ECHOES

THE OFFICIAL NEWSLETTER OF CHAMPION HILLS

DECEMBER 2024

championhills.com | @ChampionHillsCommunity | 828.696.1962



FROM THE GM'S DESK

As I sit down to write my final message of the year, 2024 has gone by so quickly and the holidays are right in front of us. I want to pause for a moment of thankfulness and reflection. I am truly grateful for the kindness and generosity shown by the members and residents of Champion Hills. Together, you have uplifted employees, neighbors, and the greater Hendersonville community throughout the year. Your contributions such as the Angel Tree, IAM Holiday Food Drive and Hurricane Helene relief highlight the incredible spirit we share. We are so fortunate to be part of such a beautiful, giving community! On behalf of our entire team, I would like to extend our sincere gratitude for your unwavering support.

I am also grateful for your openness to share feedback, which played a crucial role in enhancing our operations and enabled us to serve our members more effectively. By choosing to reside at and join Champion Hills, you have become part of an extended family of members/residents who share a common desire to enjoy exceptional golf, tennis, wellness and dining in the beauty of Western North Carolina. Our dedicated, professional and talented staff share a passion that drives them to ensure your experience with us is nothing short of exemplary and that Champion Hills truly feels like home. Because of them, we are the community and club that each of you cherish and enjoy so much. Thank you team for your hard work this year!

Lastly, a sincere thank you to all of the residents and members who contributed to the Employee Holiday Fund. On behalf of Golf Course Maintenance, Building Maintenance, Landscape, Wellness, Tennis, Food & Beverage operations, Accounting, Admin and Golf Operations, we say thank you for making Champion Hills such a special place to work.

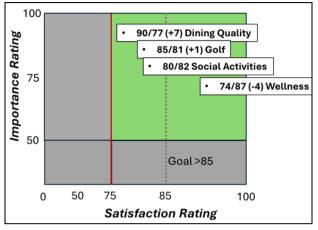
Thanks for a great year! Here's looking forward to an even better 2025.

Happy and Healthy Holidays to each and every one of you, Alan Deck CCM, PGA

THANKS FOR SHARING! 2024 CLUB MEMBER SURVEY

Last month, 653 surveys were sent out and with a 75% response rate, we are confident that we have captured the overall feedback of Club members. Congratulations to Rena Hoffman and Denni Eisen, the winners of our "early response raffle" who will each receive Dinner For Two in the Mountain View Room!





The purpose of this article is to acknowledge your feedback and give you topline insights – starting with a 25% increase in the 2024 Net Promoter Score from 39 to 49. The Board and Management then turn to what Members say is most important to them and how satisfied they are with these top priorities. This chart plots the "three-legged stool" of Club features – Golf, Dining, Social, and Wellness on the Importance vs. Satisfaction scale. Our members consider each of these to be very important, and our very high goal is to move satisfaction to above 85% in each area.

Dining Quality is our members' top priority, with components of food quality and staff service ranked highest. Results indicate 89% of you feel that dining has "improved" or "vastly improved" showing a good outcome on the Club's top 2024 priority. There is more to do on lower scoring components such as outdoor dining, wine selection & pricing and buffets. We shared plans for the patio expansion at our recent town hall.

The Golf program scores a very high 85 in importance and improved in satisfaction. Courtesy of staff, condition of greens & fairways, and speed of greens all scored over 80% satisfaction. Our Master Plan for 2025-26 calls for work to address lower scoring areas such as of tees, roughs, and bunkers.

Social Activities and the Wellness Program delivered satisfaction scores higher than their respective Importance ratings indicating a very positive member experience. 66% of members felt that social events were "improved" or "vastly improved".

Wellness is the highest satisfaction rated area at the club, even with a slight decline vs. last year. 71% of members use the Wellness Center. The Master Plan calls for cardio equipment to be upgraded in late 2025. A TRX station, Tennis Court water station, and Wellness Center water bottle filler will be installed early next year for member use. Personal training was noted as a favorite feature of our Wellness program.

Overall, we are pleased with the 2024 survey results. They show the Board and Management are focused on things most important to members, and that progress is being made on key areas for improvement. Management will use the results as a major input to the 2025 action plans. If you are interested in more insights from the survey, check out the Club Documents section of our website.

