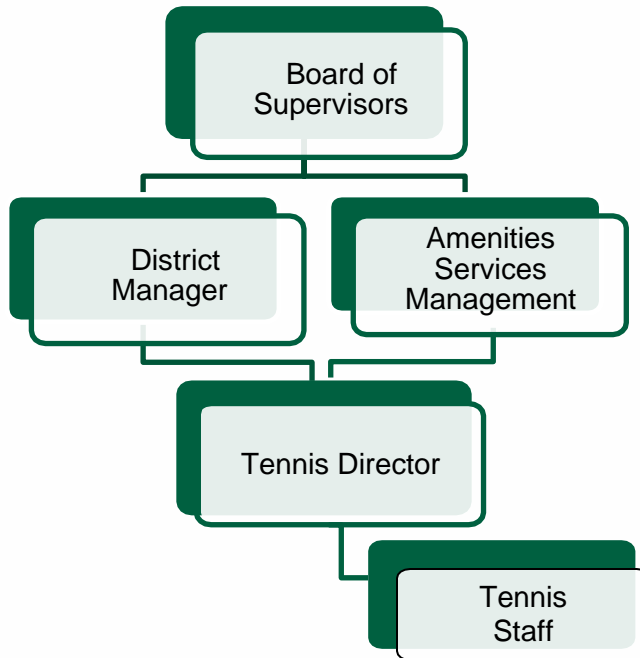
LITIGATION SUPPORT SERVICES: Prepare documentation in response to litigation requests and provide necessary expert testimony in connection with litigation involving District issues.

If any litigation support services are required or requested, the Consultant will provide a detailed description of these services and fees for such services to the District for approval prior to beginning any additional services.



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Organization Chart



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Schedule of Fees

AMENITY MANAGEMENT SERVICES:

Services will be billed bi-weekly, payable in advance of each bi-week pursuant to the following schedule for the period of **One Year. Contract will be pro-rated from start date to end of fiscal year.**

PERSONNEL: (12 MONTHS)

Tennis Director:

Full Time Personnel - 40 hr/wk

Office/Proshop Administrator:

Full Time Personnel - 40 hr/wk

Office Staff:

Part Time Personnel - 60 hr/wk

	ANNUAL
Budgeted Personnel Total ⁽¹⁾	\$ 211,981.00
General Management and Oversight ⁽²⁾	\$ 22,200.00
Total Services Cost:	\$ \$234,181.00

One-time Payroll Deposit ⁽³⁾	\$ 16,431.00
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Rizzetta & Company

(1). Budgeted Personnel: These budgeted costs reflect full personnel levels required to perform the services outlined in this contract. Personnel costs includes: All direct costs related to the personnel for wages, Full-Time benefits, applicable payroll-related taxes, workers' compensation, and payroll administration and processing.

(2). General Management and Oversight: The costs associated with Rizzetta Amenity Services, Inc.'s expertise and time in the implementation of the day-to-day scope of services, management oversight, hiring, and training of staff.

(3). Payroll Deposit: A one-time deposit required for use in paying salaries and related costs for personnel assigned and providing services to the District. This payroll deposit is defined as one month of maximum total services costs.



The District shall be responsible for any of the following costs associated with the operation of the amenity facilities:

Pre-employment Testing: Background and substance abuse reports shall be ordered for candidates identified to fill amenity positions.

Uniforms: Personnel shall wear community specific shirts provided by the District if required.

Cell Phone: Management personnel shall require a cell phone or a cell phone allowance. This phone will also be used as the contact number for the District for after hour emergencies.

Office Equipment: Personnel will require a dedicated computer, printer, and a digital camera as well as convenient access to an onsite copier and fax machine, provided by the District.

Mileage Reimbursement: Personnel shall receive mileage reimbursement incurred while performing the District's responsibilities when using a personal vehicle. Mileage shall be reimbursed at the rate approved by the Internal Revenue Service.



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ADDITIONAL AND LITIGATION SUPPORT SERVICES:

Additional and Litigation Support Services will be billed hourly pursuant to the current hourly rates shown below:

Job Title:	Hourly Rate:
Principal	\$300.00
Vice President	\$250.00
Chief Financial Officer	\$250.00
Director	\$225.00
Information Technology Manager	\$225.00
Regional District Manager	\$200.00
Financial Services Manager	\$200.00
Accounting Manager	\$200.00
Regional Licensed Community Association Manager	\$200.00
District Manager	\$175.00
Licensed Community Association Manager	\$175.00
Amenity Services Manager	\$175.00
Clubhouse Manager	\$175.00
Senior Helpdesk Support Engineer	\$175.00
Financial Analyst	\$150.00
Senior Field Services Manager	\$150.00
Senior Accountant	\$150.00
Field Services Manager	\$125.00
Community Association Coordinator	\$100.00
Financial Associate	\$100.00
Staff Accountant	\$100.00
Information Technology	\$100.00
Accounting Clerk	\$ 85.00
Administrative Assistant	\$ 85.00



Rizzetta & Company



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
11/03/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER M. E. Wilson Company, LLC 300 W. Platt St. Ste 200 Tampa, FL 33606	1-813-229-8021	CONTACT NAME: PHONE (A/C, No, Ext): E-MAIL ADDRESS: INSURER(S) AFFORDING COVERAGE INSURER A: OLD REPUBLIC INS CO INSURER B: StarStone National Insurance Company INSURER C: HOUSTON SPECIALTY INS CO INSURER D: FEDERAL INS CO INSURER E: INSURER F:	FAX (A/C, No): NAIC # 24147 25495 12935 20281
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COVERAGES

CERTIFICATE NUMBER: 63699862

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVR	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER		MWZY3142145	11/01/21	11/01/22	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Per occurrence) \$ 300,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000 \$
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		MWTB3142145	11/01/21	11/01/22	COMBINED SINGLE LIMIT (Per accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTIONS 0		875804301ALI	11/01/21	11/01/22	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000 \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	VIN Y N/A	MWC3142145	11/01/21	11/01/22	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Professional Liability		MEQHS000212900	11/01/21	11/01/22	Aggregate 1,000,000
D	Crime		82229260	11/01/21	11/01/22	Employee Dishonesty 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

For Information Purposes Only

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

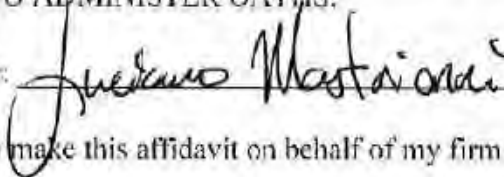
AUTHORIZED REPRESENTATIVE

Affidavit for **Public Entity Crimes, Scrutinized Companies,** **E-Verify, and Non-Collusion**

*[Invitation to Negotiate for Tennis Center Management Services]
Fishhawk Ranch Community Development District*

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

Name of Proposer:



I am authorized to make this affidavit on behalf of my firm and its owner, directors and officers. I state that:

Public Entity Crimes

1. I understand that a "person" or "affiliate" who has been placed on the "convicted vendor list" following a "conviction" for a "public entity crime" (as those terms are defined in Section 287.133, Florida Statutes) for a period of 36 months following the date of being placed on the convicted vendor list, would render us ineligible to submit a proposal for this project.
2. Neither I, nor any person or affiliates with my firm, nor my firm has been placed on the convicted vendor list following a conviction for a public entity crime that would render us ineligible to submit a proposal for this project.

Scrutinized Companies

3. I understand that, pursuant to Section 287.135(2)(a), Florida Statutes, we would be ineligible to submit a proposal for this project if we are company that is on the "Scrutinized Companies that Boycott Israel List" (created pursuant to Section 215.4725, Florida Statutes) or are engaged in a boycott of Israel.
4. Neither I nor my firm are on the "Scrutinized Companies that Boycott Israel List" nor are we engaged in a boycott of Israel.

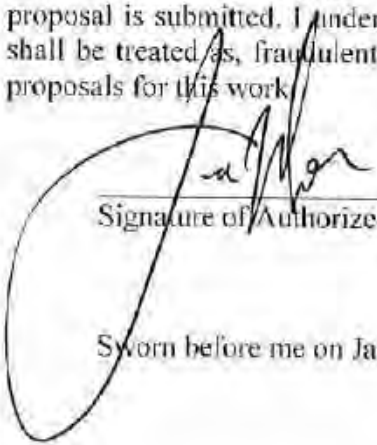
E-Verify

5. I understand that, pursuant to Section 448.095(2), Florida Statutes, we must comply with Florida's E-Verify law in order to enter into an agreement with a public employer.
6. Our firm is registered with and uses the United States Department of Homeland Security's E-Verify system to verify the work authorization status of all employees hired on or after January 1, 2021.
7. No public employer has terminated a contract with our firm under Section 448.095(2)(c), Florida Statutes, within the year immediately preceding the date of our proposal.
8. Our firm is currently in compliance and will remain in compliance, for the duration of the agreement, with all requirements of Section 448.095(2), Florida Statutes.
9. I understand that, if there is a good faith belief that our firm has knowingly violated Section 448.09(1), Florida Statutes, there is an obligation to terminate the agreement pursuant to Section 448.095(2)(c), Florida Statutes.
10. I understand that, if there is a good faith belief that one of our subcontractor(s) has knowingly violated the Section 448.09(1), Florida Statutes, but our firm has otherwise complied with its obligations thereunder, then our firm will be required to immediately terminate its contract with the subcontractor in order to continue providing services to a public employer.

Non-Collusion

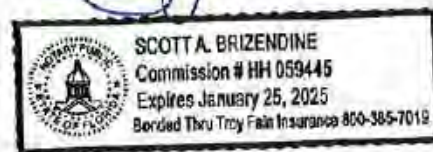
11. The price(s) and amount(s) of in our proposal have been arrived at independently and without consultation, communication, or agreement with any other proposer, potential proposer, proposal, or potential proposal.
12. Neither the price(s) nor the amount(s) in our proposal, have been disclosed to any other firm or person who is a proposer or potential proposer, and they will not be disclosed before opening of all proposals.
13. No attempt has been made or will be made to induce any firm or persons to refrain from submitting a proposal, or to submit a price(s) higher than the prices in our proposal, or to submit any intentionally high or noncompetitive price(s) or other form of complementary proposal.
14. Our proposal is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
15. Our firm, its affiliates, subsidiaries, officers, director, and employees are not currently under investigation, by any governmental agency and have not in the last 3 years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to any public contract, except as disclosed.

