



## **A COMMITMENT TO SERVICE...BEYOND COMPARE**

Country Club Connections™ has a customer *servicing* philosophy and commitment that is unique in the industry: it is called your **Personal Account Manager**.

Your Personal Account Manager is assigned to your club as soon as you become our partner. He or she meets with you, in person, to understand your needs, ensure 100% delivery of what is promised and train your staff. They learn about you and your club, so that they can better serve your needs and those of your members. In an age of high-speed Internet communications and powerful remote tools to conduct business, we still believe in “**high touch**” when it comes to our clients. People still make the difference.

**As a client, your Personal Account Manager will work with you to ensure you have a:**

- Primary point-of-contact for the smooth implementation and continued use of Country Club Connections services
- Training coordinator to walk your staff through the application and how it can best be used to involve your members and assist your staff in daily operations
- Voice to communicate any suggestions, enhancements, modifications or concerns you want addressed, to any part of our organization
- Communication point for members who have questions and requests that need immediate attention or clarification

Our **100%+** dedication to providing you with the dedicated and responsive service support you deserve is a commitment we are proud of and a business approach that is at the heart of what we do. We look forward to working with you!