

# Men's and Women's Golf League: Week of July 22nd

written by John Mueller | July 22, 2019

The week of July 22nd marks the 6th week of the Men's and Women's golf league for the 2019 summer season.

We continue to see more and more players join us for play on Tuesday for the [Women's Golf League](#) . Tomorrow the course will open at 10am for play, as the golf course maintenance crew plans to do some work on the golf course early on the morning. But the crew should be finished by the time we are ready to tee off at 10am.

The [Men's Golf League](#) will meet at [5pm, Wednesday, July 24th](#) (see the link to see who you are playing this week). The overall current results can be found on the [league page](#).

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## New trail head for the Blue Trail; Back 9 trail reroutes being worked on

written by John Mueller | July 22, 2019

This week the Blue Trail trail head on the Lodge property is being moved. In conjunction with the [Copper Harbor Trails Club](#) and the [Lodge, Rock Solid Trail Contracting](#) is working on changing the trail head location to make it flatter and more welcoming to congregate before heading down hill on a trail.

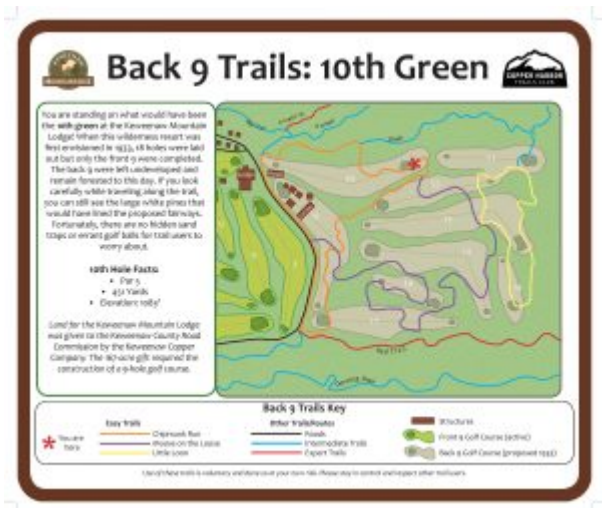
This is part of the initiative to have 2-2.5 miles of mountain biking trails that can be classified as green trails.

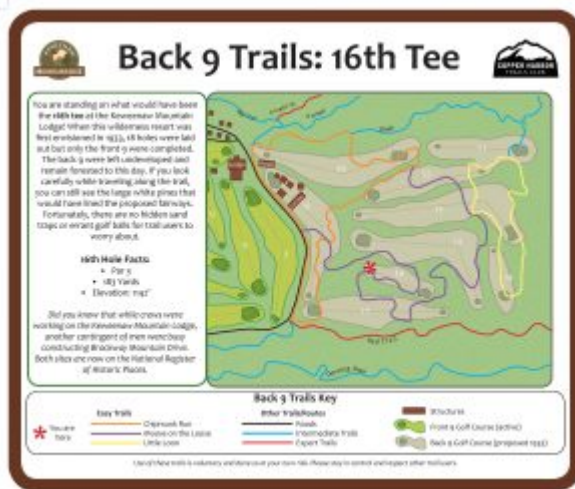
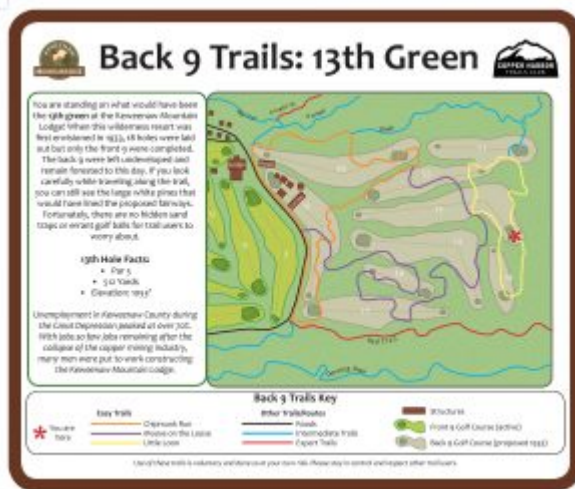






As well, the Rock Solid Trails Contracting crew has been working the past several weeks on reroutes for the three Back 9 trails (Chipmunk Run, Moose on the Loose, and Little Loon). These reroutes of existing cross-country ski trails will make it more enjoyable for riders, runners, and hikers to enjoy trails in the wilderness.





Mike Sweeney has built the wood (brown) signs for the Back 9 trails, and has started putting them around the trails to better direct people where to go. Nathan Miller will be putting up the interpretive signs in the near future. We are getting closer to having the trails on the Lodge property ready for prime time.

