



HIGH PERFORMANCE SPORTS MANAGEMENT, INC. - RFP-7-2013 TENNIS MANAGEMENT SERVICES, JAN. 9, 2013

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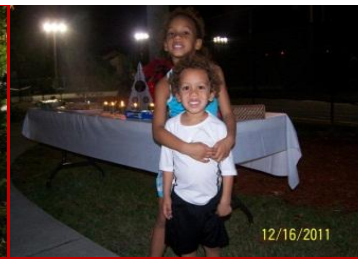
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TAB 1

Cover Letter

WHERE COMMUNITY AND PERFORMANCE COME TOGETHER





High Performance Sports Management, Inc. } 337 Agnes Street, Orlando, FL 32801

PRESIDENT
CONTACT NO
EMAIL

Anzela (Angie) Zguna
407.575.0309
Azguna@hotmail.com

High Performance Sports Management (HPSM) was established in 2008 by its President, Anzela (Angie) Zguna. Angie, a highly acclaimed player in her native country of Latvia, has called Winter Park, Florida home for the past 14 years. Angie graduated from Rollins College prior to going on the Women's Tour in 2001. She was recently inducted into both the Sunshine State and Rollins College Halls of Fame. Angie has also spent several seasons as Asst. Coach to the Rollins College Women's tennis team.

At **HPSM** we are committed to consistently meeting and exceeding the expectations of our club members by managing a facility professionally, efficiently, and with a friendly attitude. We hold ourselves to equally high standards in the development of players, whether for competitive or recreational play. It is through individualized attention to each player that we reach for excellence.

Over the past three years, **HPSM** has worked to facilitate a "community" atmosphere at the Winter Park Tennis Center. This attitude is apparent in every member of our team from Management and Pros to our front end customer service pro shop staff. It is the driving force behind every decision we make.

HPSM has also spent time volunteering in the schools and in the community. We were excited to be presented with a grant from the USTA for \$1800 of equipment to use to assist our public school with their tennis instructional programs. We also initiated an economically affordable program for recreational play for all ages. We were just as excited to bring in the current USTA Jr Team Tennis Coordinator, Amy McCully, as our Director for the 10 and under program.

The Winter Park Tennis Center is known for attracting Florida's top competitive Juniors, top Men's and Women's adult competitive teams and for its forward thinking regarding community involvement in its programs. The Juniors Program currently includes 50 of Florida's and the Nation's best and highest ranked tennis students, along with the top ranked Boys 16s Juniors player in Central Florida. This past season 2 of our men's leagues (who currently have more than 75% of members on their teams) made it to the finals and won! Our women's leagues, year after year, have consistently proven themselves to be representatives of the best Central Florida have to offer. From our High Performance Juniors programs to our recreational Round Robins, **HPSM** possesses a great sense of pride and an intense passion for the promotion of tennis within the community of Winter Park.

HPSM has proven that it has the ability and experience to achieve the City's goals for the facility and offers a solution that allows the responsibility of the facility to be contracted to a professional management company, while both maintaining and expanding the current membership base and keeping key staff and instructors involved. During the current contract in place, **HPSM** has provided the following income to the City of Winter Park;

2010	\$48,955.43
2011	\$50,184.69
2012	\$46,396.84 (this is only through November 2012, as December has not closed out yet)

We believe **HPSM** is the best choice to manage the City's tennis facility, not only because of our experience and ability, but also because our Company has been formed by Winter Park's finest tennis professionals for this very purpose. We would be pleased to provide additional information regarding this submission at your convenience.

"Where community and performance come together"

Sincerely,



Anzela Zguna, President
High Performance Sports Management, Inc.



TAB 2

Qualifications and Experience

**WHERE COMMUNITY
AND
PERFORMANCE COME TOGETHER**



United States
Professional Tennis Association

Hereby certifies that

Anzela Zguna

has successfully completed all requirements, including an extensive
examination of teaching, playing and business skills, necessary for the rating of

Professional 1


Chief Executive Officer



Membership No.

55777

QUALIFICATIONS AND EXPERIENCES} Angie Zguna

Angie Zguna is part of the management team for **High Performance Sports Management, Inc. (HPSM)** and will continue to serve as Contract and Operations Manager for Winter Park Tennis Center.

Since February 2010, Winter Park Tennis Center has been managed and operated by Angie Zguna of **HPSM** with the specific goal of making it the best managed tennis facility in Central Florida. Angie has provided an atmosphere of **Excellence, Commitment, Partnering and Character** while establishing and maintaining a high quality tennis program with breadth and depth of activities to meet the needs of the tennis playing community of all ages and levels as well as the City of Winter Park. She has also maintained the overall cleanliness of the complex facility, including the daily maintenance of the soft and hard courts.

KEY ACCOMPLISHMENTS AND ACTIVITIES }

- Professional certifications:
 1. United States Professional Tennis Association (USPTA P1)
 2. Professional Tennis Registry (PTR) Professional Level
 3. United States Tennis Association (USTA) High Performance Coaching
 4. National Collegiate Athletic Association (NCAA) Certified College Recruiter
 5. Master Racquet Technician (MRT)
- Graduate of **Rollins College** with a major in International Business and minor in Economics and was **Assistant Women's Tennis Coach** (2007-2012) at the college
- At Rollins College won the **DII Tennis National Championship** in 2000
- 2007 Inductee into The Sunshine **State Hall of Fame**
- 2011 Inductee into **Rollins Hall of Fame**
- Career high **worldwide ranking** 376 out of 1500 with the Women's Tennis Association
- In February 2010, **Tennis Management Services Contract** awarded to Angie Zguna of **HPSM** to manage Winter Park Tennis Center
- Responsibilities include overseeing **ALL** programming and managing **ALL** operations at Winter Park Tennis Center (Pro Shop, Programs (All Ages/Levels), Maintenance, Staff (Team of Coaches/Pro Shop Attendants/Maintenance Staff) and etc.
- Created and established programs for all ages/levels. Examples: **Adult Clinics:** Coed Beginner/Coed Intermediate/Coed Cardio/Coed Fast Feed/Men's Advanced/Round Robins/Team Clinics/Team Tennis. **Juniors:** High Performance Full Time Program/After School Recreational Programs/Holiday and Summer Camps/New USTA 10 and under age specific program/Middle School/High School. **Tournaments:** Junior Grand Prix, Quickstart family classic and USTA Sanctioned tournaments such as Junior Locals and Ladies National Grande Dame.

Since its inception in 2010, **HPSM** faced the same challenges that almost all organizations and families have faced during the global economic down. We pushed through the poor economy and have continued to make progress. The important idea through it all was progress. We have made a lot of progress, but there is still much to do. Here is a recap of the past three years, along with where we are headed;

ACCOMPLISHMENTS }

- **Strong growth in the WPTC membership base.** When **HPSM** took over managing the Winter Park Tennis Center, there were approximately **140** members. Currently there are over **250** members.
- **Lowered the cost of services without impacting revenue.** We went from having a pro with a cost of \$80 per hour (Richard Schmidt) to replacing him with a pro at \$65 per hour. With the economic conditions of our members and families, we wanted to provide them a more economical alternative, while still providing the same level of expertise. Phenomenally so, we were able to stay steady with income, as we did not take any losses from the prior year.
- **Engaging the Next Generation.** We developed an affordable recreation program utilizing the USTA 10's new and Under Tennis approach to growing the sport of tennis in children. In addition, **HPSM** acted as tennis consultants/volunteers during Spring, '2012 to the PE teachers of three Winter Park elementary schools: Aloma, Brookshire and Lakemont. Spent one full day at each elementary school assisting the P.E. teacher with presenting their tennis curriculum to each P.E. class.
- **Facilities.**
 - **HPSM** purchased used windscreens from the Country Club of Orlando and donated them to the Winter Park Tennis Center.
 - In the interest of member service, **HPSM** purchased a Playmate ball machine and set low annual rates for individuals and families to use it. The positive response and use of the machine has far exceeded our expectations.
- **USTA Support.** **HPSM** was awarded 4 sanctioned USTA Junior tournaments and 3 sanctioned USTA Adult tournaments for 2013. **This was huge progress.** The USTA in general cut the number of USTA sanctioned tournaments in the State of Florida by 40%, however, the Winter Park Tennis Center received more tournaments than the year prior. We were commended by the USTA for the type of customer service we have provided to our tournament participants and on our professionalism and love for the children that we have displayed while hosting our tournaments. It took until 2012 to be able to apply for sanctioned tournaments as there is a "process" each complex and tournament director must go through to be approved.
- **Social Experiences.** We hosted quite a few social events in 2012 for our members and non-members that turned out to be quite a success. From round robins, to our special "Valentine's" social to our different "flight" socials, everyone seemed to enjoy the mix that was offered.
- **The WPTC Community.** Most importantly, we have won the hearts and praise of most who opposed having **HPSM** take over management of the facility. That means more to us than we can express because it acknowledges that we are working towards our vision statement: "**Where Community and Performance Come Together**". If any of those that had opposed us thought we did not care about our community, our performance or providing them with the best facility possible, they would not have written us the reference letters enclosed as part of this proposal. That is truly the biggest honor we could ask for.

WHERE WE ARE HEADED }

- **Continued Growth.** With the announcement of the closing and relocating of the Orlando Tennis Center, Winter Park Tennis Center will need to accommodate room for more growth, while maintaining outstanding service levels and increase memberships. As any organization knows, growth brings both challenges and opportunities. We have strategically set ourselves up with the staff to accommodate growth.
- We would like to partner with the City of Winter Park to help find grants to accommodate growing the facility.
- We began and would like to continue creating a “One Team” atmosphere within the City of Winter Park and the Winter Park Tennis Center.
- We have been in the planning stages of developing an International Tennis Program. This program would bring in more revenue for our local business owners and complement the high standards of the City of Winter Park.
- The USTA’s decision to reduce its tournaments by 40% will create demand for the local tournaments we will be hosting this year. We would like to partner with local retailers to advertise their businesses and services to the players that will be traveling here for the tournaments. (i.e. hotels, restaurants, E-Tennis etc)
- We will enhance our already state of the art website to include links to functions and programs offered by the City of Winter Park and local retailers.
- Branding – **HPSM** will continue the branding effort for the Winter Park Tennis Center. We have already begun with the sales of t-shirts and sweatshirts with the new brand of Winter Park Tennis Center on them.



WINTER PARK TENNIS CENTER

Anzela Zguna
1307 Falcon Drive, Orlando FL 32803
407.575.0309

PLAYING-CAREER HIGHLIGHTS

TOURING PROFESSIONAL (2001-2004)

Career-High Singles Ranking of 394 (Nov. 10, 2003)
Represented Latvia in 2004 Fed Cup as # 1 Singles Player
Winner of Singles and Doubles Titles, 2003 Miami Satellite Tournament
Winner of Clay Court Nationals 30 (Dec. 2005)

COLLEGIATE TENNIS (1997-2004)

Rollins College, Division II, # 1 Singles Player (1999-2001)
University of Southwestern Louisiana, Division I, # 1 Singles Player (1997-1998)
NCAA Division II National Champion (2000)
NCAA All-American (2000-2001)

AMATEUR TENNIS

Trained in Liepaja, Latvia (1980-1993)
Played Team Tennis and Trained in Hannover, Germany (1993-1996)
Eleven-time Winner of Latvian Doubles Championship
Ranked # 16 as Junior in Former Soviet Union

COACHING AND MANAGEMENT EXPERIENCE

WINTER PARK TENNIS CENTER (Winter Park, FL)

Oversees **ALL** programming and manages **ALL** operations at the tennis center (Pro Shop, Programs (All Ages/Levels), Maintenance, Staff (Team of coaches/Pro Shop Attendants/Maintenance Staff) and etc.
Created and established programs for all ages/levels. Examples: Adult Clinics: Beginner/Cardio/Fast Feed/Men/Round Robins/Team Clinics/Team Tennis. Juniors: High Performance Full Time Program/After School Programs/Holiday and Summer Camps: 10 years old and younger/Middle School/High School.
(2008-Present)

ROLLINS COLLEGE (Winter Park, FL)

Assistant Women's Tennis Coach (2007 – 2012)

SADDLEBROOK TENNIS ACADEMY (Wesley Chapel, FL)

Part-time, seasonal instructor to adult camp attendees and junior academy players (1998, 2005)

WICKER TREE TENNIS CLUB (Columbus, OH)

Instructor to juniors (2004)

ROLLINS COLLEGE DAY CAMP (Winter Park, FL)

Instructor to summer camp attendees, ages 8-12 (2000, 2002)

SCHWARZ WEISS TENNIS CLUB (Hannover, Germany)

Instructor to juniors, ages 10-13 (1995)

LIEPAJA TENNIS CLUB (Liepaja, Latvia)

Instructor to juniors, ages 8-14 (1991-1992)

EDUCATION

ROLLINS COLLEGE (1999-2001)

Bachelor of Art, International Business (minor in Economics)
Full tennis scholarship

SOUTHWEST LOUISIANA (1997-1998)

Full Tennis Scholarship

PROFESSIONAL PROFIL

- Extensive playing experience at the professional and collegiate level
- Experience instructing juniors (High Performance and Recreational) and adults (Competitive and Recreational)
- Tournament planning knowledge and familiarity with tournaments of all levels
- Strong critical thinking and problem-solving skills
- Strong organization and management skills
- Sincere, intense interest in promoting the sport of tennis
- Speaks five languages
- Professional Certifications: High Performance, PTR, USPTA, USPTA Competitive Player Development, MRT
- USTA Coaches Commission 2012 (Player ID & Development, 10 & Under Tennis, Coaching Education, Diversity, High Performance Training)

AWARDS

- ITA National Player to Watch (2000)
- ITA National Senior Player of the Year (2001)
- Sunshine State Conference Female Tennis Player of the year (2000-2001)
- Rolex Collegiate All-Star Team (2001)
- Sunshine State Conference Hall of Fame (2005-2006)
- Sunshine State Conference Silver Anniversary Women's Tennis Team (2007)
- Rollins Hall of Fame (2011)

January 6, 2013

To whom it may concern:

The purpose of this letter is to provide a recommendation for Ms. Angela Zguna. I first met Angie several years ago when she was proposing for the contract to manage the Winter Park Tennis Center on Azalea Lane. I provided some consulting advice on the business component of the operation and assisted her in getting a Certified Public Accountant to provide business guidance to her.


