

PROJECT SPOTLIGHT



Western Hills Country Club

From Catch-All to Cutting Edge: Golf Bag Storage Room Gets a High-Density Upgrade

The course was pristine. The membership, proud. But just past the pro shop, the golf bag storage room told a different story, one stuck decades in the past.

Western Hills Country Club in Cincinnati, Ohio, is renowned for its rich tradition and tight-knit community. So when Assistant Golf Professional Chris Monday joined the staff, he set his sights on updating the one space that didn't match the rest of the club's first-class experience: the golf bag storage room..

THE PROBLEM

The bag room at Western Hills hadn't changed in decades. The original wooden and metal racks were long past their prime, and over the years, the space had become a catch-all for gear and clutter. The bag room was outdated, overcrowded, and overdue for a transformation.

"When I first started at the club a couple of years ago, it was kind of an eyesore," said Monday. "From talking to the members and staff, it basically hasn't changed in probably 40 years."

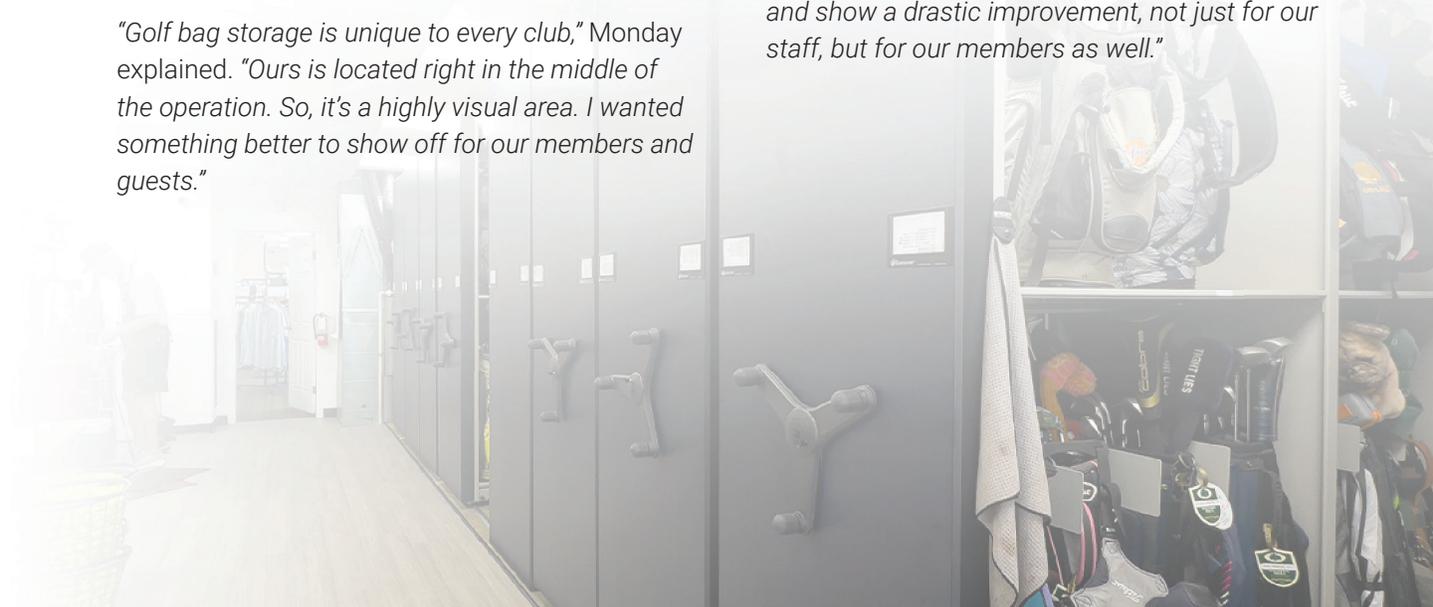
That wouldn't have been such a problem — except the room was right in the middle of everything. Some clubs treat golf bag storage as a back-of-house detail, tucking it out of sight. At WHCC, it was front and center:

"Golf bag storage is unique to every club," Monday explained. "Ours is located right in the middle of the operation. So, it's a highly visual area. I wanted something better to show off for our members and guests."

Operationally, the space was bursting at the seams. The club was growing. Membership was growing. The staff was growing too, and so were the demands on them. But the building, now over 60 years old, wasn't getting any bigger. The space couldn't keep up.

A full renovation might have solved the problem, but it would have taken serious funding, serious time, and layers of approvals. Instead, Monday saw a simpler and more budget-conscious way forward:

"Building a building is a very lengthy, budget-drawn process," he said. "So, instead of asking for a multi-hundred-thousand-dollar project, I figured I could get something done for a tenth of the cost, and show a drastic improvement, not just for our staff, but for our members as well."



