

# Incline Village General Improvement District

AUGUST 6, 2024



# Agenda



1. Introductions
2. Troon Experience & Capabilities
3. IVGID ~ Troon Proposal ~ Situation & Solution
4. Questions

# The Troon Team



MIKE RYAN  
CHIEF OPERATING OFFICER



TONY MARINO  
VICE PRESIDENT, OPERATIONS



JOE GOODRICH  
VICE PRESIDENT



BRANDON FOWLER  
VICE PRESIDENT

# Company Culture

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The foundation of Troon's 30+ years of success consists of hiring the best people in the industry, who have created an unmatched culture for our partners and associates.

*Dana Garmany – Founder, Executive Chairman*

As a professional hospitality organization, Troon provides the opportunity to tap into our depth and breadth of resources, while creating collaborative partnerships with our valued clients.

*Tim Schantz – President, Chief Executive Officer*

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# Family of Brands

Troon is comprised of 13 distinct brands, with success predicated on creating extraordinary guest and member experiences by delivering superior service, amenities and playing surfaces.





★ Corporate Office Locations

900+

Total Locations

120+

Clubs Within Residential  
 Communities

200+

Private &  
 Semi-Private Clubs

85+

Government Clients

TROON TODAY – 17 CORPORATE OFFICE LOCATIONS



# Lifestyle & Residential Communities

Troon operates world-class amenities for residents in lifestyle communities, providing management services within 120+ master planned developments and partnering with the best in real estate.



# Homeowner/Community Associations

Troon's proprietary operating standards serve as the foundation for our hospitality-centric HOA management services.





# Large Scale Community Amenities



Palm Beach Gardens, FL

- Client Since 2008
- 1,500 Members
- Distinguished Clubs Recognition



Southport, NC

- Acquired in 2018
- 81-Holes of Golf
- Distinguished Clubs Recognition



Heber City, UT

- Client since 2007
- Golf, Ski Club
- One of Utah's Premier Private Communities



Bethany Beach, DE

- Recent Partnership
- Various Amenities
- Premier Beach & Racquet Sports Community

# Superior Resources

The collective experience of our 35K+ associates worldwide is unparalleled in the hospitality and club industry, with professionals and expertise in:



Club  
Operations



Food &  
Beverage



Sales &  
Marketing



Finance &  
Accounting



Human  
Resources



Procurement



Agronomy



Legal



Technology



Retail



Design &  
Development



Risk  
Management



Racquet  
Sports



Golf  
Instruction



HOA's

COMMUNICATION, SYSTEMS ~ EFFICIENT & EFFECTIVE





# IVGID TROON PROPOSAL

Your Situation....

Your Solution....

# Our Approach

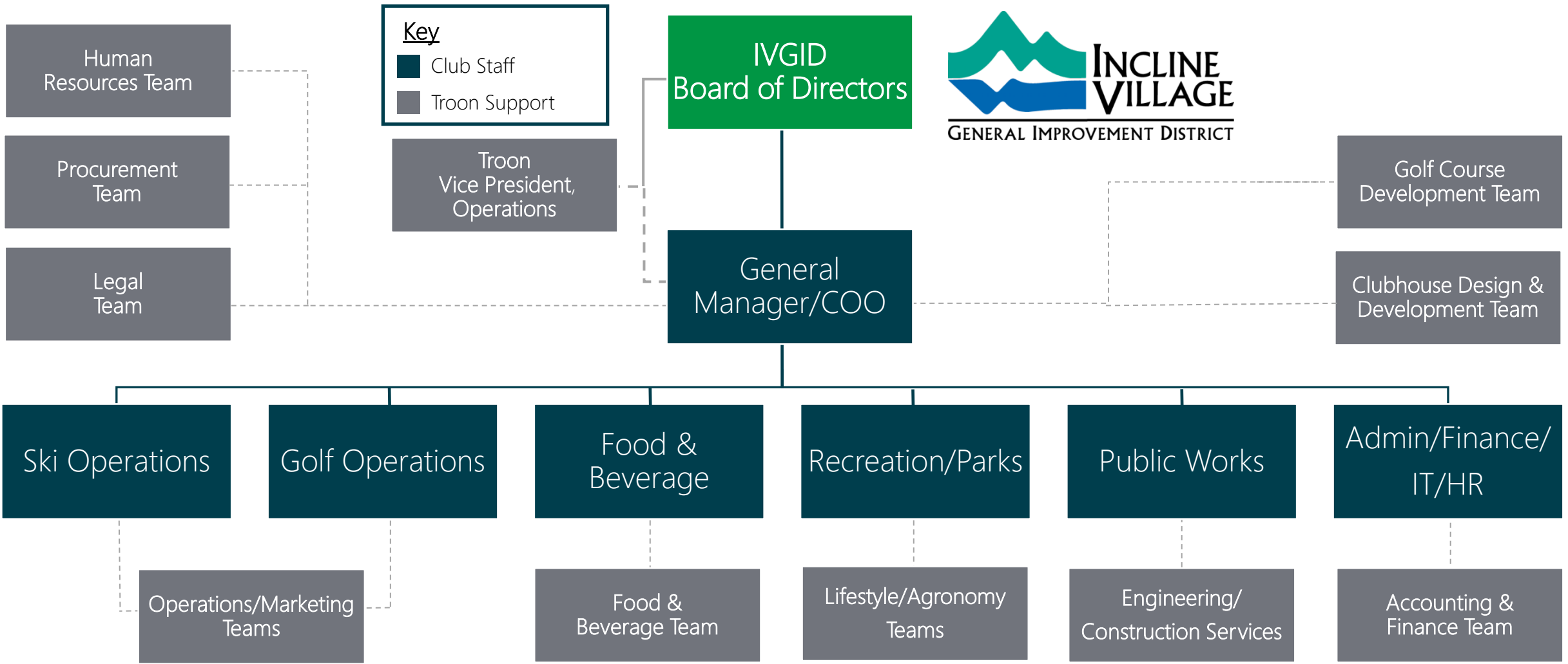
1. Listen, Understand, Plan and Execute with Board approval
2. Provide support, create stability and accountability across departments
3. Improved communications across departments within community and Board
4. Defined and streamlined processes resulting in improved performance
5. Increase resident engagement and experience through associate training/support and feedback mechanisms
6. Prioritization of resources (Operations & Capital) to create and execute on Strategic and Annual Operating Plans

