

# General Manager's Corner

Dear Members and Friends,

Welcome to fall, '09! September traditionally signals the end of summer and a return to some measure of "normalcy". For many, this last year has been anything but "normal" with the rocky economics of the last several months and the fallout in its wake.

Our business, like most today, has felt the impact and has had to adjust and rebalance. However, we believe so strongly in our mission, namely, To Inspire Healthy Lifestyles, that we know we will weather this storm. Instead of retreating and cutting programs and services, our mantra is "in times like these, it is more important than ever to improve your health". After all, it is good health that allows us to enjoy most other things in life.

So while we are working hard to be good stewards of our energy, supply, facility and staff resources, we are also forging ahead! We will continue to offer you the signature programs that are so important in meeting your needs. Our group fitness, personal training, tennis, swimming and youth teams are all ready and willing to service you and your families. Our playroom, pro shop, lounge and service desk teams continue to strive to deliver a high level of customer service. Our housekeeping, business office, human resources and maintenance teams are working hard behind the scenes to support the long-standing reputation and heritage we have in our community in the arena of health and fitness.

We will continue to offer high quality services such as massage, food and drink in the East Hills lounge or a haircut and style in the "Mane Attraction" hair salon at the MAC. Grand Rapids Sports Center is still available at both the MAC and East Hills to help you transition from injuries back into the mainstream.

In addition, we have several new programs to offer this fall. Our new Wellness Coaching program promises to be one that will aid you in making healthy changes in your lifestyle. We have also expanded our Cardio Tennis schedule to include several evening choices. And, MAC and Super Members, don't forget our brand new GAME ON room for your kids at the MAC!! Check your activity guide for information on all of our great programs and services!

In other words, our mission has not changed! We have the experienced and capable team to deliver! Let us help you feel better, feel stronger, have more energy, handle the stresses of your everyday life and have fun in our clubs with your families!

To that end, here's to building and maintaining a healthy lifestyle at East Hills, The MAC and Orchard Hills! Have a great fall!

Best Regards,

MJ Smith,  
VP, Saint Mary's Health Management Company