# Watering the Golf Course;

# Issues with the Pumps

written by John Mueller | July 22, 2019

Some of you have noticed that the fairways on our golf course look dry, and have turned yellow. If you haven't notice in person, you can also see this in the [web cam for hole 1](#).



The reason is that we are having issues with our lake and well pumps. The lake pump, that pulls water from Lake Superior, is having to be rebuilt to get enough pressure to pump water up a mile up the hill to the course. And the pump in well #3, that is next to the pond on hole 6, is only pumping out 20 gallons per minute (*when it should be pumping between 50-60 gallons per minute*).

We have ordered parts for the rebuild of the lake pump, and are awaiting for them. And today we have Siirtola Well Drilling (Eric) working on the pump for well #3.





We hope to get these pumps back up and running soon so we can manage the watering better on the golf course. Until then, we will just be watering the tees and the greens, and letting the fairways be Scottish fairways (enjoy the [British Open](#) this week).



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# Men's and Women's Golf League: Week of July 15th

written by John Mueller | July 22, 2019

The week of July 15th marks the 5th week of the Men's and Women's golf league for the 2019 summer season.

For the [Women's Golf League](#) last week, we saw more players join us, as the 4th of July brought more people to the Keweenaw – 8-9 individuals. Tomorrow the [Women's Golf League](#) will meet at [10am, tomorrow, Tuesday, July 16th](#). We still have not solidified who wants to play in the competitive schedule for matches; we will want to figure that out soon so we can get multiple matches in before the end of August. So of the

individuals want to play competitive matches, some want to have leisure play.

The [Men's Golf League](#) will meet at [5pm, Wednesday, July 17th](#) (see the link to see who you are playing this week). The overall current results can be found on the [league page](#).

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## How to provide feedback so you have a better experience at the Lodge

written by John Mueller | July 22, 2019

Over the past two months (*we have been open for the summer season since May 9th*), we have been receiving feedback from individuals that have stayed at the Lodge, played golf at the Lodge, and eaten at the Lodge – both tourists and locals. We appreciate the feedback, and try to log it so we can look back at the trends to see how we are doing, and adjust where we should improve and do so in line with our [values](#) and vision.

In order for everyone to understand how to provide feedback and truly make the Lodge successful, I would like to explain 3 points that can help.

**1. We make decisions based upon multiple individuals who are in our niche market – not just one person's feedback or experience, nor everyone's feedback or experience**

We will not make a decision based upon one's person's feedback. And we will be inconsistent in our product and service until we



find what works, and then can spend time perfecting that. As a result, we will not get it right every single time, especially during the early period of this transition. This means you will have times where you will not have a good experience at the Lodge, and we will be considered a failure in some people's mind after such experiences.

However, the last time we checked, the best baseball players did not bat 1,000%. Tony Gwynn, who has the highest career batting average, batted 338%. This means he did not hit the ball in fair territory 66% of the time on average. Thus, we will fail multiple times with our experiments and activities at the Lodge in order to learn and find what works with our target market.

But we will look at the data over time and over multiple visits and visitors.

In addition, we want to make it clear our goal is not trying to appease everyone in this world; otherwise, we will appease no one. Our goal is to make it an awesome experience for those that want an enjoyable wilderness experience **within our two niche markets**: 1. historical patrons that value the history of the Lodge, but don't live in the past, and/or 2. outdoor enthusiasts that love the wilderness.

If you do not fit into either one of those niche markets, then it will only be luck that the Lodge is a place for you to spend time. Otherwise, there are a number of other wonderful establishments in the Copper Harbor and Keweenaw area which could possibly be establishments for you and fit your desires.

## **2. Give feedback while you are at the Lodge, not after you have left**

If you give feedback after the fact, then we can not make it right **during** the time of your experience. Rather, we possibly

can improve the next time you are at the Lodge – which will be a different time, and a different place in some cases – and that is if you come back.

### **3. Give feedback to the person that you are interfacing with**

People love to give me feedback. However, I receive a ton of email with people telling me what to do with the Lodge, and giving me feedback. I am not the person to handle that feedback, as I will forget or have other items I need to focus on based upon the daily operations of the Lodge (*like running a mini-town*). It is the staff member that you are interfacing with at the Lodge that can best help you and improve your experience; do not be afraid of having a discussion with Lodge staff when providing feedback – providing feedback should be a discussion, not a one way dialogue. [ Note: Making decisions based upon fear leads to suboptimal results ]

If you are respectful in providing that feedback, individuals will work with you. If you disrespect them, then they will call me in. If I have to be called in, then it is too late for you to give me feedback because that feedback will be put aside based upon you being disrespectful to the staff. Thus, you and I will lose the focus for the reason you are providing feedback – to improve your experience at the Lodge and improve the Lodge going forward.

