

## **MERCHANDISER OF THE YEAR**

*Private Category*

### **Robert F. Dolan Jr., PGA**

*Columbia Country Club, Chevy Chase, Maryland*

Bob was born August 27, 1961 and grew up in Long Island, New York. His parents, Bob and MaryAnn Dolan, were very supportive of their children, offering encouragement at every opportunity. His father taught him to play golf when he was ten years old. As a young man, Bob participated in several team sports, but he was particularly drawn to golf because he realized that his success was dependent solely upon himself. He got his first golf-related job when he was 16 years old working at Fernway Driving Range under the tutelage of PGA Professional Luther Showaker.

Bob entered the PGA apprentice program in 1983, and was elected to membership in 1987. He worked at Leisure World Golf Club, Montgomery Village Golf Club and Chevy Chase Club as an assistant professional. Bob has been the Head PGA Professional at South Seas Plantation on Captiva Island, Fla., Hidden Valley Resort in Somerset, Pa. (1987-1992) and Lakewood Country Club in Rockville, Md. (1992-1994). Bob then succeeded the legendary "Coach" Bill Strausbaugh at Columbia Country Club in 1995.

Bob has received numerous awards at both the Section and National level. Middle Atlantic Section recognitions include: 1996 President's Award, 1997 PGA Professional of the Year, 1998 Junior Golf Leader, 1999 Bill Strausbaugh Award and 2004 Horton Smith Award. At the National PGA level he was awarded the 2000 Junior Golf Leader award. In 2001, Bob was honored with an official citation from the Maryland House of Delegates for his devotion to and leadership of several inner-city youth golf programs. In 2010, Bob received his second Bill Strausbaugh Award from the Middle Atlantic Section.

Bob participates in all The PGA has to offer and, in doing so, he promotes the benefits of PGA membership. He has served as the Central Chapter's Secretary and Vice President and as the Section's Tournament Chair, Secretary, Vice President, and President 2002-2003. Bob is currently a member of the MAPGA's Board of Control and serves on the National Government Relations Committee. He is heavily involved with state and regional golf associations, inner-city youth programs, and The PGA of America initiatives toward assisting in the development of programs that create new golfers and encourage more participation from existing players.

Bob re-committed himself to merchandising in 2010 and reorganized his staff to have more customer-service available to his membership. Along with borrowing some merchandising ideas from other successful PGA Professionals, Bob attributes this emphasis on customer service to an increase of \$100,000 in sales in his shop.

Bob's commitment to his profession is surpassed only by his commitment to his family. He and his wife, Dawn, have been married for 25 years and have two children, Bobby and Shannon.