I state that I and the named firm understand and acknowledge that the above representations are material and important, and will be relied on by the Fishhawk Ranch Community Development District for which our proposal is submitted. I understand and my firm understands that any misstatement in this affidavit is, and shall be treated as, fraudulent concealment from the District of the true facts relating to the submission of proposals for this work.


Signature of Authorized Signatory of Proposer

Sworn before me on January 31, 2022


Notary Public Signature



Notary Stamp

Rizzetta – Follow up

Questions:

- How do you envision ordering merchandise for the pro shop?
- Can you elaborate on the net sales component to pro shop?
- Will Rizzetta pay for teaching supplies and tennis balls (for teaching)?
- Please expand on who will be paying for the budgeted personnel and general management listed under schedule of fees (\$234,181) ? Is this for estimation purposes only and will be paid by Rizzetta?
- Does Rizzetta have any ownership interest in any other entities related to tennis, or operation of the facility?
- Do you envision any type of incentives or bonus pay for instructors, or support staff? How have you done that in the past?
- Does your proposal cover website support? Do you have experience maintaining a website, or software for class sign ups?
- Have you or your company been terminated at any locations you previously worked with? If the answer is yes, please elaborate.

Please confirm these numbers below are accurate:

Financial Impact

- 90/10 split for all lessons/programming
- 50/50 split for stringing services
- 0/100 split for net sales in the pro shop

Misc Costs

- Background testing fees
- Uniforms/clothing (if uniforms are required)
- Cell Phone – Tennis Director shall have cell phone allowance
- Office Equipment – dedicated computer, printer and digital camera
- Mileage reimbursement – as needed

Tennis Director

- All fees for this will be paid by Rizzetta out of the 90/10 split

Assistant Tennis Pros

- All fees for this will be paid by Rizzetta out of the 90/10 split

Office staff

- All fees for this will be paid by Rizzetta out of the 90/10 split

The District shall pay for maintenance of the courts including personnel and supplies

Rizzetta – Follow up

Questions:

- How do you envision ordering merchandise for the pro shop? **The Tennis Director and his pro shop staff would be responsible for the ordering of supplies and equipment for the pro shop. The District would be paying the invoices for the items ordered.**
- Can you elaborate on the net sales component to pro shop? **The Tennis Director would receive a % of pro shop sales (% Negotiated) and the District would receive the remaining net sales.**
- Will Rizzetta pay for teaching supplies and tennis balls (for teaching)? **Since the district will be receiving a % of lesson revenue the cost for this will fall on the District.**
- Please expand on who will be paying for the budgeted personnel and general management listed under schedule of fees (\$234,181)? Is this for estimation purposes only and will be paid by Rizzetta? **This cost is for staffing (Tennis Director, pro shop staff and office administrator) plus burden and management fee. This would be paid for by the District and billed to the District by Rizzetta.**
- Does Rizzetta have any ownership interest in any other entities related to tennis, or operation of the facility? **No, we do not.**
- Do you envision any type of incentives or bonus pay for instructors, or support staff? How have you done that in the past? **The Tennis Director will be getting a % of lessons generated by all staff and of the pro shop (% negotiated), that is an incentive in itself. Teaching staff commissions will be negotiated, but at this time no bonuses are planned and could be negotiated at a later time.**
- Does your proposal cover website support? Do you have experience maintaining a website, or software for class sign ups? **We have our own IT department to provide support where we need it and there is an abundance of software available for use with sign up for classes. Any cost incurred here would be passed on to the District.**
- Have you or your company been terminated at any locations you previously worked with? If the answer is yes, please elaborate. **Within the last year we were terminated at the Asturia CDD for budgetary concerns. They needed to reduce costs and cut staffing for a reduction in their budget.**

Please confirm these numbers below are accurate:

Financial Impact

- 90/10 split for all lessons/programming **This cost is 90/10 after lesson commissions are paid out.**
- 50/50 split for stringing services **This is correct.**
- 0/100 split for net sales in the pro shop **This is correct and explained in an earlier question.**

Misc Costs

- Background testing fees **Billed to the District**
- Uniforms/clothing (if uniforms are required) **Billed to the District**
- Cell Phone – Tennis Director shall have cell phone allowance **The Tennis Director would be given either a \$50 or \$100 cell phone stipend (to be determined by CDD) and this is billed to the District.**
- Office Equipment – dedicated computer, printer and digital camera **All costs incurred by the District**
- Mileage reimbursement – as needed **Yes, paid at industry standard and billed to the District**

Tennis Director

- All fees for this will be paid by Rizzetta out of the 90/10 split. The Tennis Director is paid from the contracted Budgeted Personnel Total as well as from commissions discussed earlier.

Assistant Tennis Pros

- All fees for this will be paid by Rizzetta out of the 90/10 split Assistant Tennis Pros will be considered subcontractors and will be paid from the 90% received by the District.

Office staff

- All fees for this will be paid by Rizzetta out of the 90/10 split Office staff will be paid for from the contracted Budgeted Personnel Total.

The District shall pay for maintenance of the courts including personnel and supplies We understand this is the current set up with the District paying for maintenance and up keep of the courts and any costs incurred while doing this.

BOOM BOOM MANAGEMENT

FishHawk Ranch Tennis Center Management Services Proposal

Prepared for:
FishHawk Ranch
Community Development District

Prepared by:
Brandon Feldman
Boom Boom Management, LLC

Cover Letter

FishHawk Ranch Community Development District:

Almost every tennis club owner, whether they be privately or commonly held, desires a pleasant experience for their players/members/guest without the inconvenience of having to manage and attend to it.

At Boom Boom Management, LLC we offer our expertise and personalized techniques of managing your tennis facility. Our management concept is founded on professionalism, integrity, accountability, and quality service that guarantees the maximum return from your investment, while maintaining your club at the highest standards to offer the best amenities possible.

Boom Boom Management, LLC offers programming and facility management services for tennis facilities in Hillsborough County, FL. Our Company has eight years experience in the facility management business. We are a full-service property management company, providing facility supervision and management, from dues collection, member relations, vendors and bill payments to lesson/program administration and property maintenance, etc. We will eliminate your headaches that come from being a club owner.

We will gladly submit a free quotation for the management of your tennis club facility. Below you will find a list of our industry references per your request.

Sincerely,

Brandon Feldman

Boom Boom Management, LLC

Phone: (813) 324-5172

1. Executive Summary

Mission Statement

Boom Boom Management, LLC manages your Recreational Facility 24-7! Our Mission: Maximizing Client satisfaction by applying exceptional Sports Facility Management skills, while ensuring Member satisfaction by adopting first rate customer service!

Our experience runs the tennis gamut from beginning junior to professional instruction; dealing with publicly owned to private university. If you have a fitness facility and people who want to gain enjoyment from that property, we would love to offer our expertise in managing your space, staff and programs. Our tennis-specific knowledge includes facets dealing with lessons, local and USTA leagues and hard and clay court maintenance. While our current management contracts only include traditional clay court irrigation systems, past experience and continued continuing education has been related to subsurface irrigation systems, as well.

Above all, customer service is our top priority. Every aspect of our programs and daily management is focused on the enjoyment of the facility/amenity that we have been entrusted to maintain. While not every customer can be satisfied, it is our desire to make as many happy enough to continue to take advantage of our services and have guests wish to recommend us to the greater community.

2. Company Profile

Company Information

Company Name: Boom Boom Management, LLC DBA, Buckhorn Springs Racquet & Pool Club

Head Office Address: 15556 Martinmeadow Drive, Lithia, FL 33547

Email Address: bfeldman@boomboommgmt.com

Telephone Numbers: (813)502-5160 (Buckhorn Springs Racquet & Pool Club), (813)324-5172 (cell)

Office Location: Buckhorn Springs Racquet & Pool Club

Office Address: 2721 S. Miller Rd, Valrico, FL 33596

3 tennis professionals service this facility, along with 3 year-round and 2 seasonal maintenance employees.

Boom Boom Management (BBM) LLC was formed in 2019 by Brandon Feldman, after 20+ years in the tennis industry, including time in public clubs, University athletics and CDD-involved work. While involved in multiple projects within the tennis community, the only club currently managed by BBM is Buckhorn Springs Racquet & Pool Club..

It is our believe that there are multiple factors that contribute to our ability to be the best qualified to perform the Scope of Services. Our owner has been a FishHawk resident for over eight years, having been Head Professional at FishHawk Ranch Tennis Club for the first three of that time. We have had a continuous presence in the area for this entire time, and for over two years have successfully rehabilitated the Buckhorn Springs Club tennis facility from the brink of closing to an extremely well thought of destination for local tennis players. It is our intention to do something with this club that no on else can possibly offer - the ability for "overflow" use by FishHawk members when the community club is unable to accommodate them.

The team that we propose for the FishHawk Ranch Tennis Center has not been specifically identified, other than the fact that Brandon Feldman will plan on taking the role of General Manager. Staff that is currently employed at the club will be given an opportunity to remain, but a nationwide search will be conducted for 2-3 USPTA/USPTR-certified tennis professional, as well as a local search for office staff. After the first year, an assessment will be made as to the ability to promote one of our tennis professionals to take on daily management duties, as well.

It is our understanding that there is a great need for both instructional programming (particularly with the junior players) and recreational/league play (USTA, ALOT, men/women, etc.). We would also encourage the use of the community hard courts as a satellite to the Club, to move some of the instructional programs to create the possibility of an extra court on some days for residential play. This would be in addition to the use of Buckhorn for member play as well. While instructional programming would be available there, as well, it would not be encouraged.

