

Meet Peacock Gap's New General Manager, Kelly Joyce-Percich

Please welcome Peacock Gap Golf & Country Club's new general manager, Kelly Joyce-Percich.

Kelly brings to her assignment a wealth of experience in golf club and hotel management, food service, and related fields, with a strong emphasis on such verities as team building, motivational training, customer service, and hands-on operations management.

A graduate of California State University at Chico with a BS in Recreation, Resort, and Lodging Management, Kelly got her start in the golf business as an undergraduate, working part time for American Golf Corporation. For seven years she was, first, director of human resource and then assistant clubhouse manager of Del Paso Country Club, Sacramento, with day to day supervision of a staff of 150 food and beverage service, front office, human resources, security, grounds, janitorial, and maintenance departments and responsibility for, among other things, club membership sales and events, new member orientation, and management of restaurant and catering operations. Other positions have included 2 years as senior foods manager for Six Flags Discovery Kingdom, in Vallejo, where she oversaw the operations of the park's 22 food locations and their combined food service staff of 400. Before coming to Peacock Gap she served for two years as operations manager for the restored Nut Tree theme park in Vacaville.

As Peacock Gap's general manager, Kelly will oversee the club's entire golf course operations—maintenance, range, pro shop, golf course, food and beverage services, and catering. She reports to Syufy Enterprises senior vice president of operations, Patrick LaCava.

Asked what her foremost task as GM/PGG&CC will be, Kelly didn't hesitate for a moment: "Customer relations — a complete top to bottom *team* commitment to customer satisfaction. That's my job in a nutshell."