

The Baseline

Newsletter



President
Randy Gerth



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Honey or Vinegar?

I attended a conference that was focused on quality and the patient experience for my work this past week in Vegas. The patient experience can be broken down to look at the quality of the service or product, the cost of it, and the method or tone of the delivery of the service by the staff. This creates the overall experience and if any part is negative, the overall patient reflection is often remembered as negative even though the other two might have been outstanding. One speaker said, "you can attract more flies with honey instead of vinegar" when discussing attitudes of staff when dealing with customers which stuck with me to ponder further.

At the end of the week, I was doing my favorite activity of people watching when I was at the airport gate waiting for my plane. Next to me there were three men in their 20s speaking French who were having a lively discussion. They were warm, benevolent, and happy discussing their experiences, in French mind you, about something which might have been recent events in Vegas. One would say something, the other one would reply, and they would all laugh warmly! This went on for ½ an hour and I noticed all the other passengers, myself included, were laughing at not what they were saying, but their interactions with each other. I don't have a clue what they were saying, as I don't speak French, but it lightened the mood in the gate watching their interactions using our imaginations about what they were discussing. They were definitely honey in this situation.

While sitting there, I noticed a woman with a scowl on her face make a beeline to the ticket agent. She was put together nicely with a blue business suit, matching bag, hair and makeup done and a pair of sunglasses on. She was just oozing attitude even though she hadn't uttered a word. I thought, vinegar? I really don't like her, but let's see what happens. She pushed her airplane ticket in the face of the ticket agent and said that she had been at the airport for a few hours after her other flight to Portland was overbooked after two seats were discovered broken on the plane and one of them was her seat. He calmly said this plane is going to Seattle so he couldn't really help her, but she continued to be nasty, putting on her sunglasses and taking them off over and over. At this point, the plane had a standby list of 12 passengers, myself included, for the plane ride to Seattle. I was number 9 and 8 were already ticketed so I was waiting for my name to come up next. The other passengers who were watching the 3 French speaking passengers soon turned their attention to The Vinegar at the counter and I noticed they were not smiling or laughing, but showing empathy for the ticket agent dealing with the woman. I digress: have you ever seen the movie Final Destination? The plot of the movie is they tell you something bad is going to happen to the characters and it shows you premonition clips, like a puddle of water on the ground and the character is walking towards it, to make you guess what is going to happen to the unsuspecting soul. In this case, for some reason I thought of the movie and what was going to happen to the passenger at the counter.

The agent was typing away, the woman would bark at him, he would look up, she would bark more, he would type, she would interrupt him again, over and over. Finally, he looked up at her and said, yes, you can be on this flight but it will cost you \$600. Bingo. Final Destination material. She sighed loudly, and pulled out her credit card and slapped it on the counter.

Never once did I hear her say thank you. At that moment, the standby list of open seats went from 9 to 8. Dang, that was MY 9th seat. Not only should she not have been given my seat, but she should have been grounded, given a good spanking (we are in Vegas after all?), and her parents called to inform them what a poor job they did raising her, but I am certain they already knew. The passengers loaded and the gate area emptied out. I approached the gate agent and told him he handled the situation very calmly and professionally. He rolled his eyes and said thanks. He said he was extremely frustrated by her attitude as he was trying to help her. I asked if I could get on standby for the next flight and he said hang on a second as one passenger hadn't checked in yet. He quickly made an announcement on the overhead including "If you are not at the counter at this exact moment your seat will be cancelled" and then looked at me and said "I have your seat." A seat magically opened up for me as he opened the walkway to let me on the plane.



Once I got on the plane I was sitting across from two of the French speaking passengers with the third one behind me sitting next to the woman who making the fuss at the counter. I could sense she was irritated as she kept tapping her foot and she finally said, "do you want me to sit up there with one of your friends so you can talk? Who do you want me to switch with?" Both of them looked at each other and said that was ok, they didn't want to switch seats leaving their friend to sit next to her. At that moment I wish I could understand what the female dog version in French sounded like as I am certain it was spoken. Everyone kind of cringed, including myself, at her negative attitude that was all the way to the bone. I wanted to ask her what company she was involved with so I could avoid giving them any business. I can't imagine working with or for a person of that type of attitude.

