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"New Clubhouse Is Great —But"

On Page 9 of the January GOLFDOM appeared a photograph and floor plans of the new clubhouse of the Lake Oswego Golf club at Oswego, near Portland, Oregon. Below we print a letter pointing out some defects in the layout. Aside from the interesting reading the communication affords, it is printed here as support for GOLFDOM’S contention that perfection in clubhouse design is still unattained.

The frankness of this communication wins our vote for Lake Oswego. We would there were more of this honest confession of mistakes by other clubs that have "been through the mill."

The usual method of constructing and equipping a clubhouse before employing a competent manager is all wrong. Persons contemplating such an adventure should hire the manager first. What does the average architect know of practical dining-room and kitchen operation in relation to the employees’ view? Nothing, unless he has made a special study of it.

It is a matter of common knowledge that the general service of a club is gauged more by the quality of service rendered in the dining department than by any other department. The whole structure of a service will topple if the restaurant service is permitted to remain below par for any length of time. On this basis, if the restaurant is the basis of service, the kitchen is surely the dynamo that generates the machinery. These facts ought to be sufficient reason why a competent manager should be on the job from the first.

The average architect is not concerned much with whether the work of the chef and his assistants is made as easy and handy as practical construction will permit. Rather, he will sacrifice utility to what he terms artistic harmony. The architect who designed the Oswego clubhouse probably does not know that the unhandiness and impractical construction of the kitchen was the fundamental cause of dissatisfaction among the cooks which resulted in changing crews three times in 1927. Ask any
manager what that would mean to his service and you will find that it is the most detrimental thing that could happen.

If you have a copy of January Golfdom before you, just turn to page 9. Here you have the floor plans of the Lake Oswego Country Club. Note the proximity of the terrace and the showers in the men’s locker room. Now just imagine the situation when some of the women are having luncheon or tea on the terrace, and a forerunner, after 18 holes of golf and a well-played 19th in the locker room, enters the shower. Men are wont to indulge in forbidden phrases when the shower turns from hot to cold. I might say that quite frequently during the summer, when windows are open, we have complaints from the ladies.

The only way of entry to the grill and terrace is by stairway past the men’s locker-room entrance. While there is an intervening hall and an inner door equipped with a door-check, yet if someone is passing through these doors at the same moment a woman passes to or from the terrace, a sight is liable to flash on her vision that is exceedingly embarrassing. This has already happened several times.

Another bad feature is that the manager cannot get to his apartment on the second floor without passing through the ladies’ parlor and hall leading to the women’s lockers, unless he goes around the back way.

Why say more? The above criticisms are based on actual conditions and, I believe, sufficiently establish the soundness of the contentions at the beginning of this letter.