References

1. Name: Bob Munro, General Manager, Buckhorn Springs Golf & Country Club

Contact Information: bmunro@buckhornsprings.com (813)689-7766

2. Name: Shannon Wilder, Account Representative, Welch Tennis Courts, Inc.

Contact Information: ShannonW@welchtc.com (800)543-9111

3. Name: Tim Miles, Sales Representative, Babolat USA

Contact Information: tmiles@babolat.com (813)662-3668

4. Teresa Manganello, Director, Tampa HEAT (homeschool resource center)

Contact Information: tampabayheat@gmail.com

License & Permits

1. License Issuing Body: Florida Division of Corporations (Florida Limited Liability Company)

Expiration: 12/31/2022

2. License Issuing Body: Florida Department of Revenue (Sales and Use Tax)

Expiration: 13/21/2022

3. Scope of Services & Costs

Our proposal includes services under the headings of General Duties, Maintenance Duties, Programming and Tennis Instruction and Pro Shop. Some of these services are as follows:

General Duties:

- Operation and maintenance of the Tennis Center
- Enforcement of CDD rules, related to the Tennis Center
- Communication, coordination and cooperation with the CDD, District Manager and District Board of Supervisors on a consistent basis
- Customer service

Maintenance Duties:

- Oversee and work with contracted company, hired by the CDD, that will be providing court maintenance for the tennis courts
- Inspect and tend to daily court issues to enhance play and lessen overall maintenance costs
- Ensure that all assets of the Tennis Center are in working order.
- Secure the facility prior to anticipated inclement weather
- Ensure, through delegation of staff duties, the proper opening and closing of the facility on a daily basis (other than scheduled closed holidays by the CDD).

Programming and Tennis Instruction:

- Provide beginning through advanced instruction (private and group) for all levels of players
- Implement and develop lesson programs for adults and juniors
- All coaches should be professional certified (USPTA, USPTR, ITF or other nationally/internationally-recognized organization). "Helpers/assistants" may be utilized, under the supervision of a certified instructor.

Pro Shop:

- Operation of the Pro Shop will be run by BBM
- All items for sale will be stocked by BBM to the best ability possible
 - These items will include, but not limited to, rackets, strings, grips, balls and tennis playing accessories. Racket customization services, such as restringing, will also be provided.
- Staff (provided by FH CDD) will be trained in product knowledge, sales and customer relations to best serve our customers

It is our offer that all items listed for for the following financial terms:

- Twenty-five (25) percent of net "on-court" and programming income generated will be paid to the CDD. Schedule of payments to be negotiated.

- Five (5) percent of pro-shop sales (products/services) will be paid to the CDD. Schedule of payments to be negotiated.
- An annual management fee of \$50,000.00 will be paid by the CDD to BBM. Schedule of payments to be negotiated.
- All membership and guest fees will remain 100% for the CDD.

We are also agreeable to a flat rate that would minimize the variability in program success to the CDD.

As previously stated, it is our observation that the facility is currently operating at a close to maximum capacity with a conflict arising between the instructional and recreational side of the house. It is our intention to appease both through multiple avenues. The first is to offer the Buckhorn Springs Racquet & Pool Club (BSRPC) as a reservable option to FishHawk members - there would be a negotiated cost to this, less than the current guest rate available and with greater access than non-members currently have at BSRPC. Second, we would potentially decrease the number of reservable courts for lessons/instruction from three (3) to two (2) during certain hours but potentially increase them to four (4) during after-school hours. All of this would require a more in-depth analysis of the past court usage patterns. We would also like the option to conduct some teaching sessions at the community hard courts - under the same financial terms. Finally, we would like to strive for a maximum instructor to student ratio of 6:1 for all instructional classes. Not included in this are regularly scheduled fitness classes, privately contracted sessions and non-regular "special events". We feel that this will maintain the club as a paragon of dedicated teaching in the area. However, this will certainly affect the income that can be generated for our teaching staff. The management fee paid by the FH CDD to BBM will therefor be used to supplement instructors salaries, as well as that of the Club Manager to best attract and retain qualified professionals to work for us. Our teaching professionals will also be offered pro shop sales percentages and performance bonuses. While exact salaries are dependent on performance, we expect to be extremely competitive in the local area for salaries in our field.

Follow up – Boom Boom Management

Questions

- It is listed that the \$50,000 would be used to attract pros, what percentage will go directly to Boom Boom Management as a fee?
- What would be the percentage split between Boom Boom and the instructors?
- What merchandise would you be look to stock – please include any name brands and types.
- Do you have any ownership interest in any other entities related to tennis, or operation of the facility?
- The Tennis Center currently has three instructors plus a Tennis Director. Do you envision using the same instructor count, or a variance?
- You indicate incentives or bonus pay for instructors. Would you envision any incentives or bonus pay for support staff? How have you done that it in the past?
- Does your proposal cover website support? Do you have experience maintaining a website, or software for class sign ups?
- Have you or your company been terminated at any locations you previously worked with? If the answer is yes, please elaborate.

Please verify the below assumptions are accurate:

Financial Impact

- \$50,000 management fee – which will be used to pay salaries of pros.

Tennis Director

- Split not indicated. 25% to the District

Assistant Pro

- Split not indicated. 25% to the District

Additional Pros

- Split not indicated. 25% to the District

Misc Costs

- 5% of pro shop sales to District.

Questions

- It is listed that the \$50,000 would be used to attract pros, what percentage will go directly to Boom Boom Management as a fee?

Compensation agreements will be negotiated with each teaching professional individually based on numerous factors. For existing facility employees, it would be our goal for them to be compensated at the same absolute amount that they currently are paid. A balance between guaranteed income (what this amount would be used towards) and commissions (income based on on-court hours) will be worked out with each pro. Our starting assumption is that at least 30-50% of this amount will be directed to our on-court professionals. A portion may also be used for additional on-site management personnel.

- What would be the percentage split between Boom Boom and the instructors?

Again, each compensation package will vary based on a variety of factors. Head professionals' percentages are generally higher than assistant professionals'. But some pros may enjoy the security of guaranteed income. As such, we cannot indicate what our instructors' compensation rate will be.

- What merchandise would you be look to stock - please include any name brands and types.

Currently, we have a relationship with Babolat; this would make for an easy addition to the FishHawk Ranch Tennis Center. However, I was on the Wilson Pro Staff team for over a decade so am familiar with and fond of their product line. Rackets and strings would be our primary merchandise, along with balls, hats, towels, grips and other miscellaneous playing accessories. Other popular products, such as Tourna Grip from Unique Sports, and others, will also be stocked. Shoes and bags from our main company will be stocked on a limited basis, as well.

- Do you have any ownership interest in any other entities related to tennis, or operation of the facility?

Boom Boom Management, LLC is currently the only business owned by Brandon Feldman. We do manage/operate the Buckhorn Springs Racquet Club.

- The Tennis Center currently has three instructors plus a Tennis Director. Do you envision using the same instructor count, or a variance?

Based on our desire for the amount of instruction to be given and the court availability limitations, we envision having 2 "full-time" (30+ hours on-court) professionals. A third instructor will be necessary, but more investigation will have to be completed as to whether they are full or part-time.

- You indicate incentives or bonus pay for instructors. Would you envision any incentives or bonus pay for support staff? How have you done that in the past?

It is our understanding that the support staff will be CDD employees. We will investigate legal/tax implications for offering incentives/bonus pay for staff that are not employed by our company. In general, however, office/support staff are not offered performance-based incentives but are eligible for annual (i.e. holiday) bonus pay.

- Does your proposal cover website support? Do you have experience maintaining a website, or software for class sign ups?

Personally, in the past I have managed the website of a university athletic department - starting when HTML was a required language to complete such a task, to a more "modern" interface.

Sign-ups for classes will be offered online. A website will be utilized for these sign-ups as well as club and program promotion.

- Have you or your company been terminated at any locations you previously worked with? If the answer is yes, please elaborate.

Covid had been the only undesired interruption in our scheduled provided services.

Please verify the below assumptions are accurate:

Financial impact

- \$50,000 management fee - which will be used to pay salaries of pros.

Tennis Director

- Split not indicated. 25% to the District

Assistant Pro

- Split not indicated. 25% to the District

Additional Pros

- Split not indicated. 25% to the District

Misc Costs

- 5% of pro shop sales

The proposed management fee will be used for tennis professional/management salaries and expenses.

All on-court income will have 25% go to the FishHawk CDD. 5% of pro shop sales will go to the FishHawk CDD

SCOTT SMITH

TENNIS

PROPOSAL OF MANAGEMENT SERVICES
for
FISHHAWK RANCH COMMUNITY
DEVLEOPMENT DISTRICT
2022

SCOTT SMITH (USPTA, IPTPA)

LOCATION: Tampa, Florida

**Teaching and managing tennis facilities
for over 30 years**

TENNIS DIRECTOR/CLUB MANAGER

Videos of recent & current clubs:

2019 Squire Creek Country Club Show with Scott, Nick Bollettieri and Luke Jensen

<https://www.youtube.com/watch?v=Et9gBK0g3os>

Vineyard Youth Tennis 2015 (aired on the Tennis Channel)

<https://www.youtube.com/watch?v=8SNLILpYmVM&t=27s>

INTRODUCTION

I am honored and excited to be able to submit a proposal for management services for FishHawk Community Development District. Although I have not been actively involved in the tennis area since relocating to Massachusetts in 2006, I have kept a strong presence and network of individuals and professionals who I have corresponded with over the years, not to mention playing events and social tennis in the area and owning a home in Tampa since 1998. I have been in the tennis business for over 35 years and have an immaculate reputation in managing top notch facilities as well as producing some of the top junior programs in Tampa, the Caribbean and the Northeast. Currently, I am at a six-court country club in rural Louisiana where I have developed a top junior program that was nonexistent before, created numerous leagues and tournaments as well social events, not to mention regular scheduled guest pros and speakers.

FishHawk Ranch is very similar to my present position in terms of courts, neighborhood and clientele, so putting together a proposal is very similar to the responsibilities I currently have. I am currently the Director of Tennis at Squire Creek Country club in Choudrant, Louisiana. I have been here at this position almost three years after leaving my past position as Executive Director of Vineyard Youth Tennis on the island of Martha's Vineyard for twelve years where my program acclaimed national attention. That position had our original benefactor pull out and leave the nonprofit unfunded and a whole business model change which basically made my job redundant.