I give the staff the authority to make decisions so they can make individuals in our target market happy. Thus, if I have to be contacted for the situation or you contact me directly, the feedback will not be taken any differently, and will probably not be acted upon as the person that interfaces with the customer won't make the decision to get better. The time I should be contacted is when you feel that a Lodge team member is not having a discussion with you regarding your feedback.

If you are really interested in making the Lodge success, you will take notice of this post, as it explains how people in our target market can improve their experience at the Lodge, and the Lodge overall.

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## Men's and Women's Golf League: Week of July 8th

written by John Mueller | July 22, 2019

The week of July 8th marks the 4th week of the Men's and Women's golf league for the 2019 summer season.

Last week both the golf leagues had off, since it was the 4th of July holiday week. Tomorrow the [Women's Golf League](#) will meet at [10am, tomorrow, Tuesday, July 9th](#). We continue to play each Tuesday, and work towards building out the competitive schedule as more players join us for the summer – coming up from the south.

The [Men's Golf League](#) will meet at [5pm, Wednesday, July 10th](#) (see the link to see who you are playing this week). The overall current results can be found on the league page.

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# Men's and Women's Golf League: Week of July 1st

written by John Mueller | July 22, 2019

For the week of July 1st we will not have league play, due to this week being the week of July 4th. We will resume league play next week.

[Last week for the Women's Golf League](#), we saw Laura and Clarrisa join us. Suzi, her niece (sub for Nan), Laura, and Clarrisa played. We are still in the mode of fun play in the league, and haven't started competitive rounds yet.

For the Men's Golf League, the 2nd competitive matches were played. Results of the [June 26th matches](#) have been posted.

The [overall point results](#) have been updated to reflect results the June 26th matches.

The next league play activity will take place on [Tuesday, July 9th](#) (Women's League) and [Wednesday, July 10th](#) (Men's League).

Enjoy the 4th of July holiday.

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# Men's and Women's Golf League: Week of June 24th

written by John Mueller | July 22, 2019

The week of June 24th marks the 3rd week of the Men's and Women's golf league for the 2019 summer season.

The [Women's Golf League](#) will meet at [10am, tomorrow, Tuesday, June 25th](#). Last week Candy and Suzi played; Nan and Clarrisa are still out with an injury. This week, Laura will be able to join us, and Nancy has indicated she will join us when she arrives from Minnesota (*most likely she will miss tomorrow's play*). We still want to add more players before we begin any competitive play. Thus, tomorrow we enjoy another fun round of golf to help build out the Women's Golf League with players.

The [Men's Golf League](#) will meet at [5pm, Wednesday, June 26th](#). Last week was the first week of competitive play. Results of the matches played are available online in the [June 19th Calendar Event](#) (*if you don't see the results for your match, it means we didn't receive your scorecard from the match*). This week's matches can be found in the [June 26th Calendar Event](#).

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## Men's and Women's Golf League: Week of June 17th

written by John Mueller | July 22, 2019

The week of June 17th marks the 2nd week of the Men's and Women's golf league for the 2019 summer season.

The [Women's Golf League](#) will meet at [10am, tomorrow, Tuesday, June 18th](#). We are still waiting for players to sign up before we start the competition. Thus, tomorrow we will enjoy another fun round of golf to help build out the Women's Golf League with players.

The [Men's Golf League](#) will meet at [5pm, Wednesday, June 19th](#).

We have 11 teams signed up. However, the schedule for the competition has not been released as we are awaiting for players to pay their dues. All league dues should be paid before playing on Wednesday so that we can ensure a solid schedule where all teams play each other by August 28th.

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# Father's Day Golf Tournament Results

written by John Mueller | July 22, 2019

Yesterday we enjoyed great weather for playing golf, and for the Father's Day Golf Tournament. Below are the top 3 finishers for the golf tournament:

- 1st: Paulie and Paul Jr Mihelich – 41
- 2nd: Bill Sr and Bill Luokanen – 43
- 3rd: Jack and Gary Kilpela – 46

The prizes that the teams won:

- 1st place: 1 night stay in 1-bedroom cabin\*, with \$50 food voucher (*for each person on the team*)
- 2nd place: \$50 food voucher (*for each person on the team*)
- 3rd place: \$25 food voucher (*for each person on the team*)

More info about the tournament and prizes can be found [here](#).