During the recent Pro Circuit tourney, I spent time talking with the players and their support staff during the week to find out how our "product" was going for them and what they would leave with for an experience. Over and over again I heard that they were amazed at how well the tourney was being run including how friendly and warm the staff and members were to them. I heard many stories of not only was room being provided but how the members were going out of their way to make them feel at home. I asked many if this was the way all tourneys were being run and I heard no, over and over. Many said they hoped the tourney would be held again next year. Reflecting back, what did the members and the club get from the tourney? It wasn't the money, as we probably made about \$0.01 an hour taking into consideration the hours worked by everyone. Was it goodwill towards the tennis community and the ability to interact with the professional players from all over the world?

So, what made our tourney honey instead of vinegar? It started with OUR outstanding management staff at the club of Julie, Vlad, and the others. They worked a tremendous amount of hours fine tuning the details for the tourney. Patrick and the other coordinators spent hours planning and then actively participating in the actual plan to ensure they were being followed. In addition, you had the other 200+ volunteers doing everything from taking out the trash (which, by the way, I don't do at home as I have a 14 year old son with that job duty), to wiping up the rain dripping from the ceiling on court 9 in between points (ask Randy Coles how that was!). No job was too small for anyone to accommodate, creating a positive experience for the players at CPTC. This is what makes our club special and a quality tennis club (outstanding tennis courts and programs), low monthly fees, and tone (our staff and members' attitudes). I have witnessed and heard our members giving staff at CPTC grief over a variety of reasons; so know this is not always the case. If you are ready to give some attitude to a fellow member or staff person, try to remember that we don't want vinegar at the club. Instead, bring the honey and remember, this is tennis and is supposed to be fun even if your reservation was screwed up or you can't hit a volley. Well done, CPTC, on the tourney and showing all other clubs what a quality tennis club is all about.

And yes, no trip to Vegas would be complete without a photo with the show-girls in their uniforms. In case you are wondering, I am the one in the middle (yes, there are three people in that photo Roland).

IMPORTANT DATES



November

Last Day of Fall Junior Team	Sunday, November 1
Cups Meeting—1:00 pm	Monday, November 2
First Day of Late Fall Junior Team	Monday, November 2
First Day of November Women's Super 60's	Tuesday, November 3
First Day of Women's Team Tennis Starts	Wednesday, November 4
*Club Championship Starts—Singles	Thursday, November 5
Club Champs HopeLink Food Drive Starts	Thursday, November 5
*Club Championship—Doubles	Sunday, November 8
Tennis Committee Meeting	Monday, November 9
Finance Committee Meeting—6:00 pm	Wednesday, November 11
*Club Championship Mixed Doubles	Thursday, November 12
Membership Committee Meeting—5:30 pm	Monday, November 16
Facilities Committee Meeting - 5:00 pm	Tuesday, November 17
Board Meeting - 6:00 pm	Wednesday, November 18
Work out for a Cause	Sunday, November 22
Last Day of HopeLink Food Drive	Monday, November 23
Happy Thanksgiving— Club Closes at 1:00 pm	Thursday, November 26
No Junior Team	Thursday, November 26 - 29
Day After Blaster	Friday, November 27
Mix Up Friday - 5:30 pm	Friday, December 4
*Draws Posted 3 Days Before Each Club Champs Event Starts	

MANAGER'S MISCELLANY

What an event!

Well we had it all for the Kirkland Classic! Great players, great tennis, great weather and not so great weather, and an outpouring enthusiasm for the event whether the person was watching or volunteering. The comments are still coming regarding this week long tournament and I cannot be more proud to have been a witness to what this Club and our members pulled together to accomplish! Last month I shared kudos for those that were steering our committees and now that the event has passed, I'd like to give a few more!



Alivia Johnson –handling the kitchen and making sure we had enough inventory to get us through.

Arica, Kelly, Laura, Laurie, Rielle, Maya, Bailey, Autumn, and all the early am volunteers that jumped right in to keep us covered in the kitchen.

Vlad Radojevic - making sure the USTA had all their needs met and being here with me trying to keep the courts dry!

Thaddeus, Benton, and Jake for making sure the grounds were kept up and doing all that needed to get done.

The Tennis staff for the support and enthusiasm with your lessons and the junior team sessions that came to watch some of the tennis. I loved the fact that you wanted to share this great happening right here at your own Club!

And last but not least – all those volunteers that made my job that much easier! Knowing you were here to cover and support CPTC was a relief. For Patrick and Molly organizing all these folks and trying to work your real job while doing it – much appreciated.

We certainly learned a lot and found ways to improve and how we might do a few things differently. Definitely look at available summer months. Having the final Singles match outside was a great ending and showed us the possibilities if there is a next time. For those of you that were not able to make it out, check out the photos on the Kirkland Classic page or our Facebook page. Great stuff!