While at Vineyard Youth tennis I basically set out to make our program nationally recognized in which I most definitely accomplished. Our program consisted of over 250 children per week and over 350 in the summer months. Children ages 5-17 participated two times per week and a waiting list was usually in order. Needless to say, before my arrival in 2006, the VYT Program did not have any leadership, organization or vision. The program also had two Tennis Channel shows, multiple children receiving college scholarships and recognition throughout the northeast and thousands of children learning to play the game. This was all accomplished by bringing together a committed group of professionals, creating a fun and learning environment and last, but not least, bringing in speakers and past professionals such as Nick Bollettieri, Jimmy Arias, Jim Courier, Jensen Brothers, Roscoe Tanner and numerous others. My connection with my current network with former and past professional has always been an asset to me where I have been employed and I hope to bring the same to FishHawk.

I left Vineyard Youth Tennis, when, despite the facility's heralded success, the benefactor withdrew his financial support and left the nonprofit unfunded.

I was chosen for my current position after a national search and moved to the area September 1, 2018. The club is located in a rural area but is considered one of the top country clubs in Louisiana and one of the top golf courses in the south. Since my arrival I have already implemented numerous programs and events to help increase membership and awareness

such as a Mixed Singles League, Parent Child Days, 3- Day Boot Camps and Cardio Tennis. The non-existent junior program now stands at 115 children who play on a regular basis. I instituted a school pickup service which drastically turned the program around. My experience in country club management, team building and hiring, motivating and retaining staff was one of the reasons I was selected and I keep striving to enrich the member experience. The past couple of years I have organized a clinic with world famous tennis coach Nick Bollettieri and Luke Jensen, directed USTA adult and junior tournaments, UTR tournaments, numerous morning ladies' leagues, Mixed Doubles events, Men's Nights and Pickleball events and hundreds of other events. I consider my ability to bring social activity to a club as an asset.

With a more captive audience and CCD support, I feel I can increase the junior program, increase adult activity, bring in top professionals and speakers, all to boost the positive experience for the club and surrounding community. I feel my energy and experiences in the country club atmosphere, as well as the nonprofit where I trained strictly juniors, would be a huge asset to your facility.

PROPOSED STAFFING LEVELS

Using my current model at Squire Creek Country Club where I serve as the Director of Tennis/Pickleball with two teaching assistants who help out in the pro shop, court maintenance and directing of tournaments and socials. I currently spend 50% of time on court and the other 50% managing the facility and corresponding with the membership via email blasts, social media, phone calls and personal engagement. My assistants spend the majority of their time on the court and working pro shop hours and court maintenance, however, due to the geographic location of the pro shop they also have the ability to teach while on "shop duty". I am a firm believer that you should have the ability to "crossover" in all aspects of facility management and be prepared to do what is needed to do.

The current Pro Shop hours at FishHawk do seem a bit more than needed and that can be evaluated to reduce payroll. (See below). At my current facility we currently close shop at 7 pm during the weekdays and 5:00 pm on weekends depending on seasonal temperatures. Of course, Pro Shop Staffing hours can be adjusted depending on activity and pro shop employees' hours vary depending on court reservations. Pro Shop merchandising is very tricky these days with online ordering such a big part of our lives. I have always had success with keeping the basic grips, strings and accessories. We can special order clothing as needed for team uniforms and racquets on an as needed basis. I would not want to tie up thousands of dollars of inventory in this day and age. I would propose the stringing services be the responsibility of the vendor with the purchase of the inventory and the profits distributed to the management company/Individual. Remainder of Pro Shop Inventory would be the responsibility of the CDD.

Alternative Pro Shop Hours 8:00 am.- 7:00 pm Monday-Friday

8:00 am.-5:00 pm Saturday-Sunday

COURT MAINTENANCE

Every facility I have been associated with has always had the reputation of having the best courts in the area. This does not happen by accident. A strict brushing and rolling regiment as well as weed and mold control is imperative. I personally take responsibility to ensure that the clay courts are always in top notch condition. Clay would be added in the spring annually and as needed throughout the year. Rolling, which many clubs fail to do, ensures that line tapes stay level and less clay being washed off the courts.

JUNIOR PROGRAMMING

Starting from the days of River Hills Country Club in Brandon where I had the largest junior program in the area, I have always directed well attended junior programs. This is due to a great staff and showing the kids and parents that you care. A mix of fun and competitive events to keep the children engaged is the secret. Prior to my current position at Vineyard Youth Tennis, we had over 200 children per week and over 350 in the summer months! As Tennis Director/Club Manager at the Cayman Islands Tennis Club our program was the largest in the Caribbean, by once again providing the right atmosphere for the kids and keeping them engaged. I currently have a large junior program at Squire Creek, aided by an after school pickup service as well as offering lessons to 4-5 year olds. We are currently at capacity in all junior programs.

At Fishhawk Ranch, I would also conduct a review of pricing structures, child to pro ratio and review playing levels of the children to see if the correct Net Generation pathway is being utilized.

ADULT PROGRAMMING

Adults should have all levels of programs available to them morning and evening. As Club Manager of the Cayman Islands, I was responsible for a mixed singles with well over 90 singles players. I have recently instituted league play here at my present club and have a respectable 24 players with more players coming in each month. Also, in the Cayman Islands I directed week long **Adult Training Camps** and brought in past touring professionals to help with the instruction and of course an exhibition was also held to conclude the event. **Mini Tennis Camps** were also held on the weekends under the same premise. Other innovative ideas at my past facilities were bringing in speakers such as former touring pro **Ryler DeHeart** to talk about training techniques and Jimmy Arias, former number 4 in the world to tell “stories from the tour”. Our **Club Night** was also popular at the Cayman Islands Tennis Club which was a drop- in doubles round robin with myself playing in and usually garnered 16-20 people each evening. take pride in each one and making sure that each member enjoys themselves and talks positively about it. **Pickleball** events can be incorporated with tennis events to get new players on the court, not to mention **Triples Tournaments** and **UTR events**. **USTA and Local leagues** are always at the forefront as this bring recognition and pride to our community.

In conclusion programming is the life blood of every successful tennis as player of every age and level should have a variety of social, competitive and instructional events in which to participate and enjoy.

MEMBER/GUEST RELATIONS

Members/residents needs are my number one priority. I believe that communication is essential for the success of both the club and its members. I have built strong relationships by ensuring that I am sensitive to players' complaints or suggestions and that I am approachable and effective in solving their problems. I recently encountered a club member with an issue about court reservations on a Sunday when junior matches were held. We came to a compromise about the timing and everything was resolved. My goal is to always try and keep the membership happy by providing well maintained courts, great instructional programs and a positive and fun environment.

COMPETITIVE PLAY

At my current club, we are using the Universal Tennis Rating (UTR) System which has been an amazing success. Juniors and Adults are trying to raise their UTR rating up by playing in a series of tournaments and match play events. This format is now on the tennis scene and is gaining in popularity worldwide. Of course, USTA leagues remain a vital part of most tennis clubs, as well as in house leagues and club challenges. Matchmaking within the club is also very important especially for the newer residents/members.

SOCIAL ACTIVITY

I pride myself in conducting fun and innovative social activities. Some of the most popular ones are Triples, Parent/ Child Drills, Boot Camps, Cardio Tennis, Fajitas & Ritas, Sneaks and Cleats, as well as the typical July 4th, Labor Day and other holiday round robins. These socials are a great way to get players out who are normally not involved in club programs to meet new players and have some fun. Accompanying these events are usually a food and beverage component as well as prizes and games to conclude the social.

(See attached portfolio under Social Activity)

FINANCIAL OBLIGATION FOR FISHHAWK RANCH CCD

Below is what I envision as the financial obligation of FishHawk Ranch. Coincidentally, these figures are similar to those at my present club due to the similarities of the settings. Please keep in mind, there may be other expenses to be incurred but I have done my best to clarify the most immediate expenses.

SALARIES

\$60,000.00 Salary to Tennis Director

\$15,000.00 Salary to Assistant Professional (1) Pro Shop Hours and Court Maintenance included

LESSON PERCENTAGES

Fishhawk CDD to receive 30% of all generated lesson revenues from Tennis Director from private and group lessons and Camps.

FishHawk CDD to receive 30% of all generated lesson revenues from Assistant Pro.

Director responsible for paying "helpers." Other pros will be independent contractors w the same 70/30 split as the assistant.

Tennis Director is also to receive 100% of all tournament, social and league revenue and will be responsible for the incurred expenses.

MISCELLANEOUS EXPENES

\$3,900.00 understood Health Insurance stipend to Director

\$ 1,200.00 Annual Cell phone allowance

TOTAL COSTS OF SERVICES TO BE INCURRED BY FISHHAWK RANCH

\$75,000.00 Salaries

\$3,900.00 Stipend Health Insurance

\$1,200.00 Annual Cell Phone allowance (estimated)

*USPTA Pros carry a \$6 million liability coverage while on court. Any other insurance would have to be negotiated.

CONCLUSION

I would welcome an opportunity to return to my home and the Tampa Bay area and help build FishHawk Ranch into the best tennis club it can possibly be. By applying pragmatic management skills, innovative ideas, strong network connections, unflagging energy and a respect for the bottom line, I am confident we can create a fun, stimulating environment where adults and children of all ages and abilities can flourish. Let's work together to make this happen!

Respectfully submitted,

Scott Smith

USPTA, IPTPA



**Ready to become
FishHawk Ranch
next Tennis
Director/Club
Manager!**



**SCOTT
SMITH**

scottsmith@squirecreek.com

101 Pine Crest Dr. Ruston, LA 71270



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? ? ? ? ? ? ? **Who am I?** ?

I always try to greet the members with a smile and make them feel comfortable. I catch them when they come off the court too. This is usually a “How did you hit em?” comment to start the conversation.

Private lessons, clinics, Cardio Tennis and other innovative programs have been part of my professional persona for 35 years. I am a very visible professional and have been known to not take days off for months at a time. I truly enjoy working at a beautiful facility and my wife can attest that if I am bored at home I will go into work. I love being around people and listening to their ideas, compliments, and of course, criticisms. I want everything to feel perfect for the members, and if not, I take it personally.

If and when I am not at the club you can find me at the gym on the treadmill, lifting weights, or spending time with my wife of 30 years. Physical fitness has always been a big part of my life with running half marathons and even participating in amateur bodybuilding. Education is an important element of my career. I attend numerous State and National conventions and contributing throughout my career to many boards and committees.