As 2024 ends, thank you for the privilege of serving the Club and we wish you happy holidays!

2024 Club Board of Governors

Stu Holcombe, Mary Kwolek, Dung Phan, Todd Roadman, Jeff Springer, Milan Turk, Ken West



CHAMPION HILLS ANGEL TREE

Once again, we are proud to say that this year's Angel Tree program was a success! The Salvation Army and our Champion Hills associates are beyond thankful to all the Members who helped make Christmas special for their children.



All together, gifts were donated for 56 Champion Hills Angels and 95 Salvation Army Angels!









IAM

CHAMPION HILLS ANNUAL FOOD DRIVE

IAM distributed Thanksgiving dinner prep boxes to those in need this holiday season. Your generous donations helped fill those boxes!

A special thank you to Mark Calkin for all his help!

A NOTE FROM THE CHAMPION HILLS HOLIDAY ELF



December is here-Boy, this is my favorite time of the year! Laughter & merriment galore, I can't wait to see what adventures we have in store!

Pay attention to your emails for clues on December 17, 18 & 19, too. A chance to win prizes each day-I could not imagine spending the holidays any other way!

HOLIDAY HOURS OF OPERATION

DECEMBER 24 | CHRISTMAS EVE FAZIO PUB LUNCH: 11 AM - 2 PM PRO SHOP: 9 AM - 3 PM SHORT GAME & DRIVING RANGE: 9 AM - 2 PM

DECEMBER 25 | CHRISTMAS DAY CLUB CLOSED DECEMBER 31 | NEW YEAR'S EVE FAZIO PUB LUNCH: 11:30 AM - 2 PM NEW YEAR'S EVE CELEBRATION PRO SHOP: 9 AM - 3 PM SHORT GAME & DRIVING RANGE: 9 AM - 2 PM

> JANUARY 1 | NEW YEAR'S DAY CLUB CLOSED



STAY CONNECTED WHILE YOU'RE AWAY!

As you travel and explore the world this season, stay connected with your Champion Hills family through our "HOW FAR CAN YOU GO?" campaign.

Here is how to participate:

- 1. Be sure to pack your favorite CH logo shirt/apparel
- 2. Take a photo of you with the CH logo wherever you travel
- 3. Email josie@championhills.com telling us where you are traveling

It's that simple! At the end of March, we will award two winners:

- 1. Who traveled the furthest from the Champion Hills Clubhouse with their CH logo
- 2. Most Unique Destination traveled with their CH logo

All submissions must be submitted by February 28, 2025.

The winners will receive a feature in the April Echoes issue and a complimentary gift basket. If you have any questions, please feel free to reach out to the Admin Office!

KEVIN & KAREN WRIGHT

WHERE ARE YOU FROM?

Kevin was born in Sault Ste. Marie, Ontario and moved to the United States when he was 4. He ended up in Fort Wayne, Indiana, where his father played hockey for the Fort Wayne Komets. The family stayed there after he retired.



ARE YOU IN CH FULL-TIME OR SEASONALLY?

They are thrilled to be here full-time!

WHAT DO YOU LIKE TO DO AT CHAMPION HILLS?

Kevin enjoys playing golf on our beautiful course, working out at the Wellness Center, walking the trails throughout the neighborhood, social/dining at the Club.

Karen is a beginning golfer and has decided that the beauty of the course outweighs her many errant shots! She also enjoys the tennis clinics, Wellness Center classes, and dining/social at the Club.

They enjoy getting together with their many new friends who, along with all of the Champion Hills staff, have made Champion Hills the most welcoming and fun place they have ever lived!

WHAT IS ONE FUN/INTERESTING FACT ABOUT YOURSELF?

When Kevin played in a 30 and over baseball league, he participated in a home run derby against George Foster (he won!). Kevin also worked as a bullpen catcher for the Cincinnati Reds for two weeks during summer (college) leagues.

Karen's USTA 2.5 tennis team won the national championship at Flushing Meadows, New York, in 1998. As is evidenced by her current play, she gave up the sport shortly thereafter and didn't pick up a racquet until moving here.

