

# Member Testimonials



Here's what members of the association had to say about the organization:

*"Since becoming a LRMA member, I have found it to be an invaluable access to a wealth of information with regards to Locker Room and Shoe Room Operations.*

*"There are so many different situations that arise daily and are dealt with uniquely by each individual club and their staff. As a LRMA member, you are immediately interconnected with all the other LRMA members, and are able to access, address, and receive feedback as to how each club handles these situations.*

*"I believe that, for a minimal yearly fee, LRMA members have a source of expert advice and discounts on many products that are not found anywhere else."*

Rick Pool  
Locker Room Supervisor  
Mayacama Golf Club  
Santa Rosa, California

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*"We had a change in our locker room management staff this year, and brought in our Senior Marshal/Starter to head-up the department, along with two new attendants. He knew all the club members, which created a positive relationship from the outset.*

*Early on, we sent him to Scottsdale to meet with Todd Dufek, President of the Locker Room Managers Association, to become conversant in locker room management matters.*

*"As a result, our association with LRMA has enabled us to network with other locker room managers, utilize the latest shoe care DVD and products, and learn from Todd's comprehensive book, 'The Locker Room Manager's Book of Wisdom' in a timely manner. Todd sends his valuable weekly 'Thought for the Work Week Ahead' message to all LRMA members and our staff, enabling us to be current with locker room management information.*

*"We feel that our club, through membership in LRMA , allows our locker room staffers to make the country club experience as comfortable and pleasant as possible for our members and guests."*

**Jan Klahn**  
**Clubhouse Manager**  
**Roaring Fork Club**  
**Basalt, Colorado**

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*"In the short time I've been a member of the Locker Room Assn. I've grown to realize that if you think you know all there is to know about your field of work you've become obsolete. If Todd had not created this source for information I, and many others I'm sure, would never be able to expand, grow and excel for the benefit of our memberships."*

**David Rausch**  
**Locker Room Manager**  
**The Plantation C.C. @ Ponte Vedra**  
**Ponte Vedra, Florida**

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*"As a member of the Locker Room Managers Association there are a number of benefits that have helped improve the operation of our shoe room as well as enhance the quality of the care of shoes that are brought to us.*

*I have found The Good Steward Books have helped tremendously with product knowledge and use, and definitely with procedures, organization and set-up of our shoe care room and locker room area.*

*The shoe care guides are great for helping new employees care for different types of shoes in a manner that is best for the leathers or the materials from which the shoes are made. "The 'Thoughts for the Week Ahead' along with other emails from Todd contain helpful and timely information. The reminders of the little things to do help to keep us doing top quality work, which pleases our members and many guests.*

*"Thank you, Todd, for your leadership and expertise in helping us be the best that we can be as professionals in shoe care and locker room management."*

**Len Durbin**  
Locker Room Attendant  
Broadmoor Golf Club  
Colorado Springs, Colorado

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*"Having been in the locker room management business for the last 13 years, I can say from experience that finding good information regarding locker room service can be difficult. Sure you can check out books about the service industry in general or search the web for more specific information, but to find useful and relevant information regarding locker room and shoe service can be close to impossible.*

*"Fortunately, a few years back I found out about Todd and his Locker Room Managers Association. Without a doubt, the best source for information*

*regarding locker room management and service anywhere. His frequent e-newsletters bring new thoughts and ideas from many different sources, relating only to issues that affect locker room managers and their staffs. "For the small yearly fee required to join the LRMA, which easily pays for itself through product discounts and money saving ideas, you can't find a better source of information anywhere regarding the issues that concern locker room managers."*

**Ron Bullard, Jr.**  
**Locker Rooms Manager**  
**Desert Highlands Golf Club**  
**Scottsdale, Arizona**

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*Dear Todd,*  
*Your efforts as a mentor are greatly appreciated. Again thank you for sending me all that good information that benefits me and my crew.*  
*Thank You,*

**Luis Hermosillo**  
**Locker Room Manager**  
**San Gabriel Country Club**  
**San Gabriel, California**

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