Nick Bollettieri Tennis Academy



My Lucky Career Start

Bradenton, Florida

I had walked on at the University of Tennessee Tennis Team in 1981 and during the summer camp my coach had received a call from Legendary coach Nick Bollettieri looking for instructors. Having seen a 60 Minute special on his tennis academy I jumped at the opportunity and packed my bags for Florida. It was there I learned how to work, to teach and to fulfill your dreams. Working with some of the greatest names in the game such as Agassi, Courier, Seles and numerous others only created more of a fire to succeed in this profession.

After spending three years at the Academy I wanted to branch out into the country club scene and landed my position at the Meadows Country Club in nearby Sarasota. There I learned about court maintenance, stringing, organizing ladies teams and social activities. I even directed a USTA Professional tennis tournament. However, after three years I was ready to become a Head Tennis Professional/Tennis Director and made the move to Tampa.

Past Positions and Descriptions



Sarasota, FL

2000 Members

16 Clay tennis courts

As the assistant and then Head Professional at this beautiful club, I was immersed in the private country club atmosphere, learning court maintenance, stringing, pro shop merchandising, member relations, and of course dealing with inter and intra club teams. Our club fielded over 7 ladies' teams and 5 mens' teams with an active junior program. My former mentor and boss Greg Jones will say to this day that he has never seen a better driller than myself. Of course, that comes from my days at the aforementioned Bollettieri Academy.



Valrico, FL

700 Members

8 Clay tennis courts

I started this club from its inception, building the membership and dreaming up ways of increasing the memberships. Numerous tennis socials, membership drives and the Del Monte Open (a money prize tournament that attracted numerous former professionals) were just a few of the events I held. I had built up the junior program to be the largest in the Tampa Bay area by approaching schools and giving free clinics and passing out flyers. Ten men's and women's teams represented the club in various leagues. It was widely known that River Hills was one of the most active clubs in the Tampa Bay area during my tenure.



Tampa, FL

2000 Members

11 Clay tennis courts

A brief stint at this club after the collapse of River Hills, with Arvida restructuring across the board. The Tampa Palms was a beautiful club where I landed until the Cayman Islands came calling. Directing the junior program, teaching numerous adult lessons, and court maintenance were my primary duties under my former manager at the Meadows Country Club.

Past Positions and Descriptions



Grand Cayman, British West Indies

800 Members

8 Hard tennis courts

A private club in the heart of the Caribbean hired me to be the Tennis Director and Club Manager. I was asked to revitalize the club which had been decimated by previous management. A whole restructuring of the junior and adult program were in order. I brought in numerous professionals, including former number 1 in the world Jim Courier, to play exhibitions. I also invited former touring pros Luke and Murphy Jensen, Jimmy Arias, Mel Purcell, Roscoe Tanner, Patrick McEnroe and many others. Needless to say, the Cayman Islands Tennis Club became one of the most active clubs in the Caribbean during my tenure.



Treasure Island, FL

600 Members

13 Clay tennis courts

Treasure Island was a very challenging club that consisted of a senior based membership that was not used to lesson or social activity. However, I set out once again to improve programming, increase participation in the junior program, and to bring in top notch exhibitions. Former top 20 in the world Mel Purcell and former number 4 in the world Jimmy Arias participated in an exhibition in which over 200 spectators attended. I directed the Raymond James Pro am with former top pros such as John Lloyd and Monica Seles participating, raising thousands of dollars for a local charity. The USPTA Grand Prix was also a stop on the tour in which I directed and secured numerous sponsorships to make this one of the best stops on the tour. To this date, my former manager, Joe Meyer will attest to the energy and enthusiasm I brought to the club matched no other.

Past Positions and Descriptions



Vineyard Youth Tennis Oak Bluffs

Martha's Vineyard, MA

Nonprofit youth training center (275 children per week)

4 clay tennis courts (with seasonal bubble)

I was hired once again to revitalize a program that had prior management problems. I immediately instituted a change in the program that resulted in children playing more tennis and adding a competitive component to their training. Over 275 children per week came through the doors during the school year, and upward of 350 during the summer. I supervised and trained a staff of 5-7 pros to be on the same page, while at the same time managing children and their parents. Our program became nationally known with two videos produced and airing on the tennis channel, see (Television Features.) I brought in numerous speakers to talk to the children about college and life on the pro tour. We had many tennis exhibitions with former pros Luke and Murphy Jensen, Jimmy Arias, Mel Purcell, Roscoe Tanner, Katrina Adams and Todd Martin to name a few. After 12 years, the original benefactor discontinued funding for the nonprofit, which led me to my current position.



Coudrant, LA

1200 Members

6 Clay and 2 hard courts

After a national search of over 200 tennis professionals, I was hired to bring more enthusiasm and energy to an eager, but young membership. I immediately implemented a school pickup service to bring children out to the club for tennis instruction. We went from 0 children to currently 75 children in our after-school program. I brought Nick Boll ettieri and Luke Jensen to conduct a clinic and give a talk, and also invited local college players. The event was a sell out with people wanting more. A couple months later, I transformed our courtyard (typically used for weddings) into a grass tennis court, with over 40 people in attendance for the social. I implemented a Mixed Singles league was as numerous socials (see flyers under Social Events Galore) I established men's and women's clinics, which had never occurred before, and over 45 new players joined in just the past two months! Needless to say, the energy has returned to the club.

Articles And News Publications

Page 2 (News/Publication) 20-25, Feb. 6, 1988

SPORTS

Arias plays at T.I. court

STACEY ARIAS, a professional tennis player, will be playing at the T.I. court in the new tennis center at the University of Tampa. The center is located on the campus of the University of Tampa, which is a private university in Tampa, Florida. The center is a state-of-the-art facility that will provide a high-quality environment for tennis players of all levels. The center is expected to be completed in the near future.

New tennis pro is welcomed at community yacht club

BOB COLE, a professional tennis player, has been welcomed to the community yacht club. Cole is a well-known tennis player who has won several national titles. He is now living in the area and is looking for a new challenge. The community yacht club is a great place for him to play and to meet other tennis players.

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Face the

'Y' Games need youth input
The Y Games need youth input. The Y Games are a series of events that are held in the area. They are a great way for young people to get involved in sports and to meet other young people. The Y Games are held in the area and are a great way for young people to get involved in sports and to meet other young people.

DISTRICT NEWS

CENTRAL

Tennis in this area is an exciting sport. There are many tennis players in the area who are looking for a new challenge. The tennis community in the area is growing and is a great place for tennis players to play and to meet other tennis players.

Pro tennis player is looking for a new challenge. The tennis community in the area is growing and is a great place for tennis players to play and to meet other tennis players.

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SOUTHWEST

A Christmas Kids tennis was held at Center Park on December 21st. The event was a great success and was a great way for young people to get involved in sports and to meet other young people.

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NORTHWEST

The USTA Southwest Program came to Ocala County on January 10th and was hosted by Woody Newton and Skip Snelson.

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SOUTH TAMPA NEWS

WEDNESDAY, JUNE 16, 1988 • 10¢ A COPY • (C) 1988 SOUTH TAMPA NEWS

Palma Ceia Tennis Pro Starts League

By [Name]

Palma Ceia, a professional tennis player, has started a tennis league in the area. The league is a great way for young people to get involved in sports and to meet other young people. The league is held in the area and is a great way for young people to get involved in sports and to meet other young people.

Pro tennis player is looking for a new challenge. The tennis community in the area is growing and is a great place for tennis players to play and to meet other tennis players.

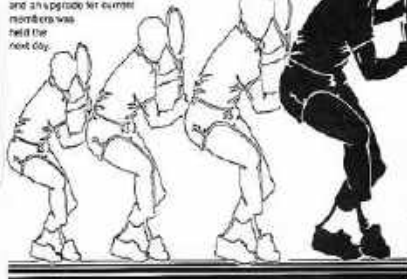
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Television and Video Features



During the course of my career I have been fortunate enough to have many of my facilities featured on the Tennis Channel as well as local and community news. We had numerous features at Vineyard Youth Tennis and in the Cayman Islands. Obviously, this has brought immeasurable PR to the clubs and has helped increase membership and was something to make our members proud.

Video Segments



Chronicle New Show ABC Boston 2015

<http://www.wcvb.com/article/martha-s-vineyard-island-of-champions/8290715>



Vineyard Youth Tennis 2012 (Aired on the Tennis Channel)

<https://www.youtube.com/watch?v=WB6iDlmZnzc>



Vineyard Youth Tennis 2015 (Aired on the Tennis Channel)

<https://www.youtube.com/watch?v=WB6iDlmZnzc&t=204s>



Ritz Carlton Cayman Islands Special

https://www.youtube.com/watch?v=4O_ZeyJlhbs&t=1s



MVTV Talk Show

<https://youtube.com/d9rbf/gxhYmE>

Scott Doing the Floss Dance

<https://www.youtube.com/watch?v=JX85wAUwtfc&t=14s>



Budgeting and Money Saving Measures



I have always enjoyed the budgeting process and always trying to implement new policies in order to save the club money. Below are a few examples from my past and present positions.

Cayman Islands Tennis Club

- Implemented Light Timer system to keep lights from being kept on all night.
- Immeasurable savings to the club.

Squire Creek

- Installing light timer to court lights to switch off at a pre-determined time to reduce leaving court lights on all night which results in immeasurable savings.
- Constant monitoring of Hydro grid boxes to reduce water flow
- Replaced aging ice machine which decreased wasted water
- Implemented Court Reservation system to reduce pro shop staffing and payroll
- Installed all new LED Lighting on all courts which drastically reduced energy output

Vineyard Youth Tennis

- Implemented a toggle switch on the control board to reduce heating costs in the bubble which decreased propane usage from \$50,000 per year to \$12,000 per year
- We used volunteers help erect the bubble which eliminated over \$10,000 in labor costs

Working With Committees and Boards

I have been lucky to work with numerous tennis committees and boards throughout my career. At the Meadows, River Hills, Cayman Islands and Treasure Island, I met with committees anywhere from once a week to once a month. I always gave a written report ahead of time, with a question and answer session during the meeting. This was a great time to bounce ideas off the group and to keep them abreast of personnel decisions and upcoming events. At Vineyard Youth Tennis I presented an Annual Report to our benefactor as well as a Board of Directors made up of the "who's who" of business and entertainment. Attendance stats, tournament results, high school team report, facility maintenance, personnel reports and budget compliance were the main topics reported.



