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**ABOUT THE COVER**

Our cover artist Beverly Bergemann features Bristlecone Pines new waterfall feature that greets members at the front entry to the clubhouse.

*Every contact we have with a customer influences whether or not they'll come back. We have to be great every time or we'll lose them.*

- Kevin Stirtz

Customer service speaker and author

This quote by Mr. Stirtz reminds us of how important every contact we have with the golfer is to our success.

**THE GRASS ROOTS**

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