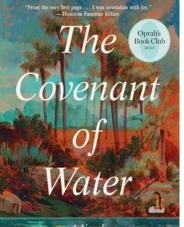
* * * * * * * *

THANK YOU TO OUR 2024 MEMBERSHIP SPOTLIGHT CONTRIBUTORS

Nick, Abbie, Kate & Emily Speyrer | Sandy & Laurie Davis - March Horacio & Alex Gennari | Steve & Ann Elson - April Thea Sommer & Karen Gilbert | Pat & Peter Howitt - May Tom & Joy Flora | Jerry & Donna Weiss - June Bob & Kathryn McCartha | Tom & Tamara Smith - July Dan & Michelle Carpenter | John & Theresa Soffronoff - August Fernando & Christina Leite | Charlie & Leslie Mishner - September Cater & Monica Hopkins | Phil & Rowena Croxford - November Kevin & Karen Wright - December

CHAMPION HILLS WANTS TO GET TO KNOW YOU! EMAIL JOSIE@CHAMPIONHILLS.COM TO BE FEATURED IN ECHOES.





Abraham Verghese

CHAMPION HILLS BOOK CLUB DECEMBER 2

THE COVENANT OF WATER BY ABRAHAM VERGHESE

This novel tells the story of an Indian family living in southwest India. It spans 3 generations, from 1900 to the 1970's. It is a stunning story of love, faith, and medicine, as a family seeks the answers to a strange secret. Oprah Winfrey said "One of the best books I've read in my entire life. It's epic. It's transportive... it was unputdownable."

For more information please contact: Barb Morrison | 309.269.0010 Barbara Zucker | 845.598.0933



PET PROFILES

"HALLELUJAH IS HER NAME, AND WE CALL HER HALLIE!"

OWNERS MICHAEL & LISA WILLS

AGE & BREED

She is a Yorkshire Terrier "Yorkie" and is twelve but acts like a puppy. She has lots of big dog attitude!

FAVORITE TOY

Her favorite toys are anything that makes a crinkly or squeaky noise.

FAVORITE ACTIVITIES

Hallie loves to go on hikes while sitting in her backpack and go for car rides - especially to get ice cream pup cups!

COMMENTS ABOUT HALLIE

Hallie likes to find sunny spots to take a nap, loves kisses on her cheeks when she wakes up in the morning, and loves to snuggle on your lap.





THANK YOU TO OUR 2024 PET PROFILE STARS

Barkley (Thea Sommer & Karen Gilbert) & Hobbes (Todd & Pam Roadman) - April Henry & Leo (Tom & Joy Flora) - May Farley (Bob Peters & Beth Stein) - June Rosie (Gary & Jenny Rich) - August Owen (Milan & Beth Turk) - September Carl (Al & Robin Rex) - November Hallie (Michael & Lisa Wills) - December

CHAMPION HILLS CLUB

TOWN HALL MEETING

DECEMBER 5 2:30 PM

Review of The Board's Proposed Capital Fees & Spending Plans

UPCOMING EVENTS

Champion Hills Holiday Party

Celebrate the Most Wonderful Time of the Year

DECEMBER 17 | 2 PM - 4 PM

Join us for this special tradition! Bring your unwrapped gifts and enjoy afternoon tea & cookies while staff wraps your gifts. Your gifts will be adorned by Mrs. Terpstra's amazing handmade bows! All supplies are included.



DECEMBER 19 | 4 PM - 6 PM

Grab your ugly sweaters and join us at Third Thursday for this annual tradition! Enjoy bar bites, spirits, and all things merry & bright!

DECEMBER 6 COCKTAILS - 5:30 PM DINNER- 6:30 PM

Celebrate with your friends at the Champion Hills Holiday Party!

Holiday music by Guitarist, Chris Harmon.





EARLY & LATE SEATING OPTIONS

DECEMBER 31 | 7 PM - 12:30 AM EARLY CELEBRATION | 5 PM

EARLY TOAST | 10 PM & LATE TOAST | 12 AM

Ring in the New Year at Champion Hills with live music from The Masci Band.

Happy Holidays from Champion Hills Club.

FOR DINING RESERVATIONS, PLEASE CONTACT SHELLY AT (828) 233-0973 OR EMAIL SHELLYM@CHAMPIONHILLS.COM!



DECEMBER 3 | 5 PM - 8 PM

Join us for Pasta Night! Enjoy "All You Can Eat" breadsticks, assorted pastas, sauces, toppings, and Italian desserts!