2017-18 Board Report

June 30th 2018

2017 Summer Attendance

July session 204 (212 last year) 80 % local

4-6 years- 44

1-2nd grade -30

3-5th 44

6-12th -24

A Team-30

B Team -32

August Session 206 (209 last year) 80 % local

4-6 years46

1-2nd grade -33

3-5th -48

6-12th -22

A Team-23

B Team -34

Total summer revenue \$21, 931.25

2016-17 School Year Attendance Records

Fall A 175

Fall B 169

Winter A 161

Winter B 168

Spring 129 (no high school children)

VYT Tennis Groups

Future Stars

The Future Stars are a group of twelve children that have displayed a love for the game and interest shown that they will play for years to come. The group is led in the rankings by Otis Forrester, Claus Smith and Kyle Levy which should both move to the Tournament Team in the fall. A great group of young girls are also in the group that will continue to progress and will be on the watch list soon for the Tournament Team.

Tournament Team

The Tournament Team has 12 members, losing one of them to baseball in the early spring. Although the level of play is not quite as strong as it has been as judged by their rankings, this group is very talented and most of the children are active in other sports. Cali Giglio and Hunter Tomkins are the only girls on the team with Cali going into 8th grade and Hunter going into the 7th grade. Finn Lewis and Jack Lionette are the tops in the group, but attrition will take over with Finn Lewis deciding to play baseball at the high school level and Jack attending boarding school next year in the 8th grade.

High School Tennis

Fourpeat!

The girl's tennis team on its FOURTH state title in a row with a 4-1 victory over Winchester High School at the State Championships at Newton South. This year the team moved up to Division 2 and posted a line- up of Kelly Klaren, Victoria Scott, Hannah Rabasca at singles positions and Lizzie Williamson-Kat Roberts playing number 1 doubles and Chesca Potter and Molly Pogue playing number 2 doubles. The team finished undefeated at 21-0 with Coaches Nina Bramhall and Liz Roberts doing an excellent job of coaching the team. The team loses only Williamson and Roberts with the possibility of an good summer player moving to the island to contribute to the team, along with a couple of girls who have played in our program for years but have not participated in USTA tournaments. Overall, the prognosis looks good again for next year.



Lizzie and Kat Capture MIAA Doubles Title

Lizzie Williamson and Kat Roberts captured the MIAA Doubles Individual title with a 6-4, 6-0 victory over Newton South. This was Kat's first individual title and Lizzie's third title in a row.



Boys Tennis Team

The boys team finished the season with a 15-3 record. They lost in the quarterfinals of the south section 3-2 to Old Rochester. The team will lose only one senior in Garrett Ziliinger and number one singles Max Potter, along with sophomores Owen Favreau, Eric Reubens and Chris Ferry will be returning. Spencer Pogue, a junior, will be vying for the number 1 singles spot next year. With only a couple of recreational players coming up from the VYT program, the team will be strong once again but will be lacking depth.

SCHOLARSHIP AND ACTIVITIES FUND EVENTS

The annual mail out fundraiser campaign for the Scholarship Fund raised close to \$10,000.00, with donations dropping off after the potential YMCA announcement. A portion of these funds were used to take children off island for tournaments and challenges, as well as, donating to the High School Awards Night in which Lizzie Williamson and Kat Roberts were both award \$1000.00 each to help with college expenses.

Pros Award

The annual Pros Award was reinstated this year and given to an overwhelmingly unanimous choice in Cali Giglio. Cali is an amazing young lady the exemplifies all the characteristics that VYT instills in their players. She was awarded with a one week expense paid trip to the Nike Camp



Tennis Exhibition and Christmas Party

Junior high schoolers Victoria Scott and Kelly Klaren challenge the senior girls, Lizzie Williamson and Kat Roberts, with the juniors coming out on top with a victory. A big crowd inside the bubble watched the exciting action with food and drink served inside the clubhouse to compliment the event. Cali Giglio was presented the Pros Award following the match.

Nick Bollettieri returns

World famous tennis coach Nick Bollettieri made his third trip to VYT this past summer as part of our 15 year anniversary. He conducted a clinic for the juniors, as well as, giving his famous motivational speech. As expected, it was an inspirational and uplifting experience and all that attended were left with a renewed and re-energized view of the sport, as only Nick can deliver. Also, as part of the festivities, VYT Head Pro Michael Halisky played world ranked 40 & over player David McNamara losing in two sets with a big crowd watching the match.

MISCELLANEOUS SUMMER ACTIVITIES

Top Gun

Matches were held each Monday evening with the top juniors on the island receiving invitations to participate to see who will be Top Gun. Victoria Scott was the overall winner with her name permanently inscribed on the Plaque in the VYT lobby along with winners such as Kelly Klaren, Zak Danz and Kent Leonard.



Mayotte visits VYT

Former top 20 in the world visited VYT during the August Pro Am held at Farm Neck. Mayotte conducted a junior and adult clinic and shared his insights on tennis. Unfortunately, the event will not be held this year. Also, in conjunction with the Pro Am, Vineyard Youth Tennis Scholarship Fund received a \$3000.00 check from proceeds from the event.

VYT OPERATIONS AND STAFF

Long-time island pro Tyler Owens departed VYT in March to take a position in Kentucky. Michael and I handled most of the teaching during the spring months with high schoolers filling in as needed along with former VYT graduate Ryan Sawyer. Michael Halisky is now in his 12th year and continues to do a great job. He continues to teach his special invite class on Wednesday night on his own time. Barbara Leonard is a "Jack of all Trades". Not only is she in charge of registration, you can catch her watering plants, teaching on the court when needed, sweeping the floors and just generally keeping VYT neat and clean. Barbara definitely goes above and beyond the call of duty.

Bubble destruction

The VYT bubble finally gave way after 16 years of service. The third nor'easter of the season damaged the bubble beyond repair. All precautions were taken but with numerous previous mechanical issues which deflated the bubble over eight times before the storm, the system could not keep up with the

power outages and winds over 90 mph. A decision was made once the bubble was down and an evaluation was done by Eastern Air to cut the bubble up into pieces and haul it away. A demolition of the current bubble mechanical systems will begin soon. The program was only disrupted for a couple of weeks as court time was negotiated with the Airport Indoor center. All but one class was able to receive instruction for the months of March and April.

CONCLUSION

It is with a heavy heart that I write my last board report after twelve years. I will be moving on and have accepted a Director of Tennis position in Louisiana. My wife and I are ready for a new adventure in the country club arena. I am so proud of our accomplishments with 6 high school state championships, students who have gone on to play college tennis, national recognition to our program, and last but not least, the opportunity to teach thousands of children the game of tennis and to be a part of a welcoming and close knit community. The many staff that I have worked with and the children that have come up through the ranks to work at VYT have been rewarding. But most of all, the VYT Board of Directors, has allowed me the freedom to do what I thought was right for the Vineyard Youth Tennis program in not only developing champions and recreational/life-long players, but developing great human beings as well. My wife and I will always hold the Vineyard very special to our hearts.

Respectfully submitted,

Scott Smith

Executive Director



Staff Development and Retention

Staff development and retention are critical to maintain a healthy work atmosphere. I believe in monthly meetings to discuss issues such as court problems, the pro shop, member concerns and upcoming events. One practice I have taken up is to copy all staff members on the emails I sent to the members to keep them in the loop to what correspondences are going out to the members. At my previous position, my assistant was with me for twelve years and the previous three years in Florida, and my shop attendant was there nearly 5 years. A healthy work environment is paramount in retaining staff. I try to incentivize assistants monetarily as well as time off, and this applies to Pro Shop staff as well. Special bonuses, such as discounts, lunch at the club, paid seminars are also great ways to make a team feel important.

Junior Programing



Michael Halisky (left) and Executive Director/Coach Scott Smith (right) surrounded by their up-and-coming champions.

Scott started coaching tennis when he was a senior in high school. "It's what I figured I wanted to do," he says. "It's very rewarding when I see these kids, stops wa Na tennis a now. H

Featured Article for Martha's Vineyard Publication

I can easily say that junior programming has been in my wheelhouse. Having some of the largest junior programs in the area at three different clubs (River Hills, Cayman Islands, Martha's Vineyard) can attest to my commitment and love for junior development. I have taught over 25 children that have gone on to play college tennis and 6 who have played on the professional tour. If you were to count the number of juniors I taught at the Nick Bollettieri Tennis Academy that went on to play on the tour the number would be well over 50. There is no secret on how to build a great junior program. It takes commitment, hard work, parent communication and showing the kids that you care.

At my present position there was a nonexistent junior program. We now have over 90 children participating regularly on an After School basis and also on weekends. Many of the children are picked up from local schools and brought to the club for instruction. Many other events such as Parent Child, Round Robins, Leagues and club challenges are available to the children. I have also held numerous junior tournaments to capture emails and phone numbers to add to my ever growing database.



Adult Programing

Programming is the life blood of a tennis facility. I am a true believer in trying to get as many members as possible on the court by way of lessons, competitive programs, and social events. I also know each club has its own personality and what might work at one facility may not work at another due to mitigating factors. However, there is always a way to cater a program to fit the needs of the Club. Below are just a few that have been successful at past clubs:

Mixed Singles League

In house Mixed Doubles League

Club Challenges with local clubs

Professional exhibitions with clinics

Cardio Tennis 

Training Weekends or Nights with guest pros

Guest speakers in association with a mixer

Stroke of the Week

Competitive Doubles (4.0 & above)

Men's and Ladies Morning & Evenings

Demo Days

Boot Camp

Battle of the Sexes

I have a reputation of conducting fabulous social events at every club I have ever directed. Getting people out on the court and having fun is my main objective



BLACKLIGHT TENNIS PARTY
at Squire Creek Country Club!
 Friday, April 30, 2021
 Gates: 6pm-8pm and 8pm-10pm \$20-40 per person (Members avail.)

