

To improve pace of play, behavior of the patrons needs to be changed. We understand that changing behavior can be challenging and much easier said than done. The key is communicating clear expectations while being respectful in using supreme diplomacy in the tone and message. A wise man once said “you will get further with a sack of sugar than a sack of lemons...”

Successful operators use a four step approach

1. Set clear expectations of the days pace of play goals prior to the rounds.
2. Send a simple tactful message from the Visage Control Center that informs the group they are out of position and request they catch up to the group in front of them. **Hello & thank you for choosing GPSi Golf Club. Your group is behind our expected pace of play, please catch up to the group ahead.**
3. Send a second message offering suggestions in how to improve pace with some options such as “Ready Golf”, let other groups play through, or automatic two putts. **Hello & thank you for choosing GPSi Golf Club. Your group is still behind our expected pace of play, please play “ready golf”.**
4. Have a member of the golf shop or player assistant visit the group and inform them of the severity of the situation and recommend options like skipping holes to get pack on pace, returning on another day when volume is lower, moving to a forward tee, or changing to a scramble format.