# Stand Alone General Manager

VS.

# General Manager with Troon Support

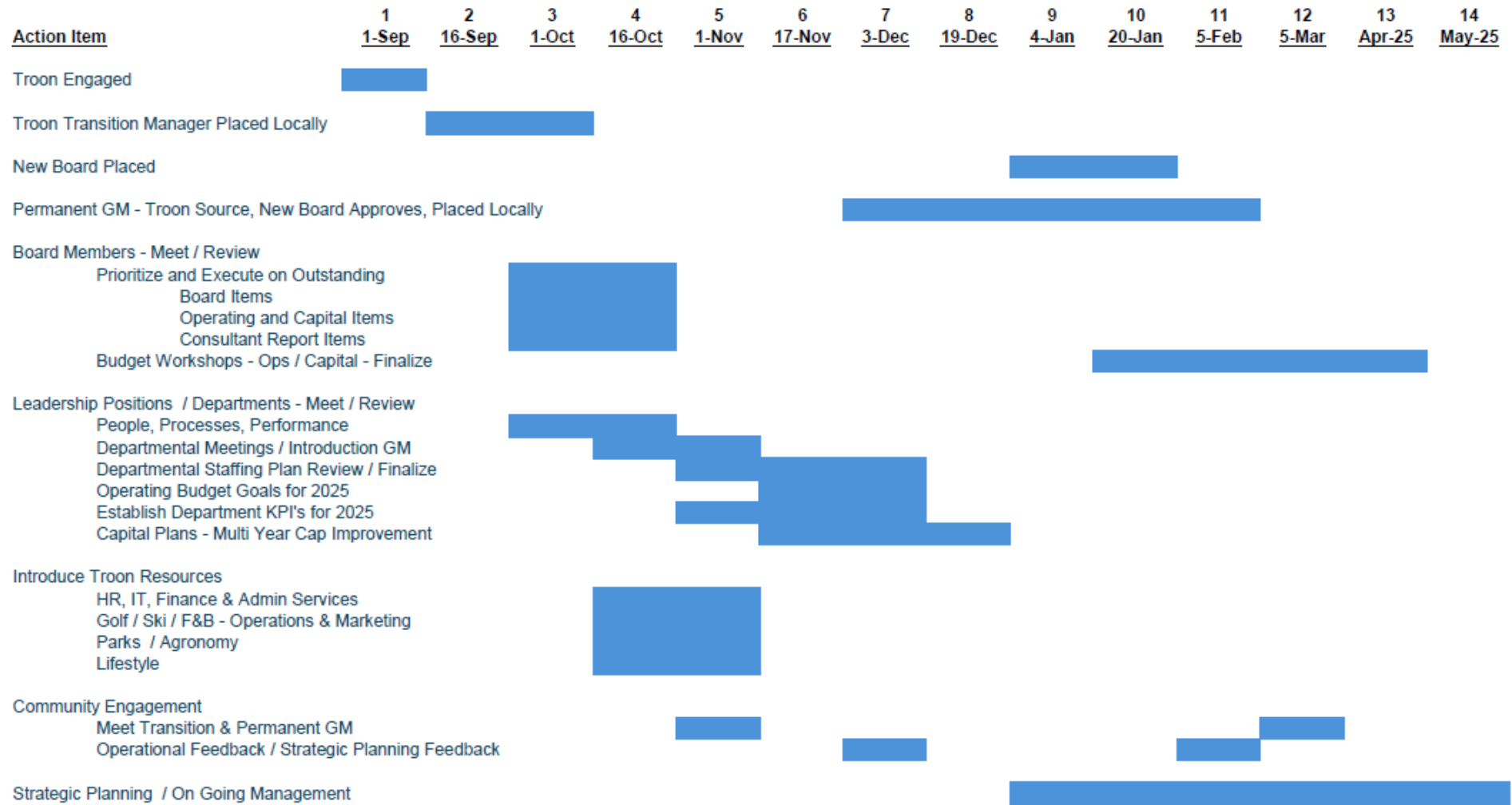




# ORGANIZATIONAL SUPPORT & ACCOUNTABILITY



**IVGID / TROON TIMELINE**



# Troon Proposed Terms



## 1. Scope

- Place Transition & Permanent GM
- Provide support and resources to the IVGID departments and Board

## 2. Terms

- Three (3) year term ~ \$22,500 per month: September 1, 2024 commencement date
- GM salary, onboarding and burden ~ Pass through cost to IVGID
- Incentive based on mutually agreed upon factors to include financial performance, resident feedback, associate engagement ~ not to exceed 20% of the base fee
- Approved reimbursable resource team travel





# INCLINE VILLAGE

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GENERAL IMPROVEMENT DISTRICT  
ONE DISTRICT – ONE TEAM

THANK YOU & QUESTIONS

TROON