Space is limited, so register early!
 Registration begins on April 1st. Only 40
 Participants allowed.
RegisterWithUs.com/xgloblacklighttennisparty.com

[illegible]

Fajitas & Ritas Tennis Social

FRIDAY, AUGUST 2ND
6:00 PM - 8:00 PM

\$29.00 PER PERSON
INCLUDES DINNER & BEEF FAJITA
BUFFET, BEER/STAN, KILLS, TENNIS,
PICKUP AND PARK

POLICE WILL HAVE TO STOP A TRUCK AT
5:45 (P. 577-15 700 AND SIGN AN "OFF STAN"
CARD FOR CAR PARKING & PICKUP)

*TAXES & GRAVITY AS
APPLICABLE TO ALL CATERING
08-774-321-4270

[illegible]


 SOUTH COAST COUNTY CLUB
SPRING FLING TENNIS
TOURNAMENT
 MARCH 28 - MARCH 29
 OCEANVIEW, CALIFORNIA
 ONCE-ONLY
 \$950 (COURTSIDE) \$2,400 (SEAT) \$3,400 (BOX)
 (COURTSIDE) \$150 (SEAT) \$250 (BOX)
 (MAGNOLIA) \$250 (SEAT) \$400 (BOX) (4+1) (MAY ONLY)
 REGISTER AT: WWW.SCCCLUB.COM
 TOLL FREE 1-800-361-2629

Social Events Galore

Squire Creek
MIXED SINGLES FLEX LEAGUE

JUNE 17TH - AUGUST 3RD
ALL MATCHES TO BE PLAYED AT SQUIRE CREEK

HOW DOES IT WORK?
 Men and women will be grouped by ability into a group of 5-6 people. A schedule will be printed as to who plays who and when matches occur.
 You will then play your weekly match and record the scores. At the end of the league the two people with the highest scores will move up and the two with the lowest will move down. I would like to open it up to newcomers as well as we can get a big group. If you would like to play let me know and please feel free to contact your friend!
 Members- no charge
 Nonmembers- \$35.00 for the season

Contact Scott Smith at 774-521-4370 or scottsmith@squirecreek.com

Squire Creek
TENNIS ANYONE?

Ladies Beginner Tennis Lessons
Starting Thursday, July 25th 6-7 pm
 You will be playing tennis with your friends at the end of the summer!

21A WEEK SESSION COST
 \$75.00 MEMBERS
 \$90.00 NONMEMBERS

ALL STROKES WILL BE COVERED IN THE SESSION AND YOU WILL BE PLAYING TENNIS WITH YOUR FRIENDS THIS SUMMER

CONTACT SCOTT SMITH
 AT 774-521-4370 OR SCOTTSMITH@SQUIRECREEK.COM

Squire Creek
SUMMER JUNIOR TENNIS TOURNAMENT

JUNE 29TH - 30TH
Entry deadline June 28th at 5:00 pm

DIVISIONS ARE BOYS AND GIRLS
 10 & UNDER
 12 & UNDER
 14 & UNDER
 16 & UNDER
 18 & UNDER

\$25.00 MEMBERS
\$35.00 NONMEMBERS

Squire Creek Golf Houses available at a rate of:
 \$150.00 King
 \$35.00 Queen

CALL SCOTT SMITH AT 774-521-4370 OR EMAIL SCOTTSMITH@SQUIRECREEK.COM

SQUIRE CREEK PRO AM
Saturday, September 26th

FEATURING LOCAL PROFESSIONALS, COLLEGE PLAYERS AND MIKE MUNDALL (FORMER TOP 20 IN THE WORLD)

FORMAT
 8:30-11:30 AM LADIES PRO AM WITH THE PROS
 11:00 PM LUNCH IN THE CLUBHOUSE WITH THE PROS AND SPONSORS
 1:30-4:30 PM MEN'S PRO AM WITH THE PROS
 5:00 PM PROFESSIONAL EXHIBITION OPEN TO THE PUBLIC

\$325.00 for members includes tennis and lunch.

REGISTRATION BEGINS ON TUESDAY, SEPTEMBER 2ND AT 9:00 AM. SPACE IS LIMITED.

FOR MORE INFORMATION CONTACT SCOTT SMITH AT 774-521-4370 OR SCOTTSMITH@SQUIRECREEK.COM

SQUIRE CREEK AFTER SCHOOL TENNIS PROGRAM
introducing for the first time AFTER SCHOOL PICK UP SERVICE!

For children 3rd grade and up!
Beginning September 25th
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I bought this franchise after returning to the Tampa Bay area. It was a very popular flex league with matches played all over the Tampa Bay area. Unfortunately, I had to give it up once we moved up to Massachusetts.

(813) 541-3107



i9 Sports Tennis
2914 San Rafael St.
Tampa, FL 33629
(813) 541-3107
www.i9sports.com
ssmith@i9sports.com



FOR MORE INFORMATION OR
TO REGISTER VISIT
WWW.I9SPORTS.COM
OR CALL (813) 541-3107

INDEPENDENTLY OWNED & OPERATED

I 9 Sports League



WHY PLAY I9?

The I9 Tennis League is a flex league. It caters to those players who have difficulty committing to a set playing time. You choose the day and time. The recreational player who cannot afford to belong to a club will feel right at home. All levels are available, from the beginning player to the advanced tournament player. Singles, doubles and mixed doubles will create an exciting atmosphere for the players. We even offer a senior division for those players who feel more comfortable playing someone in their own age range. Our state of the art Website features standings, schedules, specials and other exciting offers, not to mention an online retail sports store. Other incentives for I9 league players include discounts at local Pinellas and Hillsborough tennis shops and a complimentary I9 T-shirt for all participants upon registration.

The I9 team also conducts clinics, tournaments and corporate outings at our home base or at your designated facility. I9 sports was formed to provide communities with both the efficiency of a professional, national organization, and the representation of local franchise owners who live and work in the communities they serve.

Give it a try!

"I have been involved in many of Scott's tennis events and they are always successful, this league is a winner!"-Jimmy Arias (former ATP top 5 in the world)



AMATEUR SPORTS GOES PRO.

I9 Sports is redefining amateur sports. Your local I9 Sports league provides its participants with a number of important advantages, including:

*High degree of customer service and professionalism

*Commitment to safety, organization and sportsmanship

*Exciting tournaments, camps and special events

*Easy-to-use online registration for teams and players

*Informative e-newsletter featuring league and team news

*Schedules, standings and team/player statistics online

*Discounts at local tennis shops when enrolled in tennis league

* League T-shirt when registering

*Tennis league, corporate outings and special events directed by a USPTA certified Tennis Professional

*Online sporting goods store

*Referral incentive programs



WHO ARE WE?

RHONDA AND SCOTT SMITH

Scott and Rhonda recently returned



to the U.S.A., after living in Grand Cayman, Cayman Islands for nine years. Scott produced the largest junior program in the Caribbean, as

well as directing many Professional Exhibitions, Pro-Ams and Charity events, which featured some of the greatest names in the game. Scott has been a USPTA teaching professional for the past 25 years as well as being the Director at top clubs in the Tampa Bay area. He is currently the Director of Tennis at the Treasure Island Tennis & Yacht Club and USPTA District President for Pinellas County.

Rhonda is the owner/manager of



the Treasure Island Tennis & Yacht Club Pro Shop, which is considered one of the best in the St. Petersburg area. Rhonda plays a key role in

the customer service side of I9. Her creative touch and warm personality helps keep the I9 Tennis League both professional and fun.



May 25, 2017

To whom it may concern,

I am very pleased to offer a reference for Scott Smith. Scott was our Director of Tennis the summer seasons of 2004- & 2005. The Vineyard Haven Yacht Club is a beautiful unassuming club in Vineyard Haven on the island of Martha's Vineyard. We have a nationally known sailing program and our members are offered the nice quiet lifestyle that the Vineyard is known for.

Prior to Scott's arrival our tennis program was basically nonexistent. Scott immediately implemented lesson programs and social activity that took our program to a new level. Scott was always the first one there at 6:00 am and the last to leave at 7 pm. Scott has the personality where that if his name is attached to it, he will make sure it is done right with integrity and honesty.

Unfortunately, we were sad to lose him for the following summer where he took on the Executive Director position at Vineyard Youth Tennis, where he has also taken that program to another level. He has developed a Community Tennis Association, founded the first ever tennis flex league, is a caretaker of personal tennis courts and helps seasonal pros find jobs at the various clubs on the island. I can honestly say that Scott is not one to sit still!

Scott Smith would be a dream hire for any facility where he would bring a wealth of knowledge, energy, fun and excitement. If you have any other questions or concerns please don't hesitate to call or email.

Sincerely,

Charles Felder
Club Manager
Vineyard Haven Yacht Club

Martha's Vineyard
508 680-6477
manager@vhyc.org

NICK BOLLETTIERI

April 3, 2018

To Whom It May Concern:

My name is Nick Bollettieri. I am a professional tennis coach who has been fortunate to have developed and coached ten #1 ranked ATP and WTA tennis players in the world including Andre Agassi, Jim Courier, Monica Seles, Jelena Jankovic, Marcello Rios, Boris Becker, Maria Sharapova, Serena Williams, Venus Williams, and Martina Hingis. I created the tennis academy model of training and developed the first, largest, and most prestigious sports training academy in the world, now called IMG Academy. I have worked with hundreds and hundreds of other top professional players, thousands of collegiate tennis players, and hundreds and hundreds of coaches throughout my career. I am a published writer, sought after motivational speaker, entrepreneur, and philanthropist. In July 2014 I was inducted into the International Tennis Hall of Fame, one of the highest honors in tennis. I am widely recognized as one of the most accomplished and famous tennis coaches in the history of our game. In my more than sixty-one (61) years as a professional in the sport of tennis, I have acquired skills and knowledge that qualifies me as an expert in tennis. Through my vast years of experience, I have attained a keen understanding of the game and what it takes to be a great coach and great tennis facility manager.

I am writing this letter in support of Scott Smith. Scott worked at my Academy back in the early years, from 1982-85, and returned a couple more times to help out in various capacities. While at the Academy, he was a group supervisor and also was in charge of supervising and managing Academy students while at weekend tournaments. Even at an early age Scott's discipline and maturity was evident and this has gotten him where he is today.

I have kept in touch with Scott as his career progressed from prestigious clubs such as the Cayman Islands Tennis Club, Treasure Island Tennis and Yacht Club, and his last position Vineyard Youth Tennis in Martha's Vineyard. While Scott was the Manager the Tennis Director of Vineyard Youth Tennis, I was fortunate enough to participate in three superbly run and well-planned events organized by Scott.