As always, a few reminders.

USTA forms are out for Adult 18 & Over Weekend, Adult 40 & Over, and Adult 18 & Over Week-day. Team forms with complete team rosters need to be submitted one week prior to the due date. I will be hosting a captains meeting prior to the team forms being submitted to discuss roster size and number of CPTC teams. If you are not able to attend, you will be able to dial in to be a part of the discussion.

Also, proper tennis etiquette for entering a court is to wait for the correct court time (do not go out early and sit on the court) and to wait for the point in progress to be finished. This includes lessons as well. With all of the entrances we have, disrupting someone's game should not be an issue –so please be aware of when you are entering on to someone else's court time.

Thank you! Hope to see you playing in the Club tournament!

Julie Wheadon
Club Manager

COMMITTEE REPORTS



FINANCE | CHAIR MARTY MCCURRY

The financial results for the month of September were fair. Net Ordinary Income (before Capital Assessments, Depreciation, and Interest) for the month was \$27,499, budget for the month was \$21,911, yielding a surplus for the month of \$5,588; year to date the Net Ordinary Income was \$142,378, budget was \$137,268, yielding a small surplus of \$5,110. The Club's financial position remains sound with Total Cash of \$353,708, and an good current ratio of over 2.6 to 1.

Central Park Tennis Club continues to be fully subscribed with 500 members, and with a growing wait list to join of 39. Again, due to strong demand, the Equity Member Initiation Fee has been increased to \$6,000.

The next month's committee meeting is scheduled for Wednesday November 11th at 5:45pm.

CUPS | CHAIR TRICIA SCHROTH

The Cups luncheon was a success! Everyone showed up in costume for tennis and a clinic with Chad and Jeff. The lounge was decorated in full Halloween fashion for the luncheon. Thank you to Alivia for the homemade turkey chili, salad, hot apple cider and corn bread.

Next meeting is November 9th at 1:00 pm.



Central Park is a member owned club! Join a committee and help make the club a better place! Sign ups are available at the front desk.

COMMITTEE REPORTS



TENNIS | NANCY GOLDBERG

The Tennis Committee met on October 12 and reviewed 3 program or policy changes requested by staff or members.

We approved a request from Chad to add a court time for the Star Program on Wednesdays 4:00 – 6:00 p.m., freeing up a Tuesday 5:30 court.

We discussed a member suggestion to change the format of Ladies Night to the same format as Wednesday Women's Team Tennis, to hopefully re-invigorate the program. Although the request was not approved, Julie and Lisa, along with members, will work to find a new format that may entice more participation.

We also discussed a request to eliminate the policy which prevents waitlist members from playing on Central Park USTA teams. (Note: 2.5 and 5.0 teams may request non-member participation, per our current guidelines.) This request was not approved.

A note regarding etiquette – please be courteous to your fellow members. Recent etiquette violations involve leaving balls on the court; not cleaning up after the ball machine; using loud or offensive language; walking on a court early.

Our next meeting is November 9 at 6:00 p.m.

MEMBERSHIP | CHAIR KIM SKORUPA

Membership Committee met on Monday, October 19. Our primary areas of discussion were the Kirkland Classic \$50K tournament, the upcoming club tournament, and the upcoming USTA season.

Feedback from members of the committee regarding the Kirkland Classic \$50K tournament were very positive. Thanks to the many volunteers who helped to make this event a success. Player feedback has been very positive for this event as well.

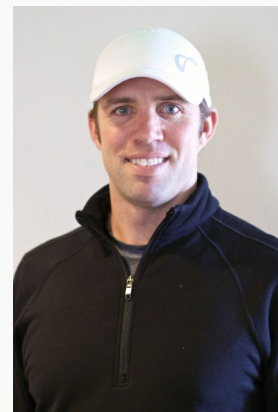
USTA Adult Season Confirmation forms are out and teams are forming. There is a sign up sheet at the front desk for players looking for a team. If you are looking for a team, please sign up here. If you are captaining a team, please be open to welcoming additional members to your team so that we can accommodate everyone who wants to play – even if you open up to adding players to practices!

FACILITIES | KRISTEN GROBSTOK

The Facilities Committee conducted a walkthrough of the facility and noted projects that will be part of the ongoing operations of the club as well as capital items for the upcoming budget year 2016. Projects from replacing some areas of chain link fencing on the outdoor courts, gutter replacement, painting and budgeting for a maintenance shed will all be prioritized at the Committee's next meeting of Tuesday, November 17 at 6pm.