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Assistant Golf Professional Chris Monday

THE SOLUTION

Monday started asking around. A friend from the nearby Green Township Police Department had just finished a project with Patterson Pope, installing a storage system for their evidence and property room. It sounded promising.

“He walked me through the process,” said Monday, “and I thought it might be something we could look at, something we might be able to utilize.”

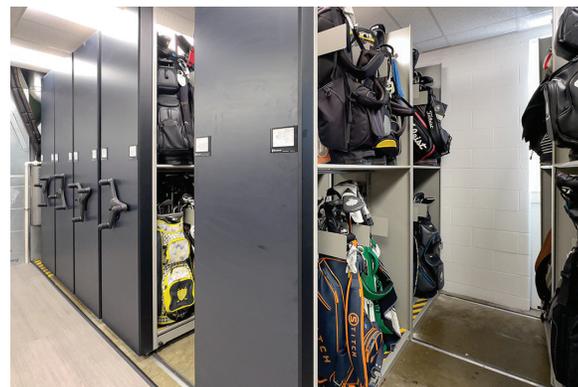
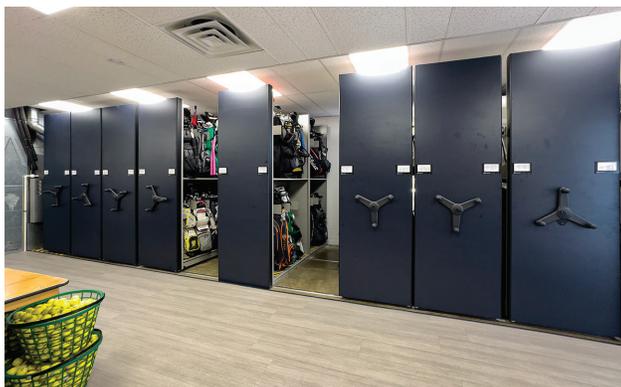
He reached out to Patterson Pope and was surprised by how quickly things moved. *“I got a call within a day, which shocked me,”* Monday said. *“I’ve gone through other processes and didn’t hear from people for weeks, if at all. So I was pleasantly surprised when I got a call within 24 hours.”*

From there, the collaboration took off. The P2 team came out, measured the space, and worked with Monday to design a high-density mobile shelving system built specifically for golf bag storage. The setup would not only clean up the room but also increase both capacity and usable space.

“We were using old wooden and rusty metal kind of storage racks — like something you would see back in the ‘50s or ‘60s,” Monday said. *“With the new design, we gained over 55% of our space back and added 10% more storage. So we actually gained more golf bag storage and more space.”*

Even when the installation uncovered a few surprises (ceiling clearance issues, a water line, and a miscut plate), the P2 team adapted quickly. It kept the install on track, handling each challenge with professionalism and transparency.

“There were some issues, but they came out and said, ‘We can make this work and tweak the design a little bit,’” Monday recalled. *“As far as communication goes, this is one of the best companies I’ve worked with, contracting and installation-wise. I work with a lot of contractors and installation companies. It was nice to see somebody listening — actually hearing what you’re saying and what you’re needing.”*



“We’re bringing this golf operation out of the 19th century and pushing toward the 21st.”

Assistant Golf Professional Chris Monday

THE OUTCOME

The difference was obvious and immediate. What used to be a cluttered, disorganized afterthought was now a clean, modern, and well-lit centerpiece of the golf operation. It was even easier to move through. And members noticed right away.

“Members rave about how much cleaner and nicer it looks,” said Monday. *“We’re bringing this golf operation out of the 19th century and pushing toward the 21st.”*

The layout wasn’t just cosmetic. The new space worked better, too. With bags neatly labeled and stored on rolling carriages, staff could move more freely, work more efficiently, and even had room to dream up future improvements.

“What’s changed the most is just the ease of being able to function in our daily operations,” Monday said. *“We’re even looking at building a separate office back there to take advantage of the extra space we’ve regained.”*

Today, Western Hills can store up to 252 bags, with current usage hovering around 230 during peak season. *“We haven’t fully sold out of our system yet,”* said Monday, *“but as new members see the modernization, I think they’ll start using some of these extra services we provide.”*

Monday also had some advice for other country clubs dealing with tight quarters: *“If you’re hurting for space – which I know a lot of golf clubs are – this is a great idea to bring to the table. It opens up so many more opportunities, and more efficiency you can bring to your operation.”*

The renovation has already had a ripple effect across the golf operation, inspiring more changes and future projects. *“This bag room upgrade has spurred a renovation for our pro shop,”* said Monday. *“You see one improvement in one area, and you’re like, ‘Maybe we should upgrade this too.’”*

Western Hills might be known for tradition, but that doesn’t mean staying stuck. *“Golf clubs are famous for keeping things the way they are,”* said Monday. *“But when our members come back from their winter’s slumber, they’ll walk into a new pro shop and a refreshed operation – and hopefully that’ll reinvigorate their love for the game and love for the club.”*

