

Thomas D. Walker

Vice President

Bollinger Club Insurance Programs

Short Hills, New Jersey

973-921-8098

tomw@BollingerInsurance.com

Thomas D. Walker is Vice President of Bollinger Club Insurance Programs in Short Hills, N.J. With 20 years of experience in the insurance industry, Walker has been a frequent speaker on insurance and risk management issues affecting clubs. With extensive experience in the field of underwriting, sales and marketing to the club industry, Walker is well versed on the insurance challenges that are faced by both club managers and directors.

Bollinger Insurance is the 10th largest privately held insurance brokerage in the U.S. With headquarters in central New Jersey, the firm has over 325 employees. Bollinger has been a leading provider of insurance products and services to golf and country clubs since 1983. Since its introduction, these programs have grown to over 1,000 insured around the country. Bollinger has earned its reputation by having knowledgeable underwriters, prompt service, competitive pricing and professional local claims and loss control services.

In 1986, the Golf Association of Philadelphia formed an affiliation with Bollinger to offer its member clubs the Country Club Insurance Program.



The Golf Association of Philadelphia

2005 President's Council Meeting and Luncheon

Speakers

CARY A. HAMILTON, J.D.

Professor: The Collins School of Hospitality Management
California State Polytechnic University
Pomona, Calif.
909-869-4462
gabamilton@csupomona.edu

Cary A. Hamilton is currently a professor at one of the country's top academic programs in hotel and restaurant management at California State Polytechnic University, Pomona. His expertise includes human resource management, strategic planning and law.



Prior to joining Cal Poly Pomona as an Assistant Professor and later, founding Associate Dean, Mr. Hamilton served as corporate legal advisor and Assistant Director of Human Resources and Labor Relations for the Pratt Hotel Corporation's Sands Hotel, Casino and Country Club, headquartered in Atlantic City, N.J. His responsibilities included directing a staff of 32 human resource specialists in implementing policies and procedures for 3,200 employees. Mr. Hamilton, who joined the

Sands in 1986, acted as legal counsel in grievances and arbitrations, as well as serving as property representative to the Casino Association during the September 1986 strike.

Mr. Hamilton graduated from the University of Bridgeport with a Bachelor of Science degree with honors in Psychology and Urban Studies, holds a Master's degree in Hotel Administration from Cornell University and a Juris Doctor degree from the College of Law at the University of Toledo.

Mr. Hamilton is a published author, has consulted for major hospitality organizations and given numerous seminars and presentations to such diverse audiences as the National Restaurant Association, Donald Trump's Taj Mahal Hotel and Casino, the Club Managers Association of America, Hilton International, Forte Hotels, Larry's Restaurants, the Educational Institute of American Hotel and Motel Association, the Asian American Hotel Owners Association, the California Restaurant Association and the Peoples Republic of China.

After serving as Executive Director to the Vice President for Finance and Development at Cal Poly, Pomona in 1991, professor Hamilton served as Special Assistant to the University President as Coordinator of University Strategic Planning from 1992-94. He then returned full-time to the classroom in 1997 where he was selected as the Collins School Outstanding Professor as well as honored as one of the University's Outstanding Academic Advisors. In 1999, he was recognized by the University for his innovative contributions in distance learning and technological applications in the classroom.

STEVE GRAVES

President and Founder
Creative Golf Marketing and Management, Inc.
Mabhatta, Nev.
800-526-8794
stere@creativegolfmarketing.com

Steve Graves is President and Founder of Creative Golf Marketing and Management, Inc.

Creative Golf Marketing has been named "Membership Marketing Firm of the Year" for four years in a row: 2000-03 by *The BoardRoom Magazine*. The magazine also recognizes Graves as an industry expert in their "Ask the Experts" section for Membership Marketing Consultants.



As the President of Creative Golf Marketing, Inc., Graves has rendered over 550 golf facility consultations. These consultations focused primarily on increasing the Club's revenues, marketability, efficiency and long-term financial stability.

Additionally, reacting to requests and concerns from club officials regarding Member attrition and new Member recruitment issues, Graves has founded the Private Club Network. The Private Club Network represents a value added benefit for members of clubs who are in the Private Club Network. Members have the opportunity to play approximately 310 private, resort and upscale daily fee courses from around the country for cart fees only. The Private Club Network represents a network of clubs offering playing privileges to the members of network clubs, currently not available to stand-alone private country clubs. The Private Club Network was honored as the "New Product of the Year" from *The Boardroom Magazine* for 2002.

Graves is a 1978 graduate of Oklahoma State University with a B.S. Degree in Personnel Management. Graves was a member of the Oklahoma State University golf team from 1974-78. He began his career in the golf industry as an assistant golf professional at Prairie Dunes Country Club in Hutchinson, Kan., from 1978-80. He advanced to the role of head golf professional at Mabhatta Country Club in Mabhatta, Nev., from 1981-92. Additionally, Graves performed in the role as General Manager of Mabhatta Country Club from 1986-88. While at Mabhatta Country Club, he recognized that private clubs had a need for membership marketing advice to maintain their private club membership levels, so in 1990 Graves founded Creative Golf Marketing and Management, Inc.

Steve served as a faculty member and instructor for the Education Department of the PGA of America. He has taught more than 35 seminars and business schools for the PGA of America. He was selected to be a speaker for the Etonic Education Program due to his expertise in the country club industry. Graves was honored as a two-time recipient of the Bill Strausbaugh Award for excellence in club relations. Additionally, Graves was twice honored with the Morton Smith Education and the Junior Golf Leader awards for the Mid-West section of the PGA.