PRO'S COURT

There is a fine line between having our children take responsibility of their tennis and having our parents do those responsibilities for us. There has been a growing trend with our younger generation where the children just expect mom and dad to schedule, organize, and shuttle them to their tennis practices or tournaments. I am not sure I can blame the parents or the child on this as this type of behavior could be a lack of parent education, as well as a convenience factor for the parents. Ultimately, this type of behavior is causing the youth to not fully understand how to be self-sufficient.



If I could offer one piece of advice to all tennis parents out there, it would be the following: Parents, help your child with real life skills and give them enough space to learn those skills on their own. These skills can start very basic with making your child book their own tennis courts for practice, call their practice partner to schedule a hit, plan their own tournaments, and put together a weekly schedule for mom and dad to review. These seem like simple tasks but you will be surprised how many kids will be “annoyed” if their parents won’t just do those tasks for them. Don’t budge, parents, when they try to come up with an excuse like “I can’t, as I have too much homework,” or, “I don’t know how to do this.” Remind them that THEY (the child) are the one playing tennis, therefore, they are the one who needs to take ownership of it. You are there to help, teach, and support them on how to learn these types of skills but, the sooner you can teach your child the basic skills and value of planning or organizing their week of training, the more confident your child will ultimately become.

In my years of coaching, I have seen cases of where a very good tennis player has no idea what his/her training schedule is each week. They wake up and jump into the car; really not having any idea where they are going except it’s to go play tennis. I like to call this “tennis with no purpose.” I say this as the child is going to play tennis, but it looks like mom or dad wants them to go. “Playing tennis” is easy... “Playing tennis with a purpose” takes some thinking on the player’s end - what do I want to work on, what are my goals for this practice. So next time you’re driving your child to tennis, ask them what their goals are, or what their plan is for their practice. Just listen to their answers and see if it sounds like a well thought out answer, or a quick generic answer showing you that something needs to be re-evaluated.

So Parents.... try to help teach your child the life skills they need and let’s reverse the roll; and, rather than do everything for our children for many years to come, let’s teach them the skills so they can be self-sufficient. This will not only help them become better tennis players, but this will help them be better prepared for real life.

FITNESS COURT

HOLIDAY FIT TIPS

Summer is over, fall is here, and the holidays are just around the corner!

It's easy to let go of our goals and fitness plans this time of year but, now more than ever, we need to keep our eye on our goals and our waistline. Enjoying the holidays is still possible with practicing moderation and balance; we may even feel better in the process.

Holiday survival tips:

- Keep that water bottle nearby; staying hydrated helps us eat less and we are less likely to overindulge; thirst can masquerade as hunger. Have 1 glass of water for each alcoholic drink at holiday gatherings.
- Keeping meals regular helps keep our appetite and blood sugar levels under control and we are less likely to overindulge.
- Stay active. Life gets busier this time of year but we need to make the time to take care of ourselves.
- Bring healthy treats to parties. Healthy doesn't have to be boring; we can get creative and freshen up our favorite recipes.
- Enjoy yourself. No need to deprive ourselves of our favorite holiday goodies. We can listen to our bodies and stop when we are no longer hungry, as opposed to stuffed; the first bites taste the best, after that, it just becomes more.
- Choose your favorites and leave the rest.
- Use a smaller plate.



Join us for
The Day after Blaster
November 27th 2015
9:00-10:00am

NOVEMBER SCHEDULE

TOTAL BODY: M/TH@1:00pm

ABS AND BACK: W@11:45am

FIT TO PLAY (MEN): T/TH@11:30am

BOOT CAMP: MWF@9-10am, T/
TH@5:45-7:00 pm

THE KIRKLAND CLASSIC RECAP



Central Park Tennis Club in Kirkland, WA, played host to the \$50,000 Kirkland Classic, a USTA Pro Circuit event October 4 - 11! Some of the best players in the world battled it out as they positioned themselves for the Australian Open.

Mandy Minella (LUX) defeated Nicole Gibbs (USA) in the finals. Thank you to everyone who came out to support this wonderful event. We couldn't have had such a smooth and successful event without the help of the Central Park members!

Pictured from left to right:

Nicole Gibbs (USA), Mandy Minella (LUX) and CP's Vivian Glozman!



