



June 12^h, 2015

Dear SC Open & Ladies Tournament Bowlers,

The 2015 SC Open & Ladies State Bowling Tournaments that were held in the Myrtle Beach area are now over, and I wanted to personally thank all of you for bowling in the tournaments this year, as well as to reach out to all of you to explain a couple of things in regards to the tournaments, and to address some of the complaints, concerns and feedback that we received from this years' tournaments. We always like to get feedback from our participants, and we welcome all information, both positive and negative.

Since the tournament was held in the Grand Strand area during the months of May & June, there were some issues with hotel availability and prices. This is primarily due to this being the high volume season for the beach area, and the hotels charge accordingly. We made arrangements with the Landmark Hotel on Ocean Boulevard in Myrtle Beach to give the state a room block for the three tournament weekends, and they gave us a very competitive rate. There were, however, some problems with people trying to make reservations, due to a few of the reservationists not adhering to the room blocks, and we (the SCUSBCA and the Landmark) tried to address those situations as quickly as possible when we were made aware of them. I apologize for any confusion or frustration in regards to this.

There were some complaints & criticisms in regards to the two bowling centers that were chosen to host the SC State Tournaments this year at the Grand Strand. When the SCUSBCA makes the decision as to what area the state tournaments will go to, a site visit is made to the bowling centers, to decide which ones will be utilized. A site visit consists of touring the facility, speaking with the manager, proprietor (or both) and discussing the lineage, lane availability, etc. There is a checklist that is gone over, to make sure that the facility will be able to meet all of the requirements for hosting the tournament.

The SCUSBCA makes every effort to support all of the bowling centers in South Carolina, and since the last time the state tournaments were in the Grand Strand area, the decision was made to use one of the other bowling centers that we did not use that time before. One of the centers had some issues that they informed us were going to be taken care of before the tournament started, but for reasons that were beyond the SCUSBC Association's control, those issues could not be taken care of before the tournament took place. As the SCUSBCA had signed contracts with both bowling centers, the tournaments were held in the two bowling centers. I would like to let you know that the site visit process and the tournament contract wording has been reviewed and the necessary steps/changes have been made to ensure that there will not be a repeat of this year's issues in regards to the bowling centers.

There was also some feedback given concerning issues such as; not having adequate workers for the lounge/bar area, not having adequate staff for the snack bar, the snack bar running out of food, lounge being closed on Sundays, etc. All of these are issues with the bowling centers, and are under their control to address (not the state association), but I would like to say that in the future, if some of these issues come up, please let a state tournament official know at that time, instead of waiting until the tournament is over. If the state association officials were made aware of these things during the times that they occurred, tournament officials could have spoken with bowling center management to see what possibly could have been done to remedy these situations. Since the tournaments are now over, all we can do is try to ensure that these situations don't happen in future tournaments.

Our goal as an association each year is to put on the best state tournaments that we can, and to provide the very best tournament experience that we can to each participant. This year however, due to some things that we could control and some things that we could not, the state association was unable to give everyone the positive tournament experience that we desire to and that you expect to receive. I apologize to all of the bowlers that had less than a satisfactory experience/time at the tournaments in the Grand Strand this year, and I promise you that we are doing everything that we possibly can to make the necessary changes so that these issues will not happen again at future state tournaments. Next years' SC Open & Ladies State Tournaments are scheduled to be held in the central region of the state, location still to be decided. I sincerely hope that each of you will give the South Carolina USBC Association a second chance to show you what a great experience you can have by participating in the state tournaments. If you have any questions or comments, please contact me on my cell phone at 843-709-5309, or you can contact me by email at sobrien@rpwb.com. Once again, I would like to thank you all very much for bowling in the SC Open & Ladies State Tournaments at the Grand Strand this year, and we hope to see you at a future South Carolina tournament event.

Sincerely yours,

Steven R. O'Brien
President
South Carolina USBC Association