Angie is a quick learner and possesses outstanding tennis skills. She is an excellent instructor and an extremely dedicated manager. While I no longer play tennis due to a back condition, I know many people in Winter Park who do. Their comments to me about Angie have been nothing but positive and I have heard countless stories from people who tell me how much their children have improved since taking lessons from her.

Angie has taken what I believe to be an underutilized city facility and turned it into a highly desirable place for people to learn and play tennis while at the same time making it a profitable enterprise for the city.

I hope that the city continues on this course with Angie and High Performance Sports Management as its operator of the Winter Park Tennis Center.

Should you need to contact me my email is jhuckeba@gmail.com and my mailing address is Jim Huckeba, P.O. Box 2212, Winter Park, Florida, 32790. My phone is 321-277-5044.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jim Huckeba", with a long horizontal line extending to the right.

Jim Huckeba

Re: High Performance Sports Management at The Winter Park Tennis Center

Dear Mayor Bradley and City Council Members:

I have been a member of the Winter Park Tennis Center (WPTC) for the past 22 years. During that time, through the Winter Park City Council's (WPCC) vision and guidance, it has developed into the premier tennis center in the tri-county area and one of the best in the state of Florida.

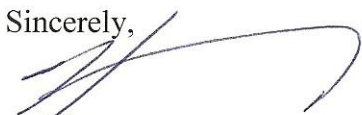
As you know, for the past two years, High Performance Sports Management (HPSM) has been managing and operating the (WPTC). Because the center had been a drain on the city finances over the years, the WPCC wanted a private operator to take it over and make the center more efficient and financially positive for the city. As a member, I am not involved in the financial aspects of the agreement with HPSM; however, I would like to comment on how they have managed the center during their tenure:

- **Tennis Court Maintenance:** The maintenance has greatly improved. In past years, the clay courts, much of the time, would not have the appropriate amount of surface material and would have mold around the edges of the courts that was very slippery and a liability to the city. The courts are now kept well groomed and free of mold.
- **New Pro Shop:** The addition of the pro shop offering tennis supplies and racket stringing services is a real benefit for the members, their guests and non-members.
- **Customer Service:** The staff is very courteous, friendly and helpful. They go out of their way to assist the members, their guests and non-members.
- **Newsletter:** The addition of the weekly newsletter with updates on programs that HPSM is offering, hours of operation, pro tennis tips and spotlighting members etc. really helps the members keep apprised on what is happening at the WPTC.
- **New Programs:** HPSM has added many new programs for members, their guests and non-members.

There are a few things I would like to see happen at the WPTC that I have outlined to the city staff at one of their "Open Member Information Meetings". Overall, I think that Angie Zguna and her team at HPSM are doing a very good job.

The WPCC is doing it the right way by having an RFP to assure that every effort is being made to achieve the best financially for the citizens of Winter Park. I would suggest, however, that each RFP submittal be evaluated not just for the financial benefits to the city but also for the experience and success of each management team. This is just as important for the success of the WPTC as maintaining membership satisfaction is a key element for sustaining the financial success of the center now and in the future.

Sincerely,



Howard Schieferdecker

606 MINNEHAHA LANE

HAILAND 32751

407.702.3131 HASCHIEF@AOL.COM

To Whom It May Concern:

January 6, 2013

Re: Azalea Lane Tennis Center—High Performance Sports Management (Angie Zguna)

The purpose of this letter is to recommend that the City of Winter Park continue to have its Azalea Lane Tennis Facility operated and managed by Angie Zguna's company, High Performance Sports Management.

As the chairman of the original Soft Court Tennis Committee appointed by the City to introduce soft courts to the Azalea Lane Tennis Facility, my knowledge of and interest in the Facility and its future goes back a number of years and predates the existence of the present facility.


Our committee's charge was to develop an affordable plan for the introduction of soft courts to the City's offering of Tennis Facilities to its citizens. A primary goal and focus of our committee and of the City was to develop a first class tennis facility which would both be a credit to the City and, to the extent practicable, be self-supporting through user fees and memberships. To put this goal in perspective, however, at the time (and likely today), no other City sponsored recreational facility came close to paying its own way, either for operational or for capital costs.

Although the Azalea Lane Tennis Facility has always been first class and, perhaps, the best of its kind in Central Florida, the goal of making the Facility self-supporting was not finally realized until the City appointed Angie as the Manager of the Facility. Since her appointment in 2009, not only has the Facility been managed in a way that has brought credit to the City and made its tennis playing citizens proud, but she has also turned what had been an annual drain on the City's finances (in the neighborhood of \$40,000 annually, I understand) into a profitable exercise, returning an average of approximately \$50,000 to the City each year. As if this roughly \$90,000 annual swing in financial results alone would not be enough to make continuing Angie's management a wise decision, she has, at the same time, succeeded in: (i) quieting considerable discord among the Winter Park tennis community, (ii) substantially boosting membership rolls at the Facility and (iii) increasing programs available to all levels and ages of the Winter Park tennis playing public.

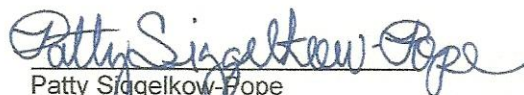
Considering where we started with the Azalea Lane Tennis Facility, these are remarkable accomplishments. What was described as "potential" in Angie's original proposal to the City, is now "reality." She has proven that she has the ability, talent and drive to make the Facility a success for the City and a model for other City-Sponsored recreational facilities to follow.

For all of the foregoing reasons, we encourage the City to continue Angie Zguna's company, High Performance Sports Management, as manager of the Azalea Lane Tennis Facility.

Yours very truly,


Nick Pope

&


Patty Siggelkow-Pope

2200 W. Fawsett Road
Winter Park, FL 32789
Ph: 407-694-4406
Email: Nick.Pope@lowndes-law.com



1/6/13

To Whom It May Concern,

The purpose of this letter is to recommend to the city of Winter Park, FL parks and recreation department to renew Anzela Zguna's contract for operation of the Azalea Lane Tennis Center. I have known Angie for over six years and have always been impressed with her level of dedication and work ethic to making Azalea Lane players, members, and teams have the best tennis experience they can when at the facility.

She has built an outstanding staff, and has instituted key programming in all areas and levels of tennis in Winter Park.

Most impressive has been her commitment to the 10 & under aged youth in the city and getting them involved in tennis. This program continues to grow and prosper.

She is a first class tennis coach and has been selected by our USTA Florida section to be a member of the prestigious coaches commission.

I have been with Wilson Sporting Goods for 26 years in the tennis business here in Florida. I also grew up in Winter Park (class of '69) .

It is also an honor to represent the USTA, Florida section as its current President.

Angie is doing a great job and deserves a chance to take it to the next level for tennis in Winter Park.


Bob Pfaender
President, USTA Florida
Wilson Sporting Goods
President, USTA Florida
626 Regina Lane
Lake Mary, FL 32746
(407)322-7105
C(407)361-0191

*David W. Rieck
658 Penn Place
Winter Park, Florida 32789*

December 20, 2012

This letter supports the High Performance Sports Management (HPSM) proposal for an extension of its current three-year contract to oversee and coordinate the operations of the Winter Park Tennis Center located at Azalea Lane.

The support for renewing HPSM's contract is based on objective measures and observations of its management including:

OPERATIONS – Strength of management and customer service seen through ongoing improvements of daily activities despite changes in key personnel, inconsistent support from the City, and an initial resistance from some elements of the membership.


PROGRAM DEVELOPMENT AND COURT UTILIZATION – Routine expansion of teaching clinics and social events resulting in enhanced use of the courts during all periods of the day and increases in membership and private lessons.

FINANCES – Complete turnaround of the City's losses from operation of the Tennis Center in prior years to steady positive cash flows from HPSM, the City's outsourced management contractor.

COMMUNICATIONS – Establishment of an internet newsletter informing the membership of new opportunities for play, planned events, and the results of Winter Park teams in regional and state competitions.

Understanding the significant improvements at the Tennis Center by HPSM over the past thirty months, it would be difficult to reconcile a change in contractors by the City. I strongly urge the City to continue contracting for HPSM's management services into the foreseeable future.

Cordially,


David W. Rieck
407. 252. 2470
RIECKWEB@GMAIL.COM

FAIELLA & GULDEN, P.A.
A PROFESSIONAL ASSOCIATION

ELIZABETH H. FAIELLA, ESQUIRE
INNER CIRCLE OF ADVOCATES
BOARD CERTIFIED CIVIL
TRIAL LAWYER
TRIAL PRACTICE
PERSONAL INJURY AND
WRONGFUL DEATH
N.B.T.A. CERTIFIED
CIVIL TRIAL ADVOCATE

243 WEST PARK AVENUE, SUITE 101
WINTER PARK, FLORIDA 32789
(407) 647-6111
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FAIELLA@FAIELLA.COM

PETER J. GULDEN, III, ESQUIRE

December 19, 2012

TO WHOM IT MAY CONCERN

Re: Azalea Lane Tennis Community
High Performance Sports Management

Dear Sir/Madam:

It is my understanding that the City's contract with High Performance Sports Management to manage the community tennis courts at Azalea Lane is coming up for renewal. Please accept this letter as a full and extremely enthusiastic recommendation that the City renew this contract so that the tennis courts can continue under its present management.

High Performance has done a great job over the past few years managing the courts at Azalea Lane. My husband and I use these courts several times a week and enjoy the relationship that the High Performance staff has fostered with the community. We would very much like it to continue.

Thank you very much for your consideration. Should you have any questions, please feel free to contact me at the above number.

Sincerely,



Elizabeth H. Faiella

January 3, 2013

Re; Angie Zguna and High Performance Sports Management

To whom this may concern:

I am writing you in regard to the management arrangement between the City and High Performance Sports Management ("HPSM"). As a long-term member of the Winter Park Tennis Center and member of the Winter Park business community, I want to share with you my great satisfaction with the work Angie and HPSM have done at the Winter Park Tennis Center. HPSM runs a friendly, efficient and effective tennis center with activities and events for every tennis player.

Since HPSM's arrival, the courts seem alive with more adult clinics for development, social events for adults, kids programs, and junior training. There are now USTA sanctioned tournaments for juniors. That is real important for a tennis facility trying to build a strong junior following. League tennis appears to continue to be strong. Most importantly, the facility has a feeling of family and collegiality.

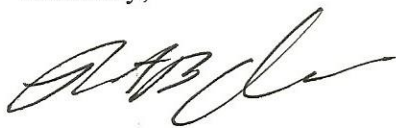
The courts are in great condition, which is so important for a top facility like the Winter Park Tennis Center. Maintaining clay courts requires a lot of work and experience. The wind -screens and umbrellas and other coverings are in good shape. There have been improvements in lighting as well, which was needed. I also like some of the seating areas offering an opportunity for social engagement.

The staff is friendly, courteous and knowledgeable. This is true from the pro shop staff to the on court teaching pros. Great staff!!

I strongly recommend the continued relationship between Angie and HPSM and the City of Winter Park and your support of the Winter Park Tennis Center. My family appreciates our membership with HPSM and the Winter Park Tennis Center.

Please feel free to call me with any questions you may have. My office number is 407-261-5500.

Sincerely,



Robert Davis
1355 Granville Drive
Winter Park FL 32789
robertdavis@mpinet.net
Home 407-447-7997
cell 407-342-3971

December 20, 2012

George W. Jubert
1212 Swan Street
Winter Springs, FL 32708

To whom it may concern;

The purpose of this letter is to commend High Performance Sports Management for the outstanding service it has performed for the Winter Park Tennis Center(WPTC) Community. The energy and level of activity are unparalleled in the history of Azalea Lanes/WPTC. The programs, that HPSM has implemented, have mostly been successful but have consistently attracted more participants and made the facility one of the best in Central Florida.

As a Captain of four men's tennis teams, HPSM has been extremely cooperative in assuring facilities are available when scheduled and has been accommodating in those rare instances when we have errors in the schedules. I think the most appropriate term would be professional. New members and participants interested in playing organized tennis at the Winter Park Tennis Center are referred to me and the results have been reflected in several men's championships for Winter Park Tennis Center.

Most importantly, the HPSM Staff is the finest that I have encountered. I have played tennis all over the world and I would classify our Winter Park Tennis Center Staff (HPSM) as world class. I make that claim for several reasons:

1. They are the nicest group I have encountered. They are always responsive in providing assistance, solving problems, and getting members involved in fun tennis activities.
2. I am not privy to bottom line numbers, but the Center utilization is a historical high.
3. The Center has been maintained in first class condition throughout the tenure of HPSM.
4. Communications with HPSM Staff during critical times such as inclement weather, activity conflicts, or holiday schedules is very reliable. This is either direct communications or in response to a call.
5. The News Letter that the Center publishes is excellent and well received.
6. The High Performance Sports Management Team has been well received by the community. They have received praise from members who adamantly opposed their selection.
7. Last, but certainly not least, the Winter Park Tennis Center is running great. If it ain't broke, please don't fix it.

I highly endorse High Performance Sports Management, for their outstanding staff, excellent programs, exceptional performance and extraordinary level of professionalism.



George W. Jubert
Captain, Men's Silver, Copper, and two Clay Teams
gjubert@cfl.rr.com

January 3, 2013

To whom it may concern:

I am pleased to write this letter of recommendation on behalf of High Performance Sports Management, hereinafter referred to as "HPSM."

As an 18 year resident of Winter Park, I have played organized team tennis at Winter Park Tennis Center for over 17 years. My family and I have also been members at the Center for more than 15 years. At Winter Park Tennis Center, I have not only played tennis but have served as Captain/Co-Captain, honed my tennis skills with group clinics and private lessons, and enjoyed watching my children learn to play recreational and competitive tennis.

During my lengthy affiliation with Winter Park Tennis Center, I have witnessed many changes, both on and off the court. Hands down, the most positive changes for the Center have occurred in the past few years while under the direction of HPSM.