USTA NATIONAL CHAMPIONSHIP

The men's tennis team from Central Park Tennis Club in Kirkland just returned from the USTA 3.0 40 and over national championship in Tucson, Arizona, where they finished fourth nationally out of 15 regional championship teams from around the U.S. and the Caribbean.

Central Park, captained by Oliver Graves, won all four of its matches on Friday and Saturday to advance to the national semifinals on Sunday morning. They beat teams from Northern California, Ohio, Pennsylvania and Texas to finish the preliminary rounds undefeated.

On Sunday, Central Park lost an extremely close semifinal match to the Southern regional champion from Louisiana. Until that morning, the team had been undefeated through its entire regular season, local playoffs and Northwest regional playoffs, piling up an amazing 19 straight wins.



Pictured from left to right

Kirk Stanford, Jim Muenz, Brad Bennett, Steve Maita, Tony Balkan, Herve Jamrozik, Chris Fusetti, Oliver Graves, and Kristen Grobstok. Not pictured were Robb Glenny, Dan Warren, Darren Grimstead, Aaron Cooley, Larry Duitsman, and Pedro Vieco.

REMINDER:

USTA Adult 18 & Over Weekend, Adult 40 & Over Weekend, and Adult 18 & Over Weekday Team confirmation forms are now available on the USTA website; Click [here](#) to learn more!

Team forms with complete team rosters need to be submitted to Julie one week prior to the due date. Julie will be hosting a captains meeting prior to the team forms being submitted to discuss roster size and number of CPTC teams. If you are not able to attend, you will be able to dial in to be a part of the discussion.

UPCOMING EVENTS

Central Park Tennis Club Championships

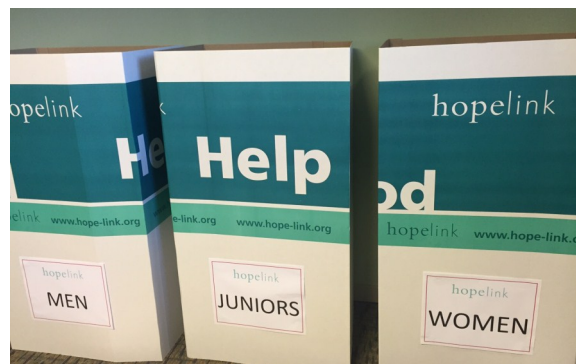
Benefiting

hopelink

Donations will be collected November 2nd - 23rd!



Compete for Cans!
Men vs Women vs Juniors!



JUNIOR TEAM TENNIS

Junior Awards Ceremony

Congratulations to everyone who was nominated for the 2015 Junior Awards.

A big shout out goes to our winners listed!



Hustle Award

Marco Sobrino

Player of the Year

Brett Pearson & Meagan Pearson

Most Improved

Vincent Yang & Rand Mattis



Coach's Award

Peter Griff

Tournament Player of the Year

Chloe Chu



JUNIOR TEAM TENNIS

Congratulations to our Late Fall Winners!

Level	Most Improved	Player of the Session
Champs	Claire He	John Wehrle
Challenger	Catherine Ross	Adam Kures
Rookies	Nick Gerth	Ailee Yoshida
Shooting Stars	Avery Lin	Avery Bibeault
Future Stars	Leo Yoshida	Laura Chianglin
Rock Stars	Mina Dilillo-Suzuki	Slade Slavic

Congrats to our CP Juniors!

Here are the level 2 national tournament results that took place the weekend of Oct. 9 - 12.

Theo McDonald (Boys' 14 champion pictured)

Jason Lui (Boys' 18 doubles champion)





Aces Tennis

If it's tennis, we do it.

Hello Central Park Members,

November, 2015

Aces Tennis Expanding Operations at Central Park!

Starting November 4th we are expanding our operations at Central Park, offering you on site stringing and expertise in the membership services office! Store hours are **Mondays & Wednesdays from 7 p.m. - 9 p.m. and Saturdays from 9:30 a.m. - 2 p.m.** Talk directly to an Aces Tennis employee for onsite stringing, special orders, and any other tennis services you may require. If it's tennis, we do it! We look forward to seeing you and serving all your tennis needs!

New Products HAVE ARRIVED!

Luxilon Element String

For you power hitters that also want great feel and control the new Luxilon Element string is for you. The Element string has a soft and flexible feel that is beyond the traditional polyester string. This string is recommended for intermediate/advanced players with a strong swing. Element string is 16 and 17 gauges.