DECEMBER 10 | 5 PM - 8 PM Join us for \$1 wings, \$3 drafts, and your favorite comfort foods from our Fazio Pub menu!



DECEMBER 17 | 5 PM - 8 PM

PUB NIGHT

Join us for Burger Night-- You can't go wrong with made-to-order burgers, fries, and homemade milkshakes!

DECEMBER 28 | 5 PM - 8 PM Join us for the popular Prime Rib Night!



SEAFOOD SPECTACULAR

FEBRUARY 1 | 5 PM - 8 PM Join us for spectacular assortment of seafood & sides!

UPCOMING DINING VENT 5

CH PROFESSIONAL DEVELOPMENT

Dear Champion Hills Club Members,

I recently had the privilege of representing Champion Hills as one of over 175 students attending the National Student Education Conference for the Club Management Association of America (CMAA) in Charlotte, NC. This event was an extraordinary experience that has expanded my understanding of club management and strengthened mv commitment to providing exceptional service to our members here at Champion Hills.





The conference was a weekend full of learning and networking. We got to participate in intriguing presentations led by industry professionals, and a knowledgeable General Manager panel with respected leaders from some of the top clubs in the country. The lessons were invaluable. We also explored the future of technology in clubs and getting the opportunity to meet the people behind Jonas, MembersFirst, and Clubessential.

Visits to benchmark clubs like Quail Hollow, Carmel Country Club, Charlotte Country Club, and Charlotte City Club shed light on how different clubs make excellence a reality. These experiences gave me a further appreciation for the environment we create here at Champion Hills and fostered new ideas to share with our team.

I would like to extend my deepest gratitude to each one of you, our Members, for continuously believing in and investing in the staff here at the Club. When I started here over four years ago as a 17-year old trying to navigate a pandemic, I would never have seen myself where I am today. Your commitment to excellence enables the staff to seize such opportunities for growth as professionals. I would also like to extend a special thanks to Alan Deck, Patrick Necessary, and Shelly Metcalf for their mentorship and encouragement.



Again, thank you for offering me the chance to represent Champion Hills at that prestigious event. I am proud to be part of this team and have loved every minute of doing my bit in contributing to our bright future here at the Club!

Warm Regards, Carson Graham, Champion Hills Club



CATENA ZAPATA - WORLD'S BEST VINEYARD 2023

In 1902, Nicola Catena, an Italian immigrant, planted his first vineyard in Mendoza, Argentina. The winery has remained under family control - now in its fourth generation - and is one of the few family-owned wine companies in Argentina that remains in Argentine hands. Dr. Nicolás Catena Zapata revolutionized Argentine wine in the 1980s by exploring extreme high-altitude terroirs in the Andean foothills of

Mendoza. He discovered their potential for producing wines - Malbec in particular- that could stand with the best in the world. Today, the Catena Family holds more 100-point wine ratings than any other winery in South America and has received numerous "best winery" awards from wine publications worldwide. Catena is certified Sustainable by Bodegas de Argentina and conducts extensive research on soil, terroir, and ancient clones."



The Catena Malbec presents a deep violet color with purple reflections. This microclimate blend of four unique vineyards offers intense aroma, soft texture and concentrated flavor. Deep aromas of ripe red and dark fruits are joined by delicate violet and lavender notes, with traces of vanilla and mocha. A rich, concentrated CATENA mouthfeel is highlighted by the flavors of blueberries and blackberries with a touch of leather and cinnamon. The wine has well-integrated tannins, bright acidity and a flinty minerality that provides exceptional length to the finish.

DECEMBER SPECIAL PRICING: 9 GLASS | 34 BOTTLE

ORANGE SCENTED CRANBERRY SAUCE

By Executive Chef Sean Thomas

INGREDIENTS

小

- 2 Bags (12 ounces each) Fresh or Frozen Cranberries
- 1½ Cups Sugar
- 4 Wide Strips Orange Zest, plus 1 Cup Fresh Orange Juice
- Coarse Salt & Ground Pepper

DIRECTIONS

1) In a medium saucepan, combine cranberries, sugar, orange zest, and 1/2 cup water; season with salt & pepper.