HPSM's staff is truly committed to professionally managing the facility with a personal and friendly disposition. Members' and non-members' requests for courts and lessons are met when possible or reasonable alternatives are offered. The staffs' devotion is also evident in its maintenance of a quality facility and well kept grounds. The courts are well manicured and the facility is clean, which was not always the case in previous years.

Prior to HPSM, there were minimal organized tennis programs for adults and youth at Winter Park Tennis Center. Currently, there are clinics, lessons, cardio classes, round robins, etc. for the beginner, intermediate and advanced adult players. Most impressive is the growth of the youth programs under HPSM. During the afternoons, the courts are bustling with children who are either playing for pure recreational purposes or are developing competitive skills to play in tournaments, high school or even college. My son is currently playing tennis in college and I credit HPSM for his successful transition to this level. The instructors ensure that the kids are enjoying the sport and having fun while improving their skills which is key to developing the love of tennis. I have several friends who travel lengthy distances for their children to benefit from the recreational and high performance youth programs at Winter Park Tennis Center. HPSM is making an indelible mark in the youth tennis arena at both the recreational and competitive levels.

Between league play, recreational play, clinics, private lessons, and youth programs, the Winter Park Tennis Center's courts are filled with tennis players in the morning,

day, afternoon, and evening hours. Under the direction of HPSM, I believe that this Center has transformed into a premier tennis center that will continue to grow and serve our community. Any tennis center fortunate enough to capture HPSM to manage their tennis program will be rewarded with many happy tennis players, like myself.

With this letter, I highly recommend HPSM. If you require further information, please contact me.

Yours Sincerely,

A handwritten signature in cursive script that reads "Rose Plumley". The signature is fluid and elegant, with the first name "Rose" and last name "Plumley" clearly distinguishable.

Rose Plumley
1639 Barcelona Way
Winter Park, FL 32789
(407) 644-1344
Rosep@cflrr.com

December 27, 2012

This letter is a recommendation for the High Performance Sports Management group managing the Azalea Tennis Center. As a member, team captain and frequent player I think the Tennis Center has improved in many ways since Angie and her group became the managers of the facility. One of the most noticeable changes has been in the frequent emailed newsletters which keep everyone informed on the events and players at the center including the times of the available Cardio-tennis clinics and other group events. They are now including a "Tennis tip" in each newsletter discussing ways to improve our game.

I captain two teams at Azalea and have found the advance notice on which courts we will have for our match to be very helpful. As well, if there has been rain that results in wet courts I always get an early call or email from the center so that I can let the visiting captain and my team know if we might be delayed in our play.

Angie and her staff have gone out of their way to help us run events like the Nancy Reed Annual Round Robin which means a lot to long-time members at Azalea.

The pro shop has been a big improvement as well – it is now possible to buy basic supplies, get your racquet strung and get a snack or drink.

I spoke to a number of players and the overall feeling is that High Performance is doing a good job with the management of the facility and deserves to have their contract renewed.

Thank you,



Nancy Miles
407-622-6808
nancymiles@gmail.com

To Whom It May Concern:

Re: Retaining Angie Zguna and High Performance Sports as the management group at Azalea Lanes Tennis Center.

My name is Norman Gaulding. I was born and raised in Winter Park in 1951. I have played tennis at Azalea Lanes since 1967 and have been a member as far back as I can recall.

I have experienced most of the ups and downs of the tennis center and feel compelled to submit this letter of recommendation for the retention of Angie Zguna and High Performance Sports as the management at Azalea lanes.

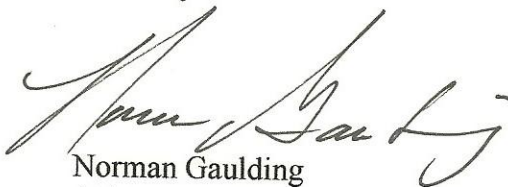
Angie has compiled a first rate staff and has improved the quality of the tennis experience for members of the tennis center as well as increasing the popularity of tennis and Azalea Lanes among younger players (future members \$\$\$).

As popular as tennis at Azalea Lanes is with the younger generation and their parents, Angie has still made the tennis center about the members, organizing team tennis and competitive events along with social gathering before or after the events.

It requires a unique individual to coordinate all the activities that are currently at the tennis center and Angie has proven capable of the task. I am impressed with Angie and her organizations ability to satisfy so many personalities, a credit to their involvement and commitment.

I and many other members feel very strongly about keeping the current management group at Azalea Lanes Tennis Center and I hope you will take this under close consideration.

Sincerely:

A handwritten signature in cursive script, appearing to read "Norman Gaulding".

Norman Gaulding
1709 Howell Branch Rd.
Winter Park Fl. 32789
407 970 3295
ngaulding@hotmail.com

REFERENCE LISTING FORM

For Angie Zguna of High Performance Sports Management

List a minimum of 5 references (other than the City of Winter Park) for similar projects and contracts, preferably governmental, which you have contracted for within the past 3 years. Prefer references close to the City of Winter Park, Florida location in the event a site visit is in order.

- 1 CUSTOMER NAME: Winter Park High School
ADDRESS: 2100 Summerfield Road, Winter Park, FL 32792
TELEPHONE: (407) 461-1139
CONTACT NAME: Terry Cunningham
CONTRACT (Court Rental) START DATE: June 2012 through August 2012
ANNUAL REVENUE GENERATED PER CONTRACT YEAR: NA
Explanation: Paid to Orange County Public Schools \$511.2

- 2 CUSTOMER NAME: United Sates Tennis Association
ADDRESS: 1 Deuce Court, Suite 100, Daytona Beach, FL 32124
TELEPHONE: (386) 671-8931
CONTACT NAME: Andy Gladstone
CONTRACT START DATE: 2012
ANNUAL REVENUE GENERATED PER CONTRACT YEAR: \$750
Position: High Performance Coach

- 3 CUSTOMER NAME: Winter Park High School
ADDRESS: 2100 Summerfield Road, Winter Park, FL 32792
TELEPHONE: (407) 461-1139
CONTACT NAME: Terry Cunningham
CONTRACT (Court Rental) START DATE: June 2011 through August 2011
ANNUAL REVENUE GENERATED PER CONTRACT YEAR: NA
Explanation: Paid to Orange County Public Schools \$681.12

- 4 CUSTOMER NAME: Laura May
ADDRESS: 2527 Westminster Ter., Oviedo, FL 32765
TELEPHONE: (407) 970-8434
CONTACT NAME: Laura May
CONTRACT START DATE: April 2006
ANNUAL REVENUE GENERATED PER CONTRACT YEAR: 15,000
Position: Private Coach for Lisa May and Lauren May

- 5 CUSTOMER NAME: Rollins College
ADDRESS: 1000 Holt Ave., Winter Park, FL 32789
TELEPHONE: (407) 646-2482
CONTACT NAME: Beverly Buckley
CONTRACT START DATE: September 2010 through May 2011
ANNUAL REVENUE GENERATED PER CONTRACT YEAR: \$4,500
Position: Assistant Rollins Tennis Coach for Women

My company has been in this type of business for 4 years

State License Number 26378984
Expires 12/31/2013



TAB 3 Revenue Proposal

**WHERE COMMUNITY
AND
PERFORMANCE COME TOGETHER**



REVENUE PROPOSAL FORM

Percent of the total sales received from operations, (open court play, lessons, pro shop merchandise sales, equipment repair and other tennis related services and vending sales) less sales tax, to be paid to the City:

10% (This percentage shall be a fixed amount. **Ranges or scales of percentages of total sales shall not be accepted and will render your proposal non-responsive**)

Proposed Costs of Services:

Tennis Court Rental:

Annual Play Pass Fees:

Six Month Annual Play Passes:

All Courts:

Type	Price
Resident-One adult	\$185
Resident-Family (2 or more)	\$275
Resident-Youth (17 or under)	\$86
Non-Resident-One Adult	\$246
Non-Resident-Family (2 or more)	\$327
Non-Resident-Youth (17 or under)	\$115
City employee	\$84
Senior discount on adult price (age 65 years or older)	\$ 25

Hard Courts Only

Type	Price
Resident-One adult	\$84
Resident-Family (2 or more)	\$150
Resident-Youth (17 or under)	\$45
Non-Resident-One Adult	\$155
Non-Resident-Family (2 or more)	\$230
Non-Resident-Youth (17 or under)	\$69
City employee	\$51
Senior discount on adult price (age 65 years or older)	\$25

Annual Play Passes:

All Court

Type	Price
Resident-One adult	\$336
Resident-Family (2 or more)	\$490
Resident-Youth (17 or under)	\$126
Non-Resident-One Adult	\$435
Non-Resident-Family (2 or more)	\$575
Non-Resident-Youth (17 or under)	\$173
City employee	\$144
Senior discount on adult price (age 65 years or older)	\$25

REVENUE PROPOSAL FORM

Hard Courts Only

Type	Price
Resident-One adult	\$157
Resident-Family (2 or more)	\$276
Resident-Youth (17 or under)	\$69
Non-Resident-One Adult	\$252
Non-Resident-Family (2 or more)	\$374
Non-Resident-Youth (17 or under)	\$103
City employee	\$75
Senior discount on adult price (age 65 years or older)	\$25

REVENUE PROPOSAL FORM

Non-Play Pass Fee

Singles-1 ½ hours; Doubles 2 hours (Residents)

Type	Price
Clay Court (including tax)	\$6.39
Hard Court (including tax)	\$5.33

City Employee

Type	Price
Clay Court (including tax)	\$4.26
Hard Court (including tax)	\$3.20

Child, non-prime time, hourly:

Type	Price
Clay Court (including tax)	\$4.26
Hard Court (including tax)	\$3.20

Soft Court (including sales tax)

Type	Price
Resident	\$6.39

Tennis Passes (10 play passes)

Type	Price
Clay Courts:	
Pass:	55
Hard Court:	
Pass:	45


Instruction

Type	
Private Lessons	\$40-95/hour
Semi-Private Lessons	\$40-95/hour
Group Lessons (4 or more)	
Adult	\$40-95/hour
Junior	\$40-75/hour
Clinic	
Team	\$40-95/hour
Adult	\$40-95/hour
Open	\$40-90/hour
Junior Tournament Entry Fee	\$38-50
Tournament Entry Fee	\$40-60
League Rate	\$150
Ball Machine	\$20/hour
Seasonal Camps (individual)	\$132-350/week

REVENUE PROPOSAL FORM

Use this page to submit any additional itemized fee recommendations for consideration

Annual Ball Machine pass, per person	\$150
Annual Ball Machine pass, per family	\$200
Special Events	\$15-55/per person
Junior Programs	\$15-25/per hour
Adult Programs	\$9-18/per hour

AUTHORIZED SIGNATURE 

TITLE PRESIDENT

(print/type name as signed above) ANZELA IGONA



TAB 4

Marketing Plan

**WHERE COMMUNITY
AND
PERFORMANCE COME TOGETHER**



MISSION STATEMENT }

The mission of **High Performance Sports Management, Inc.** in managing The Winter Park Tennis Center is to provide an atmosphere of **Excellence, Commitment, Partnering and Character** while establishing and maintaining a high quality tennis program. We are committed to consistently meeting and exceeding the expectations of our club members by managing a facility professionally, efficiently, and with a friendly attitude. We hold ourselves to equally high standards in the development of players, whether for competitive or recreational play, it is through individualized attention to each player that we reach for excellence.

EXCELLENCE }

- Develop youth recreational programs to provide an economical alternative for families within the Winter Park community
- Develop high performance youth program that attracts the best junior players
- Conduct high quality adult and youth clinics with sufficient instructor to player ratio to promote tennis within the Winter Park Community

COMMITMENT }

- Develop a comprehensive tennis program from youth to adult, from beginner to advance
- Committed to partnering with the Winter Park Community to provide the best teaching talent in all of Central Florida
- Committed to partnering with the City of Winter Park to help find grants to accommodate growing/improving the facility

PARTNERING }

- Partner with local Winter Park schools to provide teaching assistance with the development of interest in the sport of tennis
- Support The Winter Park Tennis Center drive to expand membership and energize existing membership
- Partner with the Winter Park Recreational complex to promote all activities currently being offered throughout the City of Winter Park

CHARACTER }

- Develop college caliber players and guide their path to achieving goals
- Instill lifelong passion for tennis and community
- Maintain staff of highly competent coaches who strive to build both character and competence in a fun environment

The person responsible for managing contract operations at the Winter Park Tennis Center is Angie Zguna of **High Performance Sports Management, Inc.** She continually works with existing members and with the tennis playing community to energize and build strong relationships and to expand memberships.

MARKETING PLAN}

DETAIL YOUR PLANS TO MARKET AND ADVERTISE THE TENNIS OPERATIONS TO INCREASE AND MAINTAIN YOUR CUSTOMER BASE

- **WEBSITE and SOCIAL MEDIA }** HPSM has created a website – www.winterparktenniscenter.com
 - A state of the art web site designed specifically for the Winter Park Tennis Center to promote opportunities as well as adult programs, junior programs, hours, rates, pro shop, pro staff and events. Our website includes links to our **Facebook Page** and the other social media we use to connect our community (LinkedIn, Twitter, etc.).
- **SIGNAGE }** Signage at **e-Tennis, Inc.** located at Fairbanks and I-4 to advertise programs and special events. Flyers around the tennis center advertise special events and programs. Bulletin boards are in each restroom and on the outside of the first floor of the tennis pro shop/check in building.
- **NEWSLETTER/WEEKLY UPDATE }** Winter Park Tennis Center newsletter and website will be incorporated into **e-Tennis, Inc.** website and newsletter (www.e-tennisonline.com, click on tennis instruction). Our newsletter/weekly updates keeps members informed of what is happening around the tennis center, provides them “tips from the pros” to help them improve their game and allows us to “spotlight” different members or programs or teams.
- **SCHOOLS }** HPSM received a grant from the USTA for \$1,800 to purchase equipment for the local schools within the City of Winter Park to help facilitate their tennis instruction aspect of their gym program. HPSM Pros volunteer their time to teach the tennis programs at the local schools.
- **OUTREACH PROGRAM }** HPSM offers free “play days” advertised through USTA as a community outreach program, as well as free tennis instruction weekly through the City of Winter Park after school program at the recreation complex. HPSM has also offered free clinics, through the schools, for the 10 and under recreation program.
- **TOURNAMENTS }** HPSM has worked closely with the USTA to develop sanctioned and non-sanctioned tournaments for members/non-members and juniors/adults; all designed to increase revenue for the Winter Park Tennis Center. In 2012, we had 4 sanctioned USTA Junior tournaments and 1 sanctioned USTA adult tournament. For 2013 we have been approved for 4 sanctioned USTA Junior tournaments and 3 USTA adult tournaments. Angie Zguna is an approved tournament director with the USTA, as that is a requirement for hosting a sanctioned event.

