

9 UP FRONT

14 BUSINESS NEWS

Former 'most dangerous city' gets bowling; honors for John Losito.

34 NEW MEMBER SPOTLIGHT

Why the owner of a new center in Mississippi decided to join BPAA.

37 TIMELINE

Billiards nearly banned along with pinball games; Bojé makes history.

39 INSIGHT

40 MARKETING

How customer service impacts a center's sales. *By Stacy Karten*

42 WEALTH MANAGEMENT

A look at the best practices for retirement savings. *By Ron Getto*

46 MONEY MATTERS

'Reasonable compensation': Know the laws. *By Mark E. Battersby*

50 THINK TANK

Well-planned promotions never grow old. *By Dave Williams*

54 LEGISLATION

BPAA honoree Nyquist is making a difference. *By David Bardon*



International Bowl Expo 2017 will be here before you know it, and we have an "A-to-Z" preview of the event in Music City. Page 68.

55 IN-DEPTH

56 SUMMER PROJECTS

Even small improvements make a big impression on your customers.

60 THE VALUE OF CONSULTANTS

It's important for a proprietor to know what he doesn't know.

64 SMART ENERGY CHOICES

Tips for cutting costs on lighting, heating, air conditioning and more.

68 COVER STORY

An 'A-to-Z' preview of Bowl Expo, from Asleep at the Wheel to Zzz.

74 V.A. WAPENSKY AWARD

Smart Buy Chairman Bartholomy will be recognized in Nashville.

77 RENOVATION

Maine's Bayside Bowl completes an expansion from 12 to 20 lanes.

84 ONE OF US

Mike Nelson: A man of many hats is USBC's Proprietor of the Year.

MORE

4 FRONT LINES

By Bob Johnson

9 AT DEADLINE

QubicaAMF is new PWBA sponsor, will provide lanes for 2017 finale.

9 BY THE NUMBERS

19,463,882

10 A MESSAGE FROM BPAA

By Gary W. Williams

12 SAVE THE DATE

24 BEC MONTHLY

26 STATE ASSOCIATION NEWS

38 PRODUCTS AND SERVICES

39 FOOD & BEVERAGE

Developing a signature hot dog.

39 PROMO PLANNER

4th of July ideas — outside and in.

39 DIGITAL DIGEST

The cloud: a worthwhile, low-cost back-up for data. *By Carey Tosello*

39 QUOTE/UNQUOTE

Albert Einstein

55 MUST READ

'B-A-M! Bust a Myth: Delivering Customer Service in a Self-Service World,' by Barry Moltz

55 THE LIST

Martina McBride's 'Top 10' songs.

80 CLASSIFIED SECTION

The expanded Bayside Bowl in Portland, Maine, is a sight to behold. It's the subject of this month's "Renovation" feature. Page 77.

