



Toowoomba Golf Club Ltd Board Meeting Notes - August 2010

Matters of interest to the Members from the Board Meeting

- Leave of Absence - Requests for a leave of absence must be requested in writing and are generally granted and approved by the Board of Directors based on a member who is unable to use the facilities of the Club and Course for any reason. Members are not entitled to a refund for any of the membership fees already paid. Upon a member returning from a leave of absence they will not be charged an entry fee to rejoin, but they will become liable for the pro rata fees for the ongoing period of the then current financial year.
- There have been instances of requests for the refund of membership fees due to extenuating circumstances and these types of requests must be in writing and will be dealt with on an individual case by case basis.
- The changes to the Friday night member's draw are being implemented effective from Friday 3 September. These changes provide for a one draw for \$250 to be made every Friday at 7:30pm. The winner must be present and will receive \$150 on their Member's Account and \$100 cash. There will also be a \$250 Member's Draw every Tuesday evening at 7:00pm and the same breakdown will apply as on Friday. If the prize is not won, it does not jackpot.
- There has been consistency with the gross profit for the last three months (May, June and July). Both bar sales and catering are up from the previous year. Wage percentages are coming down however management must continue to monitor and control these on a daily basis.
- The Club has been approached by Optus Telecommunications to install additional mobile telecommunications equipment on to the existing Telstra Tower. The Club has been able to negotiate an annual fee of \$16,000 + GST annually with an annual fixed increase of 3% for the lease of the land. This equipment will begin to be installed sometime in early October.
- The Board has recently evaluated and approved some changes to the ball rundown and the prize ledger system which is scheduled at this point to take effect on or about 1 October.
 - a. With no balls being distributed during presentations, the fun and excitement of receiving a ball at these presentations has been missed by many. In addition due to Paul Habgood's business being independent from the Club's business there have been some unexpected reconciliation issues which occurred quite regularly. As a result of these reasons the ball ledger will be removed from the system and we will be using the original ball run down system. The ball rundown system will be maintained by the staff in the administration office. If the ball is not collected at the daily presentation, members will be able to review the competition book at the office and collect any balls which may be due. There will be no monetary entry made in Generate or GCS for the ball. If the ball is not collected after a period of three months, the balls will be forfeited.
 - b. There has been a review of the prize ledger and the E-wallet account. In order to avoid any confusion and simplify the transactions at the point of sale for both members and staff the Board has approved the establishment of one account - the members account. The Board has determined that the money in this account can be used to pay for merchandise and guest green fees in the Pro Shop and any food and beverage purchases in the Bistro & Bar. Competition fees and member subscription fees may not be paid out of the member account at any time.

- c. The Generate point of sale system is in the process of being upgraded which will improve the operation of the system and hopefully resolve the remaining problems that have been experienced along with the minor changes with the ball rundown and members account described previously.
- Membership fees, corporate fees and green fees for the 2011/2012 financial year were reviewed and discussed by the Board with the following details approved:
 - a. Membership subscription fees - As a result of an increase in electricity, rates and the new wage award which became effective in July 2010 for all of the Club's employees this will have an impact on the subscription fees for 2011/2012. In considering the subscription fees the Board also has taken in to consideration the scheduled increase of \$2 to the competition fees which was approved last year. In view of the recent negotiations with Optus and the revenue which will be received and taking into consideration all of the other increases that have been identified, the Board has decided that the \$2 competition fee increase due to apply from 1 March 2011 will not be implemented and the subscription fees will only be increased by 3%.
 - b. The existing visitor green fees for 9 holes and 18 holes to remain at the current rates.
 - c. The individual green fee for all corporate days is to be set at \$25. Green fees which may have been already negotiated in the next month or so will be honoured however the fee approved is the minimum fee to be charged at all times for all corporate days.
 - d. The rate for corporate days which book the whole golf course for the day is to be \$5,000. Shotgun starts require a minimum of 80 players and groups that have a shotgun start with less than 80 players will be charged for 80 players regardless with no exceptions.
 - e. The Corporate Membership Package with all of the components will remain the same with no increase.
- The Junior Development program is being finalised by the Golf & Match Committee. It will involve workshops and monthly junior competitions to be held on Sundays. The competitions will target all of our current junior members as well as the juniors participating in the Thursday afternoon clinics.
- A working bee is being planned for Sunday morning 26 September. All interested members are to sign up in the office.
- The bunker rectification work has been completed and members should notice now more consistency when playing from them.
- The Course and Grounds staff will soon begin the construction of retaining walls around portions of the tee areas on hole 13 and 14.
- Members will note the improvements and definition around the course which is a direct result of the new machinery which the Club acquired in July and August.
- The remaining rectification work on the bench tops out on the deck has recently been completed.
- The cracked glass panels on the northern end of the Bistro & Bar have been replaced with a glass material which will withstand the heat and cold temperature which is directed on to that area during the winter months.
- Michael Akes and the General Manager are working on the upgrade to the website to make it more user friendly and informative with up to date information. The home page will be completely changed to include direct access to complete listings of competition results, membership news, special functions and events. We are working with Golf Computer Systems who manage quite a number of other golf websites and have a complete understanding of golf in general. This upgrade is expected to be completed by late September/early October.
- The Member's Survey results will be available shortly. The input and response was very good and we would like to thank all of those members who took the time to complete the questionnaire.