OJECTIVES}

- **INCREASE MEMBERSHIP BY AT LEAST 15% EACH YEAR** – This will be accomplished through multiple facets. We will offer “special promotions” to increase the desire to purchase a membership as opposed to “pay as you play”. There is a value focus of reduced costs on special events, guest passes and preferred bookings that also create excitement around purchasing memberships.
- **MAINTAIN 85% OF CURRENT MEMBERSHIPS** – Retain 85% of current memberships by developing a comprehensive customer retention program that facilitates long-term membership.
 - We regularly “thank and acknowledge” the members for their participation.
 - Our customer service staff members greet every member by name.

- We answer phone with “Thank you for calling the Winter Park Tennis Center! How may I help you?”
- We circulate regular surveys to existing members to ask for their suggestions and ideas to improve programs/events.
- **HPSM** has already begun implementing this program. We have been successful in retaining members and growing the number of memberships over the past 3 years.
- **INCREASE CLASS SIZE FOR CURRENT PROGRAMS BY 50% - HPSM** has strategically realigned the leadership over our adult programs and has created an incentive based pay schedule for the Director of our Rec Program to increase class sizes. Increase advertising of programs with playtennis.com and courtsideusa.com.
- **DEVELOP STRATEGIC PARTNERSHIPS WITHIN THE BUSINESS COMMUNITY (at least 3 by year end)** – Expand marketing opportunities, community outreach and membership goals by carefully identifying and securing three key strategic partnerships within the community by year end.
- **CONTINUE IMPLEMENTATION OF NEW “BRANDING” FOR WINTER PARK TENNIS CENTER** – Continue the implementation of the new facility brand “Winter Park Tennis Center” by year end by developing brand standards that will be consistently maintained by all staff members and program directors. All branding materials will have a professional design that clearly connects each member to the facility.
- **INCREASE SALES BY 25%** - When we are achieving each objective above, sales will grow by at least 25%.

DAILY STAFF SCHEDULE }

- Pro shop/check in desk – Pro shop will be staffed during all hours of operation that the facility is open.
- Maintenance staff – Maintenance staff schedule will be Monday through Friday from 12noon to 3pm and then again from 8pm to 10pm. There is no maintenance staff on duty on Saturday or Sunday, except during special events or tournaments.
- Pro Staff – Pros are available during all hours of operation.



TAB 5

Business Plan

**WHERE COMMUNITY
AND
PERFORMANCE COME TOGETHER**



EXECUTIVE SUMMARY }

High Performance Sports Management, Inc. (HPSM) welcomes the opportunity to respond to City of Winter Park RFP-7-2013.

HPSM's mission is to provide an atmosphere of excellence, commitment, partnering and character while establishing and maintaining a high quality tennis program. We enjoy providing the breadth and depth of activities to meet the needs of the tennis playing community as well as the City of Winter Park.

While passion for the sport and the community is not an RFP requirement, **HPSM** considers it one of the most important factors in the long-term success of the Winter Park Tennis Center. Our passion is the fusion of community and performance. It is the driving force in our wanting to make the Winter Park Tennis Center the best tennis facility in Central Florida, which in turn will benefit the City of Winter Park financially, and more importantly, it will reaffirm the City's Vision Statement: "...to continue to be the best place to live, work and play in Central Florida by preserving a superior quality of life for today's residents and future generations." **HPSM** will continue to help the City of Winter Park to deliver on that vision and our shared passion is one of the reasons our proposal meets or exceeds the RFP requirements as summarized below:

1. QUALIFICATIONS & EXPERIENCES }

- Strong ties to Winter Park:
 - **Rollins** Hall of Fame (2011)
 - Awarded **Tennis Management Services Contract** for Winter Park Tennis Center (2010)
 - **Rollins** Assistant Women's Tennis Coach (2007-2012)
 - **Rollins** Graduate with BA in International Business and minor in Economics (Full Tennis Scholarship) (2001)
 - **Rollins** Division II National Tennis Champion (2000)
 - Pro Shop is supplied by **Winter Park** based **e-Tennis** retail store
- Meets or exceeds all RFP required teaching certifications
- Teaching staff of (12) tennis professionals currently at Winter Park Tennis Center

2. FEE PROPOSAL }

- Based on 1-year contract term
- Fixed percentage fee based

3. STAFFING & MARKETING PLAN }

- **HPSM** already in place at Winter Park Tennis Center
- **HPSM**/Winter Park Tennis Center website is active and up to date
- **HPSM**/Winter Park Tennis Center weekly newsletter is active
- **HPSM** programs available for all ages and levels
- Teaching staff of (12) tennis professionals currently at Winter Park Tennis Center
- Pro Shop is staffed with **HPSM** qualified personnel who are both personable and passionate about the WPTC tennis community.

- Pro Shop is supplied by **Winter Park** based **e-Tennis** retail store
- Extensive use of existing **Winter Park** based **e-Tennis** website and newsletter

EXECUTIVE SUMMARY }

- Maintenance is staffed with **HPSM** qualified personnel
- Staff has multiple years experience playing on the ATP tour
- Leverage success of existing High Performance Junior Tennis graduates
- Outreach programs involving local neighborhoods and schools.

4. BUSINESS PLAN }

- Extensive experience in managing Winter Park Tennis Center
- Extensive experience in maintaining hard and soft courts at Winter Park Tennis Center
- Extensive experience in creating and establishing programming for all ages and levels
- Major emphasis on Customer Satisfaction Plan

We thank the Selection Committee and City Commissioners for their thoughtful consideration of our proposal.

Sincerely,



Angie Zguna

President

High Performance Sports Management, Inc.

BUSINESS PLAN }

DESCRIBE IN DETAIL YOUR COURT MAINTENANCE EXPERIENCE (HARD AND SOFT COURT)

Since February 2010, Winter Park Tennis Center has been managed and operated by Angie Zguna of **High Performance Sports Management, Inc. (HPSM)**. As Contract and Operations Manager of **HPSM**, Ms. Zguna is responsible for the overall cleanliness of the complex facility plus all soft and hard court maintenance. Therefore, Ms. Zguna has a complete understanding of soft and hard court daily maintenance, specifically the courts at the Winter Park Tennis facility. Maintenance is staffed by **HPSM** qualified personnel who understand how to take care of clay courts 9 through 16 and hard courts 1 through 8 at Winter Park Tennis Center.

In Liepaja, Latvia, Angie grew up playing on clay courts. Her tennis training included learning the physical aspects of the game as well as an understanding of court maintenance at an early age. After training each day she was required to maintain seven clay courts. Responsibilities included inspection for surface damage, removal of weed growth or foreign debris from surface, inspection of tapes and nails, rolling, brushing, sweeping of the line tapes, setting net and center strap correctly and inspecting/hanging windscreens.

As the **Rollins** Assistant Women's Tennis Coach, Angie Zguna helped maintain the hard courts. Responsibilities included: sweeping the courts for any dirt or debris, leaves, twigs and/or plant material, ensuring net and center strap were set correctly and inspecting/hanging windscreens.

PROVIDE A DETAILED DAILY AND MONTHLY ROUTINE SCHEDULE OF MAINTENANCE OF THE PREMISES AND COURTS.

HPSM maintenance staff is trained by Total Court Maintenance of Florida Inc. (TCM of Florida Inc). **HPSM** has also contracted with TCM of Florida Inc to inspect the clay courts on a monthly basis and provide recommendations from their expertise on any room for improvement.

TCM of Florida Inc is a full service tennis court company, providing new construction, laser grading, resurfacing, supplies and comprehensive maintenance programs designed to maintain your facility. Please feel free to view more information regarding TCM of Florida at their website tcmofflorida.com.

DAILY CLAY COURT MAINTENANCE }

- Inspect and repair any surface damage. If baseline areas require divot repair, lute run-off and redress as necessary.
- Remove weed growth or foreign debris from surface.
- Inspect tapes and nails.
- Groom the surface with the Court Rake, Aussie Clean Sweep or Drag Brush. Brushing the court should consist of dragging the court in different directions every other day. This process circulates the dead material so it does not accumulate in the same spot every time you brush.
- Sweep the line tapes. Ensure that the area beneath the net has swept.
- The Line Scrub may be required to remove any surface material that adheres to the line tapes.
- Ensure net and center strap are set correctly.
- Inspect windscreens by repairing broken ties and replacing worn sections.

- When sweeping courts in AM and PM always alternate the direction of sweep, in am sweep courts in a north south direction and in afternoon sweep courts in an east west direction. This will help distribute the surface material evenly instead of pilling in the same areas.
- It is highly recommended that the borders of the courts be swept by hand the first time a court is swept each day. By dragging a hand brush along the fence line and net line will help reduce algae growth, since these areas do not get agitated when sweeping with the golf cart.
- As the lines are cleaned each day special note should be given to their condition, check for curled or buckled areas of the lines, these areas can be fixed easily with a hammer and nails, you should keep a hammer and a tennis ball can full of nails in the cart at all times.
- The floats should be observed each time the water is turned on, check for stuck or damaged floats fix or readjust as necessary.

WEEKLY CLAY COURT MAINTENANCE }

- Check all floats for proper operation and replace or repair as necessary.
- Remove all weeds from court surface, and treat all algae and fungus with granulated chlorine.
- Patch any high lines with new material; this will keep the lines flush and safe for play.
- Agitate under net and borders of courts with tooth side of lute.
- Check net height, it should be 36" at the centerline.

IRRIGATION SYSTEM }

- Watering times should be set to keep the court surface moist. However, the courts should not be dark green at all times. Ideally the courts should have a layer of dry surface grit that looks grey.
- We break up the weekly maintenance over the time span of a week. One task is assigned for each day of the week, for instance on Mondays, work on the irrigation portion, on Tuesdays pull weeds. At times, we do all the weekly maintenance on two courts a day, such as on Mondays do all weekly maintenance on courts 2 and 3 then assign days for other courts. Weeks are scheduled so that there is not too much work scheduled on one particular day. Also, we allow for rain days, or heavy play days, leaving one day a week open to work on projects that were not able to be completed due to rain or heavy play.

MONTHLY CLAY COURT MAINTENANCE }

- Inspect and repair any surface damage. If baseline areas require divot repair, lute run-off and redress as necessary.
- Remove weed growth or foreign debris from surface.
- Treat algae on court surface.
- Inspect tapes and nails.
- Groom the surface with the Court Rake, Aussie Clean Sweep or Drag Brush. Brushing the court should consist of dragging the court in different directions every other day. This process circulates the dead material so it does not accumulate in the same spot every time you brush.
- Sweep the line tapes. Ensure that the area beneath the net has swept.

- The Line Scrub may be required to remove any surface material that adheres to the line tapes.
- Ensure net and center strap are set correctly.
- Inspect windscreens by repairing broken ties and replacing worn sections.
- Roll court for in the AM for at least 3 days after performing service, court can be placed in service after 1st rolling
- All material quantities are referred to in 80 pound bags please adjust appropriately if you are using 50 pound bags

DAILY/MONTHLY HARD COURT MAINTENANCE }

- As needed maintenance:
Sweeping: any dirt or debris (leaves, twigs, plant material)

WORK SHEET }

Winter Park Tennis Center Weekly Maintenance														
Week								Mon	Tues	Wedn	Thurs	Frid	Sat	Sun
	Description													
	1. Inspect lines, net straps and windscreens. Secure and replace if needed.													
	2. Remove debris from both clay courts and hard courts.													
	3. Empty tidy bins on both clay courts and hard courts.													
	4. Inspect foot washers. Clean and repair if necessary.													
	5. Sweep steps leading to PRO Shop.													
	6. Use blower to remove clay, debris and dirt from sidewalk/patio area.													
	7. Use blower to remove clay, dirt, leaves and sand from hard courts.													
	8. Clean along perimeter of fence on hard courts.													
	9. Rake along perimeter of fence on clay courts to prevent mildew.													
		Courts 9-10												
		Courts 11-12												
		Courts 13-14												
		Courts 15-16												
	10. Roll lines if necessary.													
		Courts 9-10												
		Courts 11-12												
		Courts 13-14												
		Courts 15-16												
	11. Groom clay courts.													
	12 Check Irrigation System													
	13. Adjust timing if necessary for watering system on clay courts.													
	14. Inspect bathrooms for cleanliness.													
	15. Clean doors and windows to PRO Shop.													

BUSINESS PLAN }

DESCRIBE YOUR CUSTOMER SERVICE PHILOSOPHY. PROVIDE A SPECIFIC PLAN TO MAINTAIN CUSTOMER SATISFACTION.

At **HPSM**, we believe that true customer service means going above and beyond the average level of service to create an emotional impact on the customer. Just providing “customer service” is not good enough. In our current society, there are many companies that provide the same type of goods or services for sale, what will separate one from another is the type of service they provide. That is what keeps customers returning to the same store to shop and that is the type of service that keeps our members and participants coming back!

HPSM’s PLAN TO MAINTAIN CUSTOMER SATISFACTION INCLUDES }

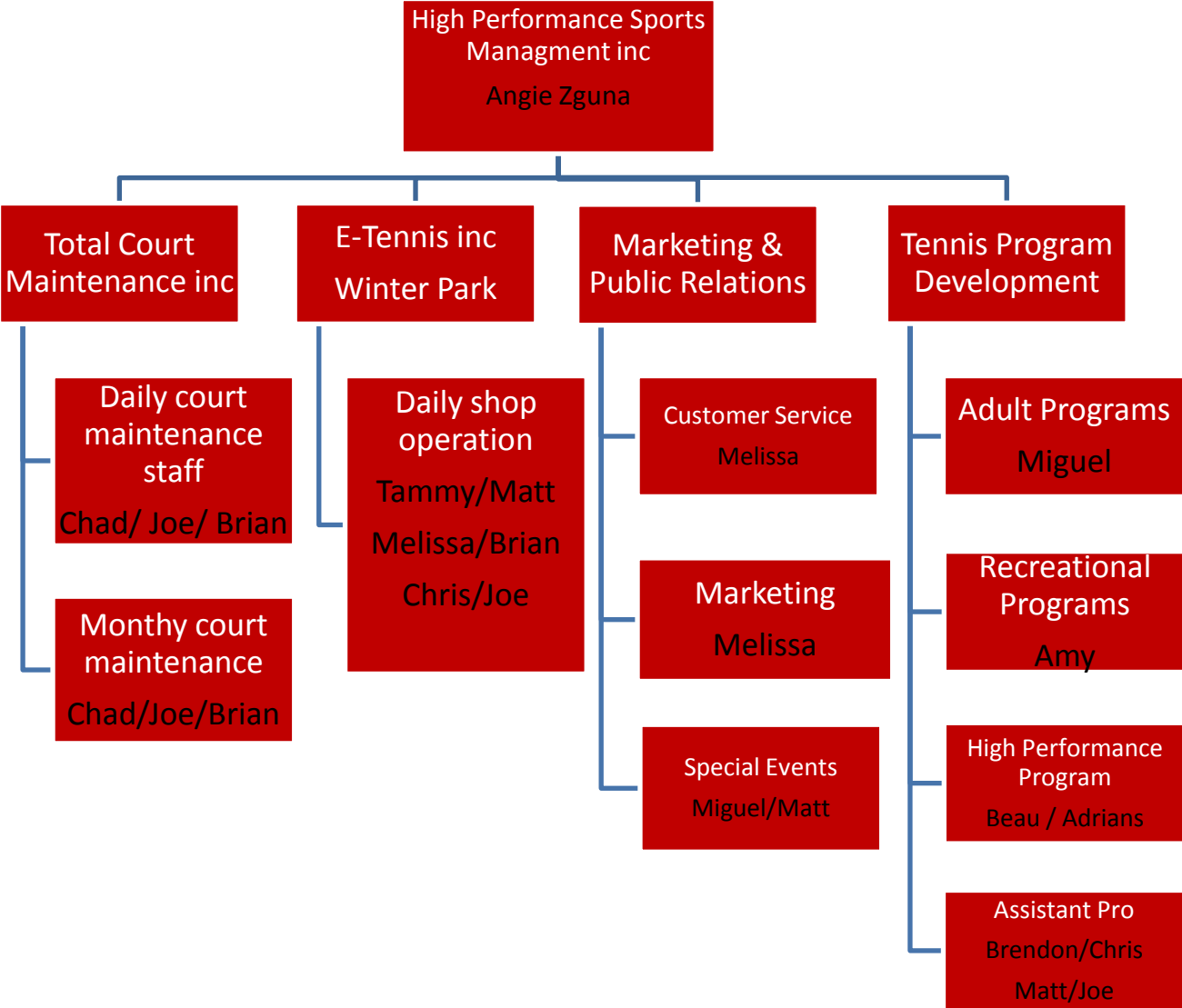
- **Know your customer and what they need** – You can never be too acquainted with your customer. Find out what they want from what you offer and deliver it better than your competitors. You won’t know what your customer truly wants unless you get personal with them. Each of our staff, from our customer service reps to our pros interact with our members and participants on a personal level. Our pros and customer service staff participate in on our special events, visit local tournaments to encourage our members/participants and volunteer in the community and in the schools.
- **Always be accurate and honest** – Show your customer how serious and trustworthy you are by being honest. Winter Park Tennis Center may be higher on some fees and lower on others. We don’t hide the facts. We are honest and up front, and show the value in utilizing the membership or other service features the Winter Park Tennis Center provides. On any surveys given to customers, price-point is never the main concern; it is a sincere concern for the customer.
- **Be responsive** – Let customers know they can contact you when you need assistance. We have voice mail that is checked during every shift throughout the day, along with an emergency contact phone number posted on the front door. **HPSM** has a 24 hour rule, to get back with any member within 24 hours of their request.
- **Under-promise and over-deliver** – Never make promises that you cannot fulfill. Set deadlines above what you believe you can deliver. When you come in ahead of time, you look like a hero. We teach our staff not to be “yes” people to the members but rather to be honest and up front in a loving respectful manner.
- **Ask for feedback** – Take feedback constructively to improve service. There is ALWAYS room for improvement. Our goal is to install a system to encourage consistent feedback or recommendations. A survey has been created to send out bi-annually to measure how we are improving or reacting to member’s suggestions.
- **Take responsibility** – Admit your mistakes and take responsibility for any issues incurred due to your error. Members/participants feel more connected to you when you go through conflict together and a resolution together. Mistakes are always going to happen. What builds character is how you handle the mistake. What builds relationships is how you handle the conflict resolution. Our philosophy is to learn from the mistake and to never make the same mistake twice.
- **Provide service training for all staff personnel** – Your employees represent your company when dealing with customers. Members at the Winter Park Tennis Center look at each of our staff as representatives of the City of Winter Park – AND THEY ARE! This is why it is so pivotal and important to have a “One Team” atmosphere and philosophy between the City of Winter Park and any contract party. Even though **HPSM** is a contracted company, we are a direct representation of the City of Winter Park and should always represent ourselves accordingly.

Since February 2010, Winter Park Tennis Center has been managed and operated by Angie Zguna of **HPSM**. Her core belief, and the belief of the staff, remains constant - that service satisfaction builds loyalty and is still the foundation for establishing long term, mutually beneficial relationships! Her success over the past three years as Contract and Operations Manager of **HPSM** is a confirmation of that philosophy. She encourages input from tennis players of all ages/levels so that she can focus on their daily needs. Ms. Zguna always looks for ways to achieve continuous improvement in all areas including staffing, programs, facility, merchandising and keeping Winter Park Tennis Center clean, friendly and professional.



WINTER PARK TENNIS CENTER

ORGANIZATIOAL CHART } HPSM Structure



HIGH PERFORMANCE SPORTS MANAGEMENT }



Angie - As Principal of High Performance Sports Management, Angie oversees all operations at the Winter Park Tennis Center. Angie also coaches private lessons and clinics, instilling her high level of tennis and her love of the game to all who work with her.

PUBLIC RELATIONS & MARKETING }



Melissa – Melissa comes to us with a long history of building customer service and relations within different communities, including the City of Winter Park. She worked closely with the Colado family to open Commerce National Bank and Trust where she served as the Vice-President of Customer Service. Melissa has been with us since 2011 working closely with our staff to hire, train and develop new and existing staff and to work on creating more depth between the community and the Winter Park Tennis Center.

Melissa A. McGlinchey

201 Memphis Place Saint Cloud, FL 34769

Home Phone 407-973-8492

OBJECTIVE

To obtain a challenging position where past experience and education can interface to further personal and professional growth

SUMMARY

Computer literate with experience on IBM and ICL systems

Computer programs include; Quickbooks, Microsoft Office to include Word, Powerpoint and Excel

7 years experience with Quickbooks accounting software

Strong mathematical skills

Strong organizational skills and detail oriented

Exceptional communication and interpersonal skills

Service oriented with an understanding, sincere attitude toward customer needs

Excellent motivating, managerial and leadership qualities

Effective problem solver who works well under stressful conditions

Experience training staff and others on personality profiles using DISC profile (for the past 9 years)

Experience with Metavante, FiServe and Phoenix core processing systems

Trained on Genesis, Calyx Point, Encompass and Byte processing software

Professional Experience

August 2012- Current	Senior Loan Officer and Operations Manager, ACM Home Loans dba Hamilton Group Funding Responsible for overall managing of branch staff Responsible for overseeing loan productions Responsible for hiring and training new personnel
November 2011- Current	Customer Service and Marketing, High Performance Sports Management Responsible for hiring and training new staff Responsible for working with staff and members to initiate new programs/special events etc Responsible for maintaining outstanding customer service levels Responsible for scheduling
LPS Inc (November 2003- August 2012)	Owner, Loan Processing Specialist Inc. and dba Loan Processing Specialist Formed company in November 2003 Specialize in processing the following loan programs; Foreign National FHA VA Conventional Non Conforming Condohotel projects Certified for FHA Reverse Mortgages with Financial Freedom

<p>CNB (December 2002- December 2003)</p>	<p>Vice President of Customer Service/Retail Banking, Commerce National Bank and Trust of Florida</p> <p>Responsibilities include serving in the other following capacities</p> <ul style="list-style-type: none"> Retail Lending Officer Computer Information Officer Compliance Officer CRA Officer <p>Trained in Crystal Report writing</p> <p>Responsible for administrative functions of the core processing and doc prep systems</p> <p>Being a Denova Bank, I was responsible for the set up and implementation of the following areas;</p> <ul style="list-style-type: none"> Online Banking Online Bill Pay Phoenix core processing system Harland Deposit Pro Safe Deposit Vault Interfacing of systems PC workstations <p>Responsible for all customer service related issues and overseeing the Customer Service Representatives</p> <p>Responsible for consumer lending</p> <p>Responsible for ensuring all staff receive the proper training for the respective department</p>
<p>Mercantile Bank (May 2001- December 2002)</p>	<p>Vice President/Branch Manager, Mercantile Bank</p> <p>Responsible for maintaining current customer relationships</p> <p>Responsible for business development in Orlando/Kissimmee markets</p> <p>Responsible for the overall branch achievement of goals to include</p> <ul style="list-style-type: none"> Consumer deposits Consumer loans Commercial deposits Commercial loans <p>Responsible for overall supervision and motivation of branch personnel</p> <p>Responsible for monthly and quarterly audit reporting</p> <p>Achieved the goal of increasing branch productivity by 600% while at Mercantile Bank</p> <p>Received Branch Sales Manager of the year award in November 2002</p>
<p>Wachovia Bank (1999-2001)</p>	<p>Branch Sales and Service Manager, Wachovia Bank (AKA National Bank of Commerce, Winter Park, FL)</p> <p>Responsible for ensuring high customer service standards are met throughout overall branch</p> <p>Responsible for overseeing daily activities of branch personnel</p> <p>Responsible for motivating branch personnel to achieve branch and individual goals</p> <p>Responsible for increasing branch deposits for consumer deposits and loans</p> <p><i>Customer Service Representative/Special Projects Coordinator, National Bank of Commerce</i></p> <p>Coordinated special projects to include, but not limited to: developing new formulated spreadsheets for all board reports, coordinating special events, implementing and coordinating training for new check printing system</p> <p>Personal banker for premier customers</p> <p>Opened commercial and consumer accounts and services</p> <p>Oversaw special projects during conversion with Wachovia Bank</p>

Kash n Karry
(1987-1999)

Regional Training Coordinator, Kash n' Karry/Food Lion, Inc.

Responsible for customer service and technical training in 25 stores focusing on cash controls in priority stores

Special projects coordinator in charge of updating and designing Department Manager

College materials

Facilitate Department Manager Colleges

Coordinate scheduling for rollout of new accounting system for entire company

Train store manager college participants on total front-end operations and management skills

EDUCATION

Pasco Hernando Community College

University of South Florida

DAILY SHOP OPERATION }



Tammy - Tammy was one of the newest members to join our staff. She currently works full time as a customer service representative in our pro shop/check in area. Tammy recently moved to Florida from Chicago. She comes to us with a vast experience in retail and customer service.



Matt – Matt began working with us at the Winter Park Tennis Center in 2011 as a customer service representative in our pro shop/check in area. He then added in maintenance staff to his resume and most recently, he is our newest pro. He currently attends the University of Central Florida and plans on graduating this year with his bachelor's degree in business. We couldn't be more proud of the progress and growth that Matt has achieved thus far in the amount of time he has been with us.



Chris – Chris has been with HPSM at the Winter Park Tennis Center since 2010. Chris currently attends the University of Central Florida and is graduating this year with his bachelor's degree in Criminal Justice. He plans to further his education to achieve his master's degree and eventually work with the FBI. I bet no one knew we had a future FBI agent amongst us!



Brian- Brian began working with us at the Winter Park Tennis Center in 2012 as a customer service representative in our pro shop/check in area. He too, then added in maintenance staff in to his resume. He currently attends the University of Central Florida and is working towards his bachelor's degree in accounting. Get to know Brian and you will feel his soft heart. We are wondering what type of "softy" accountant he will make!

COURT MAINTENANCE }



Chad- Chad has been with HPSM for almost 3 years. He is our most knowledgeable staff member when it comes to handling the diversity of our clay court maintenance. That must be why he is our maintenance manager! When Chad is not working maintenance at the Winter Park Tennis Center, you may find him at the firehouse saving lives. He is definitely a man of many talents and we are blessed to have him on staff.



Brian- Brian began working with us at the Winter Park Tennis Center in 2012 as a customer service representative in our pro shop/check in area. He too, then added in maintenance staff in to his resume. He currently attends the University of Central Florida and is working towards his bachelor's degree in accounting. Get to know Brian and you will feel his soft heart. We are wondering what type of "softy" accountant he will make!



Joe- Joe just began working with us in our maintenance department in November 2012. He came to us as an overqualified part time maintenance worker. We say that because he came to Florida on scholarship to play for the UCF Tennis Team and will be completing his bachelors degree this Spring and moving on to obtain his Veterinary Degree. He also just completed his USPTA Certification, so when not on the court doing maintenance, you may find him on the other courts giving lessons. He is a great addition to our team.

TENNIS PROGRAM DEVELOPMENT }



Beau / High Performance Junior

Beau has taken an active role in the development of the high performance junior programs at the Winter Park Tennis Center. In addition to working in the group setting, she also provides private lessons to assist players in developing and enhancing their skills on an individual basis. She has attained her P1 Certification through the USPTA which is the highest professional-level certification awarded by the USPTA and is looking forward to sharing her passion for tennis with you.



Adrians/ High Performance Junior

Adrian brings extensive skill and knowledge to every aspect of his work at High Performance Sports Management. Whether teaching private lessons, high performance juniors, or our highly praised stroke clinics, his hands-on, focused and organized approach is evident. When Adrian is not overseeing classes or teaching lessons, you might see him on the courts as a hitting partner for any number of touring Pros that pass through the area.



Amy / Recreational Junior

Amy began working with HPSM as the Director of our recreational tennis program in the summer of 2011. As well as being the Director of our recreational program, Amy is also the USTA Junior Team Tennis Coordinator for the area. Amy is passionate about offering quality tennis instruction at an affordable price for all ages and levels. Amy particularly loves sparking a love for tennis at the beginner level to enjoy the sport for a lifetime and teaching Cardio Tennis.



Miguel / Adult Programs

Miguel Morales has been a player, teaching professional (USPTA) and coach for the past 40 years. He has coached USTA Women's and Men's Teams from 2.5 to 4.5 Levels of play. At Tennis center one of his many responsibilities including the creation and implementation of a successful Adult Training Program and Events

PLAYING-CAREER HIGHLIGHTS

TOURING PROFESSIONAL (2001-2007)

Career-High Singles Ranking of 532
Career-High Doubles Ranking of 325
Winner of 8 Doubles Titles
Winner of Co-ed Clay Court Nationals 30 (Nov. 2011)

COLLEGIATE TENNIS (1998-2000)

Boise State, Division I, # 2 Singles Player and #1 Doubles Player (1998-2000))
NCAA All-American (1999)

AMATEUR TENNIS

Intermountain Sectionals Champion for Girls 18's Singles (1998)
Intermountain Sectionals Champion for Girls 18's Doubles (1998)
Juniors Girls 18's Singles USTA National Ranking of 169
Juniors Girls 18's Doubles USTA National Ranking of 16

COACHING EXPERIENCE

WINTER PARK TENNIS CENTER (Winter Park, FL)	2008 – Present
Head Pro	
Assisted with the development of the high performance junior programs	
Developed women's clinics, doubles clinics, and beginner programs	
SADDLEBROOK TENNIS ACADEMY (Wesley Chapel, FL)	2006-2008
Full time instructor for adults and junior academy players	
Hitting partner for Justine Henin and Martina Hingis	
ANDRE AGASSI FOUNDATION (Nevada)	1995
Introduced underprivileged children to the game of tennis	
COUNTRY CLUB OF LAS VEGAS (Las Vegas, NV)	1995-1996
Instructor for the junior programs	

PROFESSIONAL PROFILE

- Professional Certifications: USPTA P1 Certified (November 2009 – Current)
- Tournament planning knowledge and familiarity with tournaments of all levels
- Extensive playing experience at the professional and collegiate level
- Experience instructing juniors (High Performance and Recreational) and adults (Competitive and Recreational)
- Constructive critical thinking and problem-solving skills
- Good organization and management skills
- Passionate interest in promoting the sport of tennis

CONTINUING EDUCATION

- The Spanish Way to Develop Players (January 2012)

Adrians Zguns

2894 Plaza Terrace Drive Orlando, Florida 32803
863.605.4342

PLAYING-CAREER HIGHLIGHTS

TOURING PROFESSIONAL

Career-High singles ATP ranking 432 (Oct. 1, 2009)
Latvian Davis Cup Player (2004, 2009)
Finalist of professional tournaments in Mexico, Costa Rica, Italy, Greece (2008-2009)
2007 USPTA International Championships Men's Open Winner
USPTA Player of the Year (2008)
USPTA Men's Open # 1 (2008, 2011)
USPTA Player of the Year Florida Division (2011)
Winner of Clay Court Nationals 30, Singles, Doubles, Mixed Doubles (2011)
USTPA Hard Court National Winner (2012)
Orlando Citrus Classic Winner (2012)

COLLEGIATE TENNIS (2002-2006)

NCAA All-American 2006
Ranked # 8 in the nation in NCAA Division I Singles
Ranked # 6 in the nation in NCAA Division I Doubles
Received Region V Sportsmanship Award (2004)

AMATEUR TENNIS

#1 National Junior Ranking for the country of Latvia
Represented country of Latvia in European junior championships (1996-1998)
Participated in Youth Olympic Games in Moscow, Russia (1998)
Winner of Latvian Junior Championship (1997 -98)

COACHING AND MANAGEMENT EXPERIENCE

CASTINE GOLF CLUB (Castine, ME)

Head Tennis Professional 2008-2010 (summer season)
Responsibilities included overseeing all management operations such as programming, staffing, maintenance and pro shop

JOHN'S ISLAND CLUB (Vero Beach, FL)

Tennis Professional 2007-2011 (winter season)
Teaching private and group lessons, running clinics, social events and camps, stringing tennis racquets

PROUTS NECK COUNTRY CLUB (Scarborough, ME)

Instructor to all ages and levels 2006-2007 (summer season)

THE TESORO CLUB (Port Saint Lucie, FL)

Head Tennis Professional Oct. 2006-June 2007 (winter season)
Teaching private and group lessons, running clinics, social events and camps, stringing, daily court maintenance

PINNACLE COUNTRY CLUB (Rogers, AR)

Tennis Professional helping with a junior summer camp, organizing drills for juniors 2005 (summer season)

NIKE TENNIS CAMP (Lawrenceville, NJ)

Tennis Camp counselor for juniors 2002-2003 (summer season)

EDUCATION

UNIVERSITY OF ARKANSAS (2000-2004)

Bachelor of Art, International Business (minor in Economics)
Tennis scholarship

PROFESSIONAL PROFILE

- Extensive playing experience at the professional and collegiate level
- Experience instructing juniors (High Performance and Recreational) and adults (Competitive and Recreational)
- Tournament planning knowledge and familiarity with tournaments of all levels
- Speaks four languages
- Professional Certifications: USPTA, Clay Court Maintenance Seminar Completed, USPTA Competitive Player Development

Amy R. McCully

Amy.mccully@gmail.com

(248) 219-7651

EDUCATION

SPRING ARBOR UNIVERSITY, Spring Arbor, MI

Bachelor of Arts in Recreation and Leisure Management Awarded May 2009

- Honors: Graduated with a 3.7 GPA, Magna Cum Laude, Departmental Honors, & Academic Scholarships
 - Activities: Varsity Women's Tennis Captain for 3 1/2 years
All Conference & Sportsmanship Awards
-

WORK EXPERIENCE

10 & Under Tennis Director Winter Park Tennis Center August 2011-Present

HIGH PERFORMANCE SPORTS MANAGEMENT

- Oversee and instruct all Recreational Programs
- Coordinate and Run all 10 & Under Activities including Play Days, Jr. Grand Prix's, Jr. Team Tennis, Parent/child events, etc.

Communicate with Parents and families to find best fit for children in programs

USTA 10 & Under Tennis JTT Coordinator 2010-Present

ORANGE/SEMINOLE COUNTIES

- Started Seminole County's 10 & Under Jr. Team Tennis Program
- Create program on Tennislink
- Help with registration, team creation, and assigning parent captains.
- Ordering Shirts, medals, and coordinating end of season party for participants.
- Created Indoor League at 2 local Magic Gym Facilities
- Went from 0 to 50 kids in the first 2 seasons.
- Switched to Orange County went moved facilities
- 94 kids and 6 facilities were involved
- Nominated for USTA Coordinator of the year 2012.

USTA 10 & Under Tennis Target Market Performer 2011

SEMINOLE COUNTY, FL

- Selected to be in charge of \$100,000 Grant from USTA for one of their first 10 & Under Target Markets in the country.
- Create 3 year business plan for Seminole County 10 & Under
- Communicate and run meetings with USTA and Seminole County Staff
- Coordinate Assemblies with schools
- Coordinate Tennis Festivals at 3 Local Parks
- Help kids follow USTA Pathway of Tennis

Tennis Pro Red Bug Lake Park September 2010-July 2011

SEMINOLE COUNTY RECREATION

- Instructed 3 & 4 year old to adult classes
- Arranged and ran private lessons
- Drafted lesson plans for all level classes
- Reconstructed age groups to coincide with USTA 10 & Under

Assistant Varsity Women's Tennis Coach August 2009- May 2010

SPRING ARBOR UNIVERSITY, Spring Arbor, MI

- Ran three-a-day preseason training on my own for two weeks
- Assisted in everyday practices when head coach was available
- Scheduled Spring Break Trip with all accommodations
- Organized and ran fundraising, including middle school tennis camps
- Coached individuals during matches

Head Tennis Pro Canton Parks and Recreation

May 2006- August 2006

PLACEMENT TENNIS, Berkley, MI

- Instructed pee wee to adult classes
- Arranged and ran private lessons
- Draft lesson plans and oversaw other instructors

Head Tennis Pro of Royal Oak Parks and Recreation

May 2003- 2010

BASELINE TENNIS, Birmingham, MI

- Instructed pee wee to adult classes
- Arranged and ran private lessons
- Drafted lesson plans for all level classes
- Planned special events and tournaments
- Handled scheduling along side the Royal Oak Rec. Dept. and Director
- Staffed the special events and oversaw them
- Interacted with parents

PROFESSIONAL CERTIFICATONS

United States Professional Tennis Association- (P2)
Positive Coaching Alliance

Tested July 2009
Training 2011

Miguel A. Morales
104 Oakridge Drive , South Salem, NY 10590
Cell: 914-450-8603

Education:

Accounting Major at Baruch College, New York City. 1970-1972
Tennis Teachers Conferences, New York City 1980-1988
Dennis Van der Meer Tennis University, South Carolina. 1983
Attended the Eastern USPTA Conference 2008 and 2010

Experience:

September 15- Present Director of Adult Programs- Winter Park Tennis Center, FL

April 15 - September 2012 Director of Tennis – Englewood Field Club, NJ
9 Har-Tru courts with a staff of 3 professionals and 3 Assistants.
6 adult women's teams and 2 men's team in weekly training.
Summer camp has a registration of 60 – 80 kids weekly participating in the 10 and Under Program.
Running the clubs Adult tournaments and special adult events.

1996 - 2011 Tennis Director - Saw Mill Club, - Mount Kisco, NY
Managed a staff of 15 professional and 8 summer counselors.
Developed all teaching programs and created teaching outlines from the 10 and Under Program as well as the high performance junior players.
Conducted quarterly staff training sessions to enhance all the adult training.
Managed and scheduled men's and women's house leagues, Ct. League, MITL League, Northern Westchester Junior Tennis League and 18 USTA Men's and Women's teams.
Established and implemented the tennis department annual budget.

1986 -1996 Senior Master Tennis Professional - Saw Mill Club, - Mount Kisco, NY
Taught private lessons, private clinics, club adult clinics and participated in all the adult team training sessions.

1979-1985 Head Pro & Tennis Director - Manhattan Plaza Racquet Club, - New York, NY
Manage 5 courts and 2 racquet ball courts. Managed a staff of 5 professionals.
Responsibilities including scheduling and conducting regular staff training sessions.
As head pro averaged over 40 hours per week in private lessons and groups.
Served as club Tournament Director and ran monthly round robins and special Events for members and corporations.
Owned and ran the club's pro shop.

Playing Experience:

15 National USTA Men's 35 Singles ranking 1987
1 ETA rankings in Mixed Doubles, 1979, 1982, 1984.
2 ETA Men's Doubles ranking 1982
7 ETA Men's Doubles ranking 1975
27 ETA Men's Singles ranking 1976
33 ETA Men's Singles ranking 1973

Baruch College Tennis Team # 1 Singles and Doubles Player 1972

Fluent in Spanish, Excel, CSI Court Management Software

ASSISTANT PRO }



Brendon- Brendon currently works with our juniors program. He has been playing tennis since he was 5 years old and began teaching tennis in the summer times when he was 16. Needless to say, he loves the sport of tennis! When not on the courts teaching, one may call Brendon a “computer nerd” as his passion is developing websites and just plain old “playing” on the computer.



Matt – Matt just recently completed his USPTA certification and is one of our newest additions to our Pro staff. He has been playing tennis since he can remember over on the East Coast of Florida. He has a definite “gifting” of working with kids. We are excited to have him as part of our Pro Staff.



Chris – Chris has been working and teaching at the Winter Park Tennis Center since 2010. He mainly works with our recreational group, and mainly during our seasonal camp times, as he is very focused on his schooling (as he should be!).



Joe – Joe is our newest addition to our pro staff. As mentioned above, he just began working with us in November of 2012 and he has jumped in full force. With completing his 4 year commitment to play at UCF, Joe is fresh off the college circuit and still in great shape to work with our high performance juniors and competitive men/women’s leagues.

BUSINESS PLAN }

PROVIDE A DETAILED PROPOSED INVENTORY LIST INCLUDING PRICES TO BE CHARGED AND MINIMUM STOCK LEVELS TO BE MAINTAINED ON SITE AT ALL TIMES.

- Tennis Inventory will be supplied by **e-Tennis**. **E-Tennis** is a full service tennis apparel and equipment retail store established and located in Winter Park. If Winter Park Tennis Center does not carry a particular item a customer is in need of, e-Tennis will deliver that item to the tennis center for purchase.