2) Bring to a boil over medium-high. Reduce to a simmer and cook until thickened, 20 to 25 minutes.

- 3) Stir in orange juice.
- 4) Remove from heat and stir in orange juice. Enjoy!



Happy Holidays!



HEALTHY HOLIDAY FOOD SWAPS

If you want a holiday feast without all the excess calories, try these tips to lighten things up!

TURKEY Swap dark meat for light meat or fish.

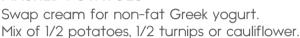




STUFFING

Swap sausage for nuts or mushrooms.

MASHED POTATOES







SIDE VEGETABLES

Swap the casseroles for roasted veggies or use an air-fryer.

PIFS

Swap pecan pie for pumpkin or baked apples.

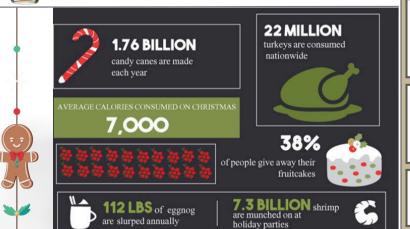




DRINKS

Top with vanilla yogurt.

Swap eggnog or hot chocolate for hot apple cider.





BOOK YOUR PERSONAL TRAINING **APPOINTMENT WITH TJ OR ELIJAH TODAY!**



TJ VORE 828-606-8887



828-450-2414

HOLIDAY CLASS SCHEDULE 2 Kanad wite Just 11 phillip

MONDA 12/23

8:15 AM | Barre 10:30 AM | Slow Flow Core

TUESDAY 12/24 10:30 AM | Cardio Tabata

WEDNESDAY 12/25 No Classes

THURSDAY 12/26 No Classes

FRIDAY 12/27 8:15 AM | Cardio Tabata 9:15 AM | Gentle Yoga 10:30 AM | Barre

MONDAY 12/30 8:15 AM | Barre 10:30 AM | Slow Flow Core

TUESDAY 12/31 8:00 AM | Yoga Basics 10:30 AM | Cardio Tabata

WEDNESDAY 1/1

No Classes



WELLNESS FIT BIT:

WHAT DO THE NUMBERS MEAN ON THE ROWERS?

The fan cage is numbered so you can set the damper lever to a particular value from 1–10, indicating how much air is drawn into the cage on each stroke. Higher damper settings allow more air into the flywheel housing. The more air, the more work it takes to spin the flywheel against the air. I is the least amount of air. 10 is the maximum amount of air.

<u>WISDOM</u> \mathcal{O} \mathcal{O} ГЦ ELLN \geq



-HOLE-IN-ONE-

Congratulations,

Scott Ogden!

Hole #4 155 Yards | 4 Hybrid

November 12, 2024

-MM CUP WINNERS-

Todd Roadman | Dick Schmidt Lee Weber | Mike Corbett Presented by Curt Marker



DECEMBER PRO SHOP HOURS 9 AM - 5 PM For tee times, please call the Pro Shop or visit ForeTees.

<u>CHRISTMAS EVE</u> 9 AM - 3 PM DRIVING RANGE & SHORT GAME 9 AM - 2 PM

NEW YEAR'S EVE 9 AM - 3 PM DRIVING RANGE & SHORT GAME 9 AM - 2 PM

'ALL CLUB-OWNED CARTS HAVE TO BE RETURNED BY 3 PM



-MEN'S MATCH PLAY

CHAMPION-

Alan Skelton

DECEMBER 6 | 3 PM - 5 PM

Swing by the Pro Shop to enjoy complimentary wine & holiday shopping! Take your chance at playing Christmas Plinko to determine your discount on selected merchandise (up to 35% off) at checkout!

SALES RACK SAVINGS!

1 item for \$49 | 2 items for \$89 | 3 items for \$119

Sales rack items cannot be combined with already discounted items & only applies to in-stock items

RAFFLE PRIZE!

Make any purchase during the Sip & Shop sale, and your name will be placed in a raffle drawing to win an Ogio "Whiskey" golf bag with a matching headcover! (No exchanges will be allowed for the raffle prize)





CHAMPION HILLS Real Estate

Owning a home comes with a lot of responsibility, especially when the cooler weather strikes.

