

**Bon Air Country Club**  
2287 Club House Road  
Glen Rock, PA 17327  
717-235-2091



May 21, 2010

Dear Bon Air Member:

The purpose of this letter is to inform you of some recent changes at the Club. After 23 years as the General Manager/Business Manager of Bon Air, Glady (Laverne Gladfelter) advised the Board of Directors of his desire to play more golf, and have more leisure time with friends and family. On behalf of the Board of Directors and the entire membership I want to thank Glady for the leadership that he has provided Bon Air Country Club and his contributions over the many years as both a member and an employee. Glady has left a mark on the Club that will long be remembered!

- Though Glady has taken a step back from his contribution to the Club he will still be a part of the Bon Air team, but will no longer be the General Manager/Business Manager. Some of the activities which Glady will be involved include payroll and employee benefits liaison, locker coordination and maintenance, private golf cart coordination, onsite support of private outings, ballroom rental coordination and set-up, assist with the maintenance of the club house facility and coordinating with contractors, provide support in renewal of licenses, depositing of funds at the bank, and assist other staff where needed.
- Wayne Burgess has been promoted to the position of General Manager/Business Manager and has assumed the duties and responsibilities that Glady will no longer be performing.

Wayne has been an employee at Bon Air since May of 2000 and because of his involvement in the operation of the Club a seamless transition of responsibilities is anticipated. Wayne will continue his role as the Pool Manager, editor of the NewsLetter, Food/Bar Service Coordinator, and working in the GolfShop in addition to the other tasks that he performs.

With the acquisition of the Jonas Point of Sale System, Wayne has coordinated the implementation, training and transition process. The direction of the business model that we will be using will affect how we will conduct business. Wayne has been charged with overseeing the full

implementation/integration of the Jonas Software and will provide administrative and technical support and coordination.

- A workload that also needed to be addressed was the “back office” support in processing the accounts payable and accounts receivable. To support this workload Shirley Stake has agreed to work on a part-time basis. We welcome Shirley as a member of the Bon Air staff; she brings a wealth of bookkeeping and accounting knowledge and experience with her and will be an asset to the Club.

With the above changes some of the day-to-day business processes will necessarily change. Specifically, issues regarding member statements will be handled by Wayne who will interface with the accounting software and provide clarification/resolution. In Wayne’s absence both Glady and Ryan will be able to assist with inquiries. Additionally, because of the capabilities of the new accounting software, statements will contain check number references for payments processed, this feature will allow members to better reconcile information contained on the statement. As time evolves other process changes will be forthcoming, you will be kept informed of any changes that affect you.

As the weeks pass and you see Glady either in the GolfShop or on the golf course please take a moment to say thank you for a job well done!

Sincerely,

Layton Lyon  
President  
Bon Air Country Club