Burn 100LS Pink Racquet

This Burn racquet is geared for speed and strong spin. Weighing less than 11 ounces, the Burn 100LS feels fast and enhances spin with an 18X16 string pattern. At the net, this racquet's fast speed is also great for slamming volleys! The Burn 100LS is perfect for players that desire to attack the ball.



November tennis tip: Avoid Double Faults. You are welcome!

For any questions, or for further information, please contact us at info@acestennis.net or call us at 425-453-9224.

We match or beat internet prices and if we don't have your size in stock, we can have it ordered within two business days. - Aces Tennis

MEMBERSHIP—WELCOME!

ANETTE & JUAN VEGARRA

FAMILY EQUITY

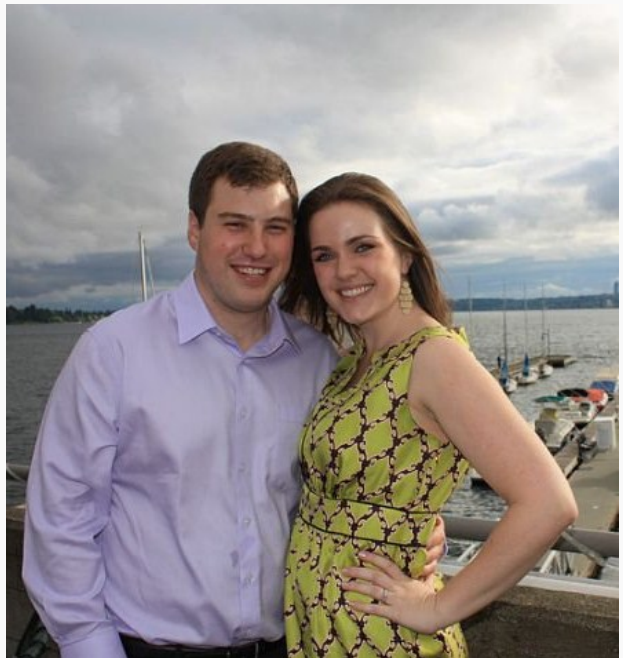
The Vegarra family is excited to become new members of Central Park. Our four kids, Bine, Karina, Lukas, and Mia have all grown up in Bellevue but have frequently visited family members from Denmark to Peru and not least the East Coast. Lukas, Juan, and I all share the same passion for tennis so we are excited to meet new and existing tennis players at Central Park!!



RACHEL & MARK PEDEN

FAMILY EQUITY

We are Mark and Rachel Peden, and we are thrilled to be members at Central Park. Tennis has always been a big part of our lives (we met on the tennis court 13 years ago!); and, after a few years out of the game, we are excited to get back to the game that we both love. We look forward to meeting other members, and hope to join some USTA leagues in the coming year.



DARCY KELLEY

SINGLE EQUITY

Good luck and well wishes to our resigning members. We will miss you! 15

Scott Terry and Ravi Ravichandran

MASSAGE

Dear Members,

I got what I asked for - the chance to touch greatness. It was terrific to watch their dynamism, your dynamism. You were there at the tournament, shoulder to shoulder, urging them onto their next match, your match.

Bring your aspirations and we will build from there.

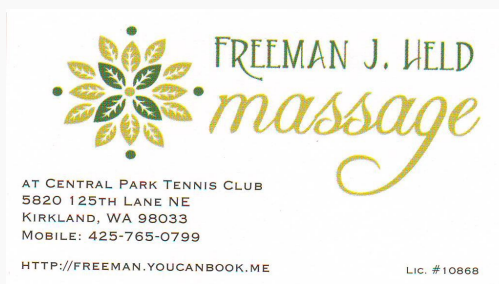
Free Sports massage in the Reed Building throughout November.



Mondays : 9am-12pm

Wednesdays : 9am-12pm

Be Well,
Freeman



Purchase 3 one hour massages for \$150.

CENTER COURT CAFÉ



November Special!

Grilled Cheese and Tomato Soup!

Please email our chef, Alivia, with questions or comments.

kitchen@centralparktennisclub.com

ADVERTISING AND CLUB INFORMATION

Overlake Service, Inc dba



EASTSIDE
AUTOMOTIVE & TIRE

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Owners
dans@kirklandeastside.com

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It's easy to lose track of your financial plan when your days are filled with other responsibilities. As a Morgan Stanley Financial Advisor, I can work with you to understand your goals and help you create an investment strategy that's right for you. With your future on track, you can focus on all that's happening in your life now. Call me today to learn more.

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