To keep your home in tip-top shape during the fall and winter seasons, complete some home maintenance tasks to help prepare for anything the cold weather brings. Here are 13 items to tackle this fall to prepare your home for the cooler weather ahead.



CLEAN OUT THE GUTTERS

One of the most important home maintenance tasks to complete this fall is to clean out the gutters. Removing the leaves and other debris will help the water flow through 10 times better.

Leaving this task untreated can cause a leaky roof and foundation issues, damage your landscape, and create a nesting place for pests. If you live in a heavily wooded area, consider adding mesh gutter guards to prevent leaves from building up in the future.

INSPECT YOUR FURNACE

Don't wait until the cold weather strikes to check on your furnace. It's recommended that a professional service your furnace once a year. Get ahead by calling a heating and air company now to schedule a tune-up.

MAKE SURE YOUR APPLIANCES ARE WORKING WELL AND UP-TO-DATE

From heating and air units to water heaters to smoke and carbon monoxide detectors, it is crucial to have all of these appliances working before winter comes.

No one wants to have a broken heating unit during the middle of a snowstorm. This fall, schedule an appointment with your heating and air company to have them checked out to make sure they will withstand the cold weather.

PREPARE FOR PESTS

As the temperature drops outside, bugs will start to look for a warmer place to stay and that often means inside your home.

To avoid these pesky guests, seal up cracks and other entry points that these critters might use to come inside.

Consider putting out traps or spraying bug killer inside and outside your home to deter them. Lastly, take out the trash. Keeping your spaces clean will leave less room for bugs to burrow.



REPLACE YOUR AIR FILTERS

Often an overlooked and long-overdue maintenance task is replacing your home's air filters.

Depending upon the quality and brand of your air filters, the life span of them can last anywhere from three to six months.

This fall, make sure to replace your air filters to remove the collected dirt, dust, and allergens from the air.

DEEP CLEAN YOUR KITCHEN

It's been many months since spring cleaning was here, and since then, life has happened. Take some time this fall to deep clean commonly used spaces like the kitchen to help get your house in order.

Clean out your fridge and deep clean your tiles, grout, trash and recycling bins, and oven and stove.

This not only helps you prepare for any guests you may have coming over, but it will help prevent pests and keep your space fresh.

INSPECT YOUR CHIMNEY AND FIREPLACE

Home heating is one of the most common causes of a house fire, so this fall it is important to have both gas and wood fireplaces inspected.

Doing this will help prevent things like smoke, water vapor, and firewood particles from entering your home.

Maintaining your chimney will also help with proper airflow and prevent build-up of tar-like substances on the interior walls.

DON'T OVERLOOK YOUR ROOF

One of the most important home maintenance tasks to complete this fall is to check the status of your roof.

Fall and winter are the worst times of the year to have roof problems. Inspect your roof for leaks and holes and get them repaired ASAP to prevent further damage.

CHECK FOR AIR LEAKS

Don't wait until the cold weather comes in through the nooks and crannies of your house. Take the time now to inspect your weatherstripping, taking care to check for any gaps. Sealing up a drafty house can save you upwards of 20% on your energy bill this winter, so now's the time to make this a priority.

PLEASE CALL OUR TEAM TO ASSIST WITH YOUR REAL ESTATE NEEDS!

AMBER SAXON (828) 699-0171 | STEVE DEWITT (828) 280-0256

December

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2 Clubhouse Closed Book Club	3 Pasta Night	4	5 Town Hall Mtg. Thirsty Thursday	6 CH Holiday Party	7
8	9 Clubhouse Closed	10 Pub Night	11	12 Thirsty Thursday	13	14
15	16 Clubhouse Closed	17 Ladies' Tea & Wrapping Party Burger Night	18	19 Third Thursday Ugly Sweater Party	20	21
22	23 Clubhouse Closed	24 Christmas Eve Fazio Pub 11 AM - 2 PM Pro Shop 9 AM - 3 PM	25 Christmas Day Hanukkah Begins Clubhouse Closed	26 Thirsty Thursday	27	28 Prime Rib Night
29	30 Clubhouse Closed	31 New Year's Eve Fazio Pub 11:30 AM - 2 PM Pro Shop 9 AM - 3 PM NYE Celebration	1 New Year's Day Clubhouse Closed			

NOTES: