



Toowoomba Golf Club Middle Ridge

**Welcomes Ron Jadach
as the Club's
General Manager**



Matters of interest to the Members from the Board Meeting 30 November 2009

- Due to the lack of rain and the extreme temperatures Toowoomba has been experiencing “preferred lies” are in place until further notice.
- Pro Shop construction is moving along. Anticipated completion date is 15 December with the interior fit out and move in to occur between the Christmas and New Year period.
- The two stumps located in the car park were removed on the 10th December. Completion of concrete paths and resurface of bitumen area in this area of the car park is anticipated to be completed 15 December.
- Landscaping will be completed around the Pro Shop area once the construction and concrete work has been completed.
- A 2002 Daihatsu Delta Tipper truck has been sourced with very low kilometres to replace the current truck. The total cost inclusive of GST, registered and on the roads is \$21,000. This will be \$10,000 under the allocated budgeted amount.
- The new vertidrain machine has arrived and already been used. What used to take 3-4 days to do was completed in half a day. There will be substantial benefits to the course in the long term. This piece of equipment will also be able to be hired out to other businesses and generate additional income for the Club.
- The Board has approved the acquisition, installation and training for an up to date and efficient point of sale system (POS). This system will streamline many of the components of the clubs operation. Some of the key points of the system are:
 - POS system allows for different pricing structure for members vs. guests.
 - POS system allows for special promotions to be introduced to members including a loyalty program
 - POS system is accessed by the use of the TGC membership card at all times.
 - POS system includes numerous cost controls specifically involving the accurate recording and dispensing of most of our beverages including draft beers, spirits, post mix soft drinks and the various types of coffee.
 - Facility for members to have an E-wallet account which is an account on which members can place any amount of money they wish to have in order to make purchases in the Bistro, Bar and Pro Shop without the worry of having to carry cash.

- The golf competition prize vouchers and the ball run down will be itemised in the E-wallet for a paperless voucher system, which members will be able to redeem. The ball run down will only be able to be redeemed in the Pro Shop however the prize vouchers will be able to be redeemed in either the Pro Shop or the Bistro and Bar.
- POS system will provide an adequate audit trail for all transactions involving the Bistro, Bar, Functions and Pro Shop.
- The erection of the sail over the North-West corner of the deck has been delayed and is expected to be installed by 15 December.
- As mentioned last month, the Board has allocated funds for the club's main entrance and the installation of the new entrance signage and rendering of the two walls. It is anticipated that the work will commence at the end of December with the new signage completed by mid January. The sandstone tiles on the pillars will be removed and stored for future use elsewhere at the Club.
- A security room for all beer, wine and spirits was recommended by the General Manager and has had Board approval and the installation is complete.
- Meetings have been held with the previous and current Women's Sub-committee regarding proposed upgrade and changes to the Women's Locker Room facilities. The changes will allow the toilets to be available for women guests without having to install new ones. The Board is grateful for the input that the women have provided in regard to this issue.
- A review of the Constitution and the structure of the Board is to be undertaken by the Governance, Finance and Audit Sub-Committee in order to improve the running of the club and continuity from one year to the next. As a reference, contact will be made with other clubs to compare how they are structured.

Finance

- After the completion of all of the current capital works projects, the Board has planned to conduct an information night in February for all members to attend, which will review the financial position of the club, future development plans and the strategic marketing plans for 2010. Members will be advised once a date is scheduled.
- Bistro, Bar and Functions have continued to be strong. Revenue from these areas is still subsidising the shortfall in green fee revenue
- The Board has discussed at length the competition fee. There has been no increase in the fee for over ten years and the Board has approved an increase in the current competition fee from \$9.00 to \$12.00 per player not including the Pro Pin of \$1.00, effective from 1 March 2010 with a further increase to \$14.00 per player not including the Pro Pin of \$1.00, effective from 1 March 2011.
- In previous years there has been no breakdown of where the competition fees have been allocated. The General Manager has had extensive experience with this and the recommended distribution per competition fee per player is as follows:

Competition Distribution	Fee	\$9.00 plus \$1 Pro Pin Current	\$12.00 plus \$1 Pro Pin from (01/03/2010)	\$14.00 plus \$1 Pro Pin from (01/03/2011)
Ball Run Down		8.3%	10.0%	10.7%
Trophies/Prize Vouchers		61.6%	53.7%	50.3%
Club, Course & GST		30.1%	36.3%	39.0%

On behalf of the Board of Directors we would like to take this opportunity to wish all of the members, staff and their respective families a very Merry Christmas and a safe, prosperous and enjoyable 2010. We look forward to an exciting time as we embark on a new chapter in our long and successful operation here at Toowoomba Golf Club - Middle Ridge.