TENNIS INVENTORY }

Item	Good	Inventory	Unit Price
1	Apparel Boys "WPTC" Top	5	10.99-29.99
2	Apparel Girls "WPTC" Top	5	10.99-29.99
3	Apparel Women "WPTC" Top	5	10.99-29.99
4	Apparel Men "WPTC" Top	5	10.99-29.99
5	Bag Back Pack	2	49.99
6	Bag Racquet	1	49.00-69.99
7	Ball Extra Duty	50	3.46
8	Ball Regular Duty	50	3.46
9	Bandanas	5	9.99-12.99
10	Caps Men "WPTC"	5	22
11	Caps Women "WPTC"	3	22
12	Caps Youth "WPTC"	5	18
13	Elbow Brace	2	17.99
14	Frog Toggs	4	16.99
15	Grip Enhancer	10	7.99
16	Grip Overgrip	30	5.99
15	Grip Replacement	5	10.99
16	Head Bands	5	5.99-9.99
17	Maxx Sunglasses	10	19.99
18	Racquets Junior	5	23.99-69.99
19	Strings Hybrid	5	29.99-45.99
20	Strings Multifilamen	5	33.99-39.99
21	Strings Polyester	5	37.99-43.99
22	Strings Synthetic Gut	5	25.99-35.99
23	Towels	5	9.99-16.99
24	Vibration Dampers	15	4.99
25	Visors	5	20
26	Wrist Bands	15	4.99-8.99

PRO SHOP INVENTORY }

CANDY & COOKIES & CHIPS }

Item	Goods	Inventory	Unite Price
1	Starburst	10	1
2	Kit-Kat	10	1
3	Twix	10	1
4	Snickers	10	1
5	M&M	10	1
6	Skittles	10	1
7	Sour Skittles	10	1
8	Goldfish	10	1
9	Doritos	10	1
10	Lays Classic	10	1
11	Cheetos	10	1
12	Cheez-It	10	1
13	Snyder's Sticks	10	1
14	Mini Oreo	10	1
15	Nutter Butter	10	1
16	Nilla Wafers	10	1
17	Fruit Snacks	10	1
18	Ritz Bits	10	1
19	Chips Ahoy	10	1

POWER BAR & ICE CREAM }

1	Variety Power Bar	30	1.99-2.99
2	Variety Pure Protein	20	1.99
3	Snickers	5	1.99
4	Twix	5	1.99
5	Klondike	10	1.5
6	Haagen	5	1.99
7	Drumstick	10	1.5
8	Blue Bunny	10	1.5
9	M&M Ice Cream	5	1.99

FROZEN FOOD }

Item	Goods	Inventory	Unite Price
1	Friday's Chicken Wings	3	7.99
2	Friday's Boneless Chicken Bites	3	7.99
3	Friday's Loaded Potatoes	3	6.99
4	Digiorno Pizza Cheese	5	4.5
5	Digiorno Pizza Pepperoni	5	4.5
6	Variety Breakfast Bowl	3	3.75

BEVERAGES }

1	Variety Gatorade	50	1.25
2	Variety Vitamin Water	30	1.75
3	Water	50	1.25
4	Coca-Cola	30	0.75
5	Diet Coca-Cola	30	0.75
6	Nestea	20	0.75
7	Nesquick Chocolat Milk	20	1.75
8	Coffee	20	1.5
9	Hot Chocolat	20	1.5
10	Hot Tea	20	1

BEER & WINE }

1	Domestic Beer	50	2.25
2	Import Beer	35	3.5
3	Red Wine	24	3.5
4	Chardonny	24	3.5
5	Pinot Grigio	24	3.5



TAB 6
Required Forms

**WHERE COMMUNITY
AND
PERFORMANCE COME TOGETHER**





**RFP-7-2013
Tennis Management Services**

SIGNATURE SHEET

The proposer represents that the following persons are authorized to sign and/or negotiate contracts and related documents to which the bidder or proposer will be duly bound:

<u>Name</u>	<u>Title</u>	<u>Telephone Number</u>
ANZELA IGUNA	PRESIDENT	407.575.0309

☒ My company will accept the VISA credit card as a form of payment for our services rendered.

COMPANY NAME: HIGH PERFORMANCE SPORTS MANAGEMENT
 ADDRESS: 337 AGNES STR.
ORLANDO, FL. 32801
 TELEPHONE 407.575.0309 FAX:
 EMAIL: WINTER PARK TENNIS CENTER @ GMAIL. COM

ADDENDUM ACKNOWLEDGEMENT

The proposer shall acknowledge obtaining all addenda issued to this formal solicitation from the City's web site by completing the blocks below. Failure to acknowledge all addenda may be cause for rejection of the response.

Addendum No. #1 Date Issued: DECEMBER 26, 2012

Addendum No. #2 Date Issued: DECEMBER 28, 2012

ADDENDUM No. # 3 DATE ISSUED DECEMBER, 31, 2012

AUTHORIZED SIGNATURE: [Signature]
 TITLE: PRESIDENT

(print/type name as signed above): ANZELA IGUNA

DATE: 1.8.2012



Contact Sheet

EMERGENCY CONTACT

Emergency Contact Person: JUSTINE ASSAL
 Telephone Number: _____ Cell Phone Number: 407. 908. 4187
 Residence Telephone Number: _____

LOCATION

Offerors shall complete and submit the information below to clearly identify the location and applicable percentage of the work to be performed at each location listed.

Prime Contractor/Contractor (Name & Address)	City	County	State/Zip	Percentage of Work Assigned
HIGH PERFORMANCE SPORTS MAL	ORLANDO	ORANGE	FLORIDA	95 %
				%
				%
				%
				%

Subcontractor Contractor/Contractor (Name & Address)	City	County	State/Zip	Percentage of Work Assigned
E- TENNIS	WINTER PARK	ORANGE	FLORIDA	5 %
				%
				%
				%
				%

100 %
 Total Percentage
 (must equal 100%)



DRUG FREE WORKPLACE FORM

The undersigned proposer, in accordance with Florida Statute 287.087 hereby certifies that

HIGH PERFORMANCE SPORTS MANAGEMENT does:

(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under contract a copy of the Drug-Free statement.
4. Notify the employees that as a condition of working on the commodities or contractual services that are under contract, employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or no lo contendere to, any violation of Chapter 1893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this business complies fully with the above requirements.

Anzela Igouna
(Authorized signature)

1.7.2013
(Date)

ANZELA IGOUNA
(Print/type name as signed above)



NON-COLLUSION AFFIDAVIT OF PRIME RESPONDENT

STATE OF FLORIDA)
COUNTY OF ORANGE)

ANZELA ZGUNA, being duly sworn, deposes and says that:

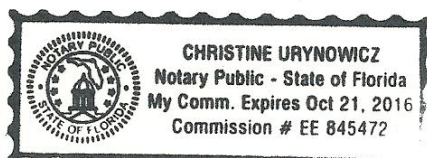
- (1) He/she is PRESIDENT of HIGH PERFORMANCE SPORTS HAWAII.
Title Firm/Company
the respondent that has submitted the attached response.
- (2) He/she is fully informed respecting the preparation and contents of the attached solicitation and of all pertinent circumstances respecting such solicitation.
- (3) Such solicitation is genuine and is not a collusive or sham solicitation.
- (4) Neither the said respondent nor any of its officers, partners, owners, agent representatives, employees or parties in interest including this affiant, has in any way, colluded, conspired, or agreed, directly or indirectly, with any other respondent, firm or person, to submit a collusive or sham response in connection with the Agreement for which the attached response has been submitted or to refrain from proposing in connection with such Agreement, or has in any manner, directly or indirectly, sought by Agreement or collusion or communication or conference with any other responder, firm or person to fix the price or prices in the attached solicitation or of any other respondent, or to fix any overhead, profit or cost element of the proposed price or the proposed price of any other responder, or to secure through any collusion, conspiracy, connivance or unlawful Agreement any advantage against the City of Winter Park, Florida, or any person interested in the proposed Agreement.
- (5) The price or prices quoted in the attached response are fair and proper and are not tainted by any collusion, conspiracy, or unlawful Agreement on the part of the proposer or any of its agents, representatives, owners, employees, or parties of interest, including affiant.

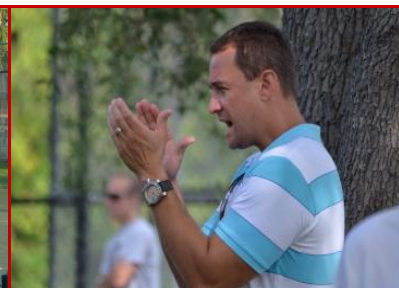
(Signed) [Signature]
PRESIDENT
(Title)

STATE OF FLORIDA
COUNTY OF ORANGE

The foregoing instrument was acknowledged before me this 8th January 2013 by Anzela Zguna, who is personally known to me or who has produced Florida DL # 2500-000-73-876-0 as identification and who did (did not) take an oath.

[Signature] (Signature of Notary Public)
Christine Urynowicz (Name of Notary Typed, Printed or Stamped)
Notary Public
EE 845472 (Commission Number)





TAB X Miscellaneous

**WHERE COMMUNITY
AND
PERFORMANCE COME TOGETHER**





Rollins Welcomes Sports Hall of Fame Class of 2011

Courtesy: Rollins Athletics

Release: 03/26/2011

WINTER PARK, Fla. (March 26, 2011) - Rollins welcomed eight new members into its Sports Hall of Fame Saturday as part of the College's 2011 Reunion Weekend.

The annual event honored Pamela Clark Brown '76, Brian Meyer '86, Gregg Smyth '95, Jill Razor Wells '01, John Smith '97, Carmen Lampe Boland '55, **Anzela Zguna '02**, and Lynn Welch '78. Tar Booster president Peter Allport '87 served as the master of ceremonies. Adding a special touch to the breakfast, each inductee was presented by a current Rollins student-athlete.



Four Tars Enter Sunshine State Conference Hall of Fame

Courtesy: -

Release: 06/08/2007



Courtesy: Jim Hogue Photos

ORLANDO, Fla. (June 9, 2007) ' Three former Rollins College student-athletes and an Athletic Director were inducted into the Sunshine State Conference Hall of Fame on Saturday at the SSC Honors Banquet. Former Rollins men's soccer player and current Rollins women's soccer coach Tony Amato, former women's basketball player Jill Razor, former women's tennis player **Anzela Zguna** and retired Athletic Director Dr. J. Phillip Roach represented Rollins in the 2007 Hall of Fame induction class.

The event, co-hosted by Disney's Wide World of Sports and the SSC at the Walt Disney World Hilton, honored 14 student-athletes, three coaches and two administrators for their accomplishments at the conference's member schools.

Tony Amato - Men's Soccer (1996-99)

- ' Two-time All-Sunshine State Conference selection (1997, 1999)
- ' Sunshine State Conference Player of the Year (1999)
- ' Sunshine State Conference Scholar-Athlete of the Year (1999-2000)
- ' Academic All-America (1999)

Jill Razor - Women's Basketball (1997-2001)

- ' Two-time Sunshine State Conference Player of the Year (1999-00, 2000-01)
- ' Three-time All-Sunshine State Conference selection (1998-99, 1999-00, 2000-01)
- ' Two-time Division II Bulletin All-America (1999-00, 2000-01)
- ' Kodak & Daktronics All-America (2000-01)
- ' Sunshine State Conference Scholar-Athlete of the Year (2000-01)
- ' Verizon/CoSIDA Academic All-America (2000-01)

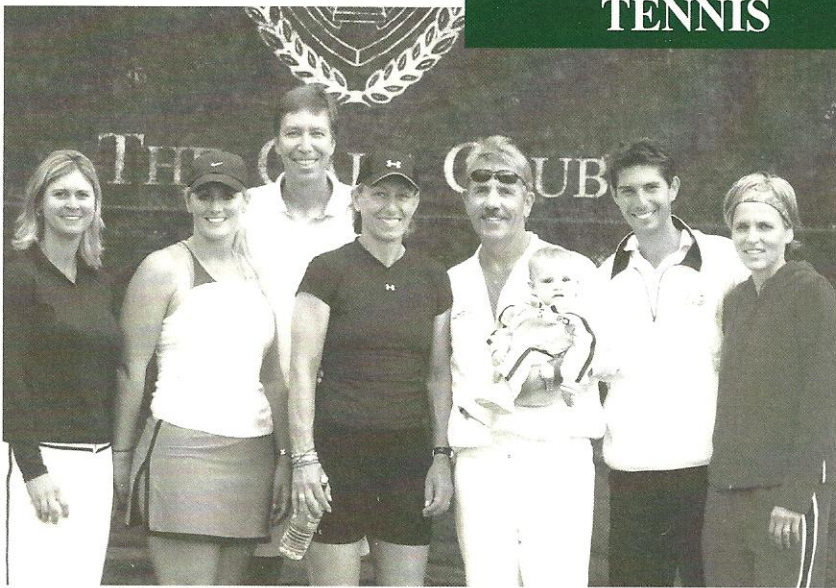
Anzela Zguna -Women's Tennis (1999-2001)

- ' Two-time Sunshine State Conference Player of the Year (2000, 2001)
- ' ITA and NCAA Senior Player of the Year (2001)
- ' Two-time All-America in singles
- ' All-America in doubles
- ' Won 2001 ITA/Rolux Division II National Singles Championship

Dr. Phil Roach - Director of Athletics and Physical Education (1992-2005)

- ' Under Roach's leadership, Rollins won nine national championships and 26 SSC regular season titles
- ' Spearheaded fundraising, design, and construction of Rollins' Harold & Ted Alford Sports Center, Cahall-Sandspur Field at Barker Family Stadium, Copeland Tennis Stadium, and Rollins Stadium at Lake Island Park
- ' Added 11 Athletic Endowed Scholarships at Rollins

TENNIS



Deirdre Herman, April Herman, Mark Dickson, Martina Navratilova, Mike Smith & daughter, Andrea Bonfigli, Angie Zguna

More than 180 people gathered on a recent Saturday to watch Martina Navratilova and her partner Andrea Bonfigli play against Angie Zguna and Mark Dickson. What a thrill it was to watch these excellent pros battle it out on one of our Oaks Club courts! Mark later teamed up with Kalyne Cuza while Martina had Adam Berkowitz as her partner, and those juniors showed the pros a thing or two!

Prior to the exhibition, players hit with April and Deirdre with demos provided by Head. The racquet demonstration and exhibition were the start of the Oaks Tennis Member/Guest Invitational. 24 of our players then headed to the courts with their guests for a morning of tennis.

A delicious lunch was served by the pool and the following winners were announced:

Women's Gold: 1st Patsy Shaver & Cindy Babb; 2nd Kate Lannamann & Marcia Bennett.

Women's Silver: 1st Judy Siegfried & Catherine Savary, 2nd Joan Dickson & Sandy Van Langen; **Women's Bronze:** 1st Franny Stewart & Carol Skiest; 2nd Barbara Stanzak & Sandy Weber.