Scott is extremely well organized, friendly, disciplined, and extremely dedicated as a topflight facility manager. He has directed numerous exhibitions, pro-am's and tournaments with some of the biggest names in tennis. This is not to say that Scott is not a great instructor. Quite the opposite, his students have gone on to receive scholarships at prestigious colleges and a few have even participated on the Pro Tour.

I am proud to have known Scott for over 30 years and can unequivocally state that I would highly recommend Scott for any Tennis Directorship at any facility in the country. His honesty, work ethic, knowledge and pride in his work make him a rare find for any club that offers him an opportunity.

Please do not hesitate to contact me if you have any questions or if I can supply any additional information on Scott.

Sincerely,

A handwritten signature in black ink, reading "Nick Bollettieri". The signature is fluid and cursive, with a large, stylized "N" and "B".

Nick Bollettieri
Founder and President Emeritus – IMG Academy
International Tennis Hall of Fame Inductee – 2014
Office: 941.962.7836
Cell: 941.201.8033
Email: NBollettieriTennis@gmail.com



November 1, 2017

I am writing to provide a reference for B. Scott Smith, who has served for the past 10 years as Executive Director of Vineyard Youth Tennis.

Scott is a dynamic, dedicated and highly experienced tennis professional who has taken our program from a small, community-based organization to a nationally-known model for tennis instruction and development. He created a structure which provides a solid introduction to the sport for the youth of our island, increasing their skills, confidence and commitment as they advance. We now have more than 200 students in the program, ranging in age from 6-18. Our high school boys and girls varsity teams have won five state championships in the past seven years. Many of our older players have achieved impressive USTA rankings in New England and our top girl's doubles team has just won back-to-back individual state titles. This is directly attributable to Scott's leadership and instructional methods, which the players have responded to enthusiastically.

He took over a program which was only moderately successful and brought it to a much higher level by instilling a family atmosphere, a vested interest in the children and a structured and disciplined environment that encourages learning. Scott has assembled a superior staff and stressed communication and constant feedback to the children and parents. He combines credibility with a great sense of humor and real caring for each student in the program; the results have been exemplary.

Scott is also a great ambassador for our organization, actively participating as a leader in local and national tennis organizations. He was the founder of Martha's Vineyard Community Tennis, which has increased adult participation in the sport in our area significantly. He established and maintained numerous social media outlets informing the public of tennis events and news, he founded our Scholarship and Activities Fund which provided scholarships to local children to attend tennis camps and purchase equipment and he was honored by the USPTA in 2014 as Facility Manager of the Year.

In addition, Scott has creatively initiated activities such as tournaments, exhibitions and clinics which have brought increased focus and activity to our program. He has brought top pros and coaches to the area to participate in these events such as Arias, Bollettieri, Mayotte, Jensens, Fernandez, Adams, Wilkison, Martin, etc. He has arranged trips for our players to neighboring facilities and to the Tennis Hall of Fame in Newport, RI.

We are pleased to recommend Scott without hesitation as a teacher and program director who will bring great credit to every organization that he is affiliated with. He is highly organized, financially savvy, energetic and committed; I have no doubt that he has the needed skills and experience to develop a high-profile and highly successful operation, as he has for Vineyard Youth Tennis.

Christopher Scott

Chairman

Vineyard Youth Tennis, Inc.

To Whom It May Concern,

I am writing to highly recommend Scott Smith, the Executive Director at Vineyard Youth Tennis, to become your club's Tennis Director. I have known Scott for 25 years since I moved to the Tampa Bay area. Scott is a very special Tennis professional due to his excellent tennis teaching, promotional and customer service skills.

When Scott was the Tennis Director at River Hills Country Club in Brandon, Fl. , he had the largest Junior training program in the Tampa Bay area. At his club in the Cayman Islands, he brought in top nationally known Tennis teachers and professional players to conduct first-class Adult Camps that were rivaled nowhere. He had over 50 Adults training with 12 different, high caliber pros for a three day camp. Scott ran his camps numerous times in the Cayman Islands to rave reviews.

I am also very impressed at the great job Scott has done with his program of over 1000 juniors each year at his Vineyard Youth Tennis program. Scott's top juniors go on to play college tennis. I would say that Scott has world-class teaching and coaching experience to work with some of the best players in the country. His background as a coach at the IMG Bolleittieri Academy helped him develop great friendships with the likes of Andre Agassi, Jim Courier, Jimmy Arias to name a few. Scott is very well connected to the game's top players and pros. I have seen Scott promote and execute tennis clinics, for his membership, with some of the biggest names in Tennis over the years.

Scott Smith is a very personable professional who works extremely hard. He is reliable and honest. He does what he says he is going to do. I know because I have been one of Scott's guest coaches at two of his clubs. Scott is a man of his word. You will be getting a high energy, fun and entertaining professional of high moral character.

Scott Smith, in my opinion, is one of the top 1% Tennis Directors in the U.S.

Please feel free to contact me with any questions about Scott Smith.

Sincerely,

Ed Krass, Founder/Director

29th Annual College Tennis Exposure Camp

Former Harvard Head Coach of Women's Tennis, 1986-1990

www.collegetennis.com

Director/Founder, One-On-One Doubles Tournaments

www.oneononedoubles.com

813-684-9031 (office)

813-478-3384 (cell)

Follow up - Scott Smith Tennis

Questions

- You indicate that the pro shop would have revised hours (closing at 7:00 Mon-Fri and 5:00 Sat/Sun). How do you see that impacting court reservations and check in?
- You discussed the proposal for stringing and basic supplies; what about racquets (including demos) and balls? Would that be an area that you would want to take on, or are you proposing that the District be responsible for ordering?
- How does the after school pickup program work? Who owns the vehicle and who operates it? I do not believe that is needed at FishHawk, but I would like to understand how effective that is
- How do you envision incorporating pickleball into the programming/court allocation? What is needed to support that? *We currently have pickleball courts within FishHawk, but not at the tennis center*
- Do you have any ownership interest in any other entities related to tennis, or operation of the facility?
- Do you envision any type of incentives or bonus pay for instructors, or support staff? How have you done that in the past?
- Does your proposal cover website support? Do you have experience maintaining a website, or software for class sign ups?
- Have you or your company been terminated at any locations you previously worked with? If the answer is yes, please elaborate.
-

Please verify the below assumptions are accurate:

Financial Impact

Tennis Director

- \$60,000 base salary
- Misc expenses
 - \$1,200 annual cell phone
- 70/30 split

Assistant Pro

- \$15,000 salary (employee)
- No health benefits
- 70/30 split
- No override to Tennis Director

Additional Pros

- Independent Contractor
- 70/30 split

Follow up – Scott Smith

- You indicate that the pro shop would have revised hours (closing at 7:00 Mon-Fri and 5:00 Sat/Sun). How do you see that impacting court reservations and check in? **After speaking with you and learning more of how the operation works in regards to check in I may have to keep hours the same until I can further evaluate. Not knowing the demand for court time in late evening hours alters my thinking. At my present club, we have online court reservations so we know when players are coming and therefore can staff accordingly. Also, most players at my present club do not necessarily check in with the pro shop as they already know what court they are playing on from the online reservations page.**
- You discussed the proposal for stringing and basic supplies; what about racquets (including demos) and balls? **I would recommend the District take on the responsibility of balls, racquets and demos and any other clothing. I would be glad to supply the grips, strings, wristbands, etc.**
- How does the after school pickup program work? Who owns the vehicle and who operates it? I do not believe that is needed at FishHawk, but I would like to understand how effective that is. **After speaking with you, it had been mentioned that many kids walk to the Center after school for their tennis. I do not see any need for a van for pickup at this time. However, I would like to revisit that idea in the future. Ownership of the van and insurance can be negotiated at a further date. A lot of it will be based on the numbers of the After School Program that is currently in existence and how much I think I can grow the program with the staffing levels.**
- How do you envision incorporating pickleball into the programming/court allocation? What is needed to support that? We currently have pickleball courts within FishHawk, but not at the tennis center. **I envision trying to get as many people as possible into pickleball by conducting clinics, round robins and leagues. We would need to have paddles and balls on hand for those in need. I would also recommend keeping pickleball paddles and balls in the pro shop. At my current facility I have taught over 200 people how to play and everyone loves it. It is always nice to incorporate some F & B as it is more of a social sport than tennis.**
- Do you have any ownership interest in any other entities related to tennis, or operation of the facility? **I do not express to have any other ownership interests except the stringing , grips, etc. concession listed above.**
- Do you envision any type of incentives or bonus pay for instructors, or support staff? How have you done that in the past? **Generally pay raises are evaluated annually. Presently, I give cash bonuses to my teaching staff when they have helped me with camps and clinics, but the arrangement is different here than will be a FishHawk. I am not opposed to raises and bonuses and can come up with a system once in place.**
- Does your proposal cover website support? Do you have experience maintaining a website, or software for class sign ups? **I am assuming I will be using the FishHawk website and class signup software. I am fairly experienced in updating websites and social media. At my last position I updated a Community Tennis Page as well as our facilities website and two social media sites. I currently update two social media sites at my current job. Online registrations are done here at my present club as well as the old fashioned call in or email sign ups. Whatever system you have I would have no trouble adapting to it.**
- Have you or your company been terminated at any locations you previously worked with? If the answer is yes, please elaborate. **I have never been fired from a position. River Hills did an “Company Wide” pay cut back in 1993 in which all Tennis Directors had their salaries and benefits taken away. We were allowed to stay on and teach but I had to**

obviously move on from that situation. Every job I have ever worked at, except for this one, I had assumed I would be there forever.

• Please verify the below assumptions are accurate: Financial Impact Tennis Director • \$60,000 base salary • Misc expenses of \$1,200 annual cell phone • 70/30 split Assistant Pro • \$15,000 salary (employee) • No health benefits • 70/30 split • No override to Tennis Director Additional Pros • Independent Contractor • 70/30 split. This is correct.

Please keep in mind that if anything is a “deal breaker” and will eliminate me from contention please allow me to reassess the proposal. This is a totally new and unique situation coming from a Country Club atmosphere into a CDD and where a previous management company controlled everything. I am excited for the opportunity and look forward to speaking with you soon.

Scott Smith