Men's Gold: 1st Carl Smith & Ryuji Araki; 2nd Robert Kay & Chris Nimptsch;

Men's Silver: 1st Rick St. George & Ray Witkowski; 2nd Steen Carstensen (Reuben Lodeiro) & David Williams.



Adam Berkowitz gets a high five from Martina



Kalyne Cuza playing against Martina



Congratulations!
A great match!
L to r: Angie, Mark,
Andrea and Martina



Martina autographing balls



What a team!
Angie and Mark

UPCOMING EVENTS

Club Singles Championships Jan. 26-29

Club Doubles Championships Feb. 23-26

Club Mixed Doubles Championships Mar. 9-12

Annual Tennis Gala April 1



Summer Team Tennis with the Pros

A new concept to the Greater Orlando area which is sure to catch on was offered this summer at Winter Park Tennis Center (WPTC) on Tuesday nights from 7-9:30 p.m.

Angie Zguna, principal of High Performance Sports Management (HPSM), which oversees all operations at WPTC, hates to see empty courts. She met with WPTC staff and asked for ideas for a concept to get tennis players on the courts playing. Ms. Zguna said that Amy McCully first suggested the concept that each team of male and female players is captained by a teaching pro that helps coach his/her team while they compete against another team (captained by their own teaching pro coach).

The format is for 4.0 NTRP-rated and above players to keep things competitive for the levels playing. Lines of play are men's singles, mixed doubles, and women's doubles playing best-of-three sets with the third set a 10 point tiebreaker in lieu of a full set. Local pros Zguna, Beau Jones, Adrian Zguns, Brandon Pike, Frank Acierno and McCully were team captains.

The cost of the program was \$30 to join, and then a small court fee per match played (\$5.33-\$6.39 depending on court surface). Opening night was catered by 4 Rivers Catering at \$12

per person (this was optional) and beverages were offered for a small fee.

On the first Tuesday night of the series the beautiful 16-court facility is packed with players. About an hour before, the skies were stormy but now the weather has cleared and the place is bustling with excitement. Tennis was competitive yet less serious than tournament or league play, with the players and coaches interjecting with helpful and light-hearted fun comments and snipes. The

atmosphere seems less about winning (except for the coaches) and more about improving and enjoying.

As a teaching pro and player, I'd love to see this concept used more with all level of adult players and for junior players. I think it is a concept that will catch on like Florida wildfires (before the summer rains that is).

For more information contact:
winterparktenniscenter@gmail.com or
susierah@cfl.rr.com.



Left to right: teaching pros Amy McCully, Brandon Pike, Beau Jones, Adrians Zguns, Angie Zguna, and Frank Acierno.

ADDvantage

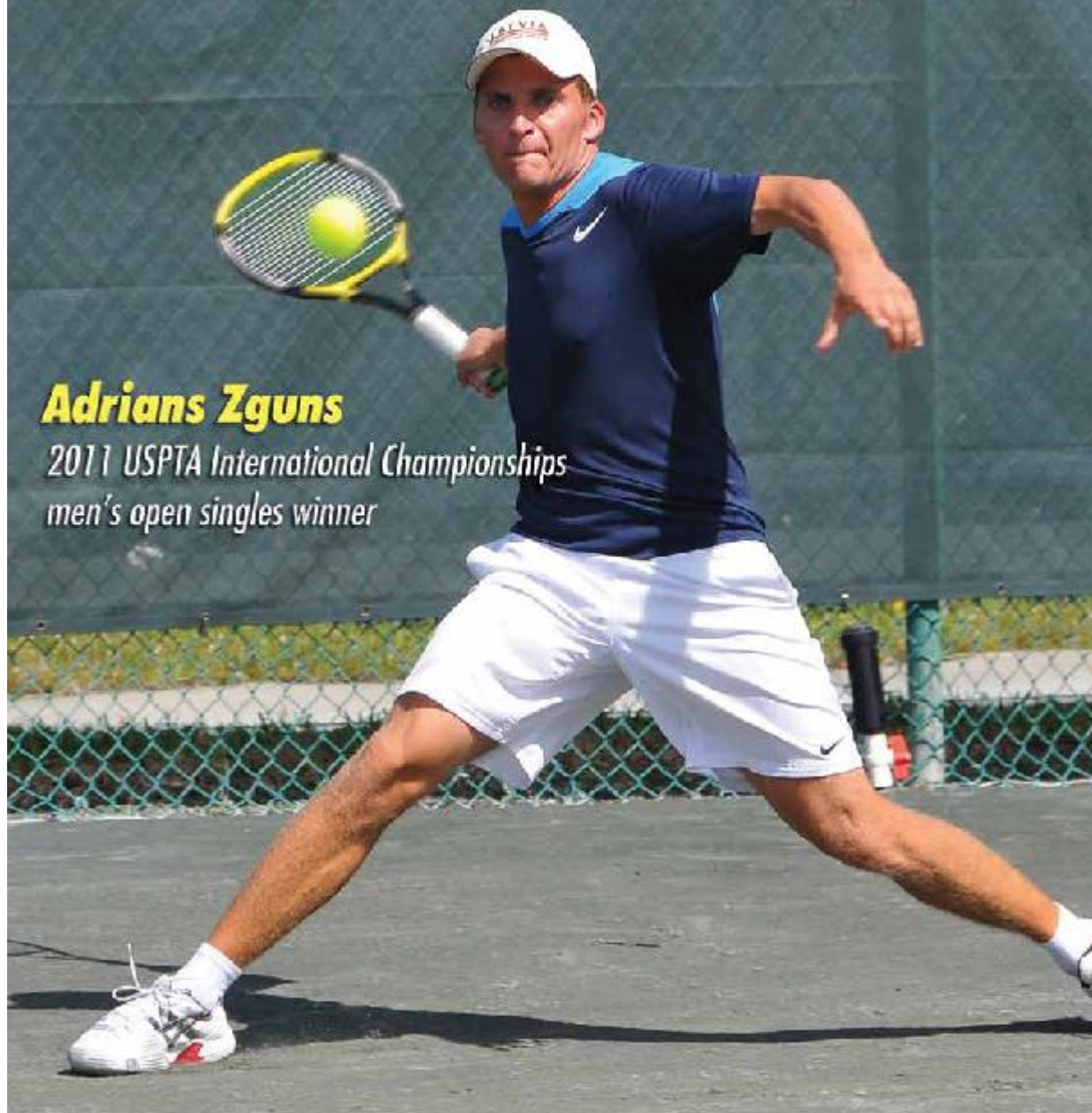
the magazine for men and women tennis-teaching professionals



December 2011

Adrians Zguns

*2011 USPTA International Championships
men's open singles winner*



Baselines

Nov. - Dec. , 2011



**USPTA FLORIDA DIVISION
FAST DRY COURTS
AND 10-S TENNIS SUPPLY
GRAND PRIX MASTERS EVENT**

Men's Open Champion - Adrians Zguns
Men's Open Finalist - Julien Link



Convention returns to Club Med
Sandpiper Bay in Port St. Lucie
May 28 - June 3, 2012

More information on convention schedule, registration and resort reservations will be in the next issue of Baselines and sent by e-mail. Watch for the details and important deadlines.



News-Gazette Photo/Andrew Sullivan

St. Cloud sophomore Trevor Foshey has made consecutive appearances at the Class 2A state tournament after winning back-to-back No. 1 singles district championships.

Bulldogs sophomore makes consecutive Class 2A state berths

By Rick Pedone
Sports Editor

It's just what the players on Osceola County's high school tennis teams needed to see: a bigger, stronger Trevor Foshey. Foshey, the Osceola News-Gazette Male Tennis Player of the Year for the second consecutive year, remained unbeaten in Orange Belt Conference play and reached the Class 3A state tournament for the second time.

Foshey, 15, a St. Cloud High sophomore, said a four-day-a-week fitness regimen he began last year is paying off.

"I'm in much better shape now, and when you are in good shape you can play much better tennis," he said.

In addition, Foshey grew about four inches between his freshman and sophomore seasons, to 5-11, and that hasn't hurt his game, either.

"It definitely helps. I can get to a lot of balls now that I didn't before," he said. "My brother (Andrew, a former Bulldogs No. 1 player) is 6-1, so I wouldn't mind getting there."

Foshey has never lost a set in Orange Belt Conference

competition.

Ranked No. 25 in Florida in the USTA U-16 standings, he is rarely challenged until he reaches the state tournament. He won the 3A-8 district championship at Melbourne this season as the No. 2 seed.

"That was a little bit crazy the way they did that. They only seeded the top two positions, and they always put their own players at No. 1 over there (in Brevard County)," St. Cloud Coach Dallas Kelsey explained. "It didn't really matter. Nobody there was going to beat him."

Foshey, after being forced to injury default during his first state tournament match last year, had more success as a sophomore. He beat Miami Belen Jesuit's Juan Lorido, 6-2, 6-1, in the first round before losing to Lakeland's Danny Mack, (7-6, 7-5), who has signed with North Carolina, in the quarterfinals.

"He's (Mack) pretty good, he's been high in the rankings for a long time," Foshey said. "It was a good match."

Kelsey said Mack tried to throw Foshey off-balance by serving quickly.

"Trevor wasn't even ready half the time and here comes the serve," Kelsey said. "I called Trevor over and told him that he had plenty of time to receive the ball, he didn't have to let that happen. It's one of those things that crops up in big matches that you have to learn how to handle."

Foshey said Mack didn't like it when Foshey asked for more time between serves.

"It got a little heated. He got upset, but it was OK," he said. "He's a senior and he has a lot of experience."

Foshey trains in Winter Park with Rollins College assistant coach **Anzela Zguna**, a former No. 1-ranked player for the Lady Tars. He also works with **Zguna's brother, Adrian**, who has played on the pro tour.

"My groundstrokes are pretty good, they've gotten a lot better. I just need to be more consistent," he said. "I'm working on placement with my serve. You can hit bombs, but when you move into the upper level, it doesn't do you a lot of good unless you can put it where you want it."

Foshey's trademark is a calm demeanor, something he said he developed through the years.

"I used to get excited, but I decided that I was just going to play and not talk about the other stuff," he said. "You can get all worked up, but it's only a tennis match."

Foshey said his goal remains a lofty one, to earn a scholarship to the University of Florida, where his sports idol, quarterback Tim Tebow, became a college football legend.

"He's my favorite athlete. I'd like to do in tennis what he does (with football). I'd like to help people, maybe show them how to be better tennis players, and introduce them to Christ," Foshey said.

Kelsey said Foshey is well on the way to his goals.

"I've been around here more than 20 years, and I've never seen a better one than Trevor," Kelsey said. "He's exceptional."

USTA TOURNAMENTS

At Winter Park Tennis Center

2013

Junior Tournaments

03/30/2013	Winter Park (local)
08/03/2013	Winter Park Summer (local)
09/14/2013	Winter Park Fall (local)
10/12/2012	Winter Park October Fest (local)

Adult Tournaments

7/06/2013	Winter Park Summer Classic
10/26/2013	Orlando Clay Court Classic @ Winter Park

JUNIOR PROGRAMS

SPRING 2013

Pre-School (Ages 3-4)

Thursday 3:15 – 4:00pm or
Saturday from 9:00 – 9:45am

\$45 per month for 1 day a week or \$85 per month for 2 days per week

Recreational (Ages 5-6)

Tuesday or Thursday 4:00 – 5:00pm,
Wednesday 5:00 – 6:00pm or Saturday 9:00 – 10:00am

\$60 per month for 1 day a week or \$110 per month for 2 days per week

Recreational (Ages 7-8)

Tuesday or Thursday 4:00 – 5:00pm,
Wednesday 5:00 – 6:00pm or Saturday 10:00 – 11:00am

\$60 per month for 1 day a week or \$110 per month for 2 days per week

Recreational (Ages 9-10)

Monday or Wednesday 4:00 – 5:00pm,
Saturday 11:00 – 12:00pm

\$60 per month for 1 day a week or \$110 per month for 2 days per week

Recreational (Ages 11 and up)

Tuesday and Thursday 6:00 – 7:00pm

\$60 per month for 1 day a week or \$110 per month for 2 days per week

Monday (Learning to play matches) 5:00 – 6:30pm

\$75 per month

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www.winterparktenniscenter.com

ADULT PROGRAMS

SPRING 2013

Co-Ed Beginners Clinic

Every Wednesday evening 7:00 – 8:00pm
\$50 per month or \$20 drop in per session

Co-Ed Intermediate Clinic

Every Monday evening 6:30 – 7:30pm
\$50 per month or \$20 drop in per session

Men's Advanced Clinic

Every Monday evening 7:00 – 8:30pm
\$97.50 per month or \$30 drop in per session

Cardio Tennis

Every Wednesday evening 6:30 – 7:30pm
\$9 per session

Fast Feed Drill Clinic

Every Saturday Morning 9:00 – 10:00am
\$15 per session

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***CHALLENGE LADDER AVAILABLE UPON REQUEST**

HIGH PERFORMANCE JUNIORS

SPRING 2013

8 & Under Advanced

Tuesday and Thursday evenings 5:00 – 6:00pm
\$110 per month

10 & Under Junior Pre-Tournament Training

Monday Tuesday Wednesday evenings 5:00 – 6:30pm
\$195 per month

Pre-Tournament

Tuesday, Wednesday, Thursday evenings 5:30 – 7:00pm
\$290.00 per month

Tournament

Tuesday and Thursday evening 4:00 – 6:00pm
\$290 per month

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Welcome to the Winter Park Tennis Center at Azalea Lane, Central Florida's premier tennis center. We offer tennis lessons and tennis instruction for all levels, from beginner to adult, from private lessons to clinics and classes. We are home to several Central Florida men and women's tennis teams, and offer club memberships and public play. Contact us with any questions at 407-599-3445. We'd love to hear from you!

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- ✦ [Junior Programs](#)
- ✦ [Adult Programs](#)
- ✦ [Our Camps](#)
- ✦ [Birthday Party Packages](#)

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High Performance
Sports Management



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JUNIOR PROGRAMS

At the Winter Park Tennis Center, we work hard to raise the standards of today's competitive juniors



ADULT PROGRAMS

We're proud to offer tennis lessons for adults of all ages and levels.

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