

Creston Golf Club Executive Meeting

September 14, 2017. 7:00 PM @ Erickson Room, Rec Center

Attendees: Leslie Harbison, Kurt Chenuz, Tim Park, Darren Douma, Don Price, Len Mosher, Virginia Harder, Norma Lund, Don Vaillancourt

Absent: Jane McGarty

Agenda

Call to Order 7:00pm

Additions to Agenda

Minutes of previous meeting ✓ Adopted

Motion by Leslie Harbison

Business arising from the minutes

| | | |
|---------------|------------------------------------|-----------------------|
| REPORTS | Financial | Norma Lund/Len Mosher |
| | Club House | Jane McGarty |
| | Grounds/Managers | Tim Park |
| | Advertising & Marketing | Darren Douma |
| | President | Don Vaillancourt |
| ITEMS | Development Committee – Priorities | Tim Park |
| | Pro Shop | Don Price |
| | | |
| ANNOUNCEMENTS | | |
| ADJOURNMENT | | |

Business arising from minutes

Discussion: Kurt describes the Terms of Reference for consideration by the board to hire a Club Admin. Manager

Administration Manager (TOR)

- Report to the Board on all matters pertinent to the running of the Creston Golf Club
- Liaise with the Pro Shop, Club House Manager, and Maintenance Manager to ensure all day-to-day activities are jointly executed
- Manage communications to members (approved by board) - emails, email distribution lists, letters, phone numbers, website information and updating
- Participate in the management and oversight of projects of all committees
- Liaise with Board members and various Committee Leads to ensure their projects are well planned and executed to a high standard
- Manage and provide oversight of project costs, manage schedules, research contractors and provide onsite day-to-day management of projects
- Liaise with other Managers to ensure all planned activities are executed on time, on budget, and inline with the Board's direction
- Provide day-to-day financial oversight of incoming revenue and expenses
- Become expert with club financial collection systems and ensure all information about expenditures and incoming revenue are collected
- Make recommendations to the board on the best use of revenue, bank loans, and operating loans
- Manage the collection of annual fees and dues that are not under the responsibility of the Pro Shop
- Manage refund of annual fees/dues IAW Operating Procedures and Board direction
- Manage and collect locker rental, cart shed rentals and any other rentals and sales that are not in the Pro Shops mandate
- Make recommendations to the board on annual financial increases
- Participate in the planning and execution of the Development Plan
- Provide over-site of the day-to-day activities within the Club House/Pro shop and surrounding outside facilities to ensure the building is secure, clean and safe for members and customers
- Provide recommendations to improve the Club House for members and customers
- Manage day-to-day members issues and complaints that cannot be addressed by Pro-Shop, Club House, or Maintenance Manager
- Develop and manage annual and long-term schedule for club including annual tournaments and events
- Research other golf course activities and provide input that will increase revenue for our club
- Make recommendations on updating and keeping current the clubs Operating Procedures
- Attend and provide recommendations to Men's and Ladies' Club activities
- Solicit volunteers when necessary for tournaments, events, and any other activities where volunteers are required
- Solicit Sponsorship for the course including liaising and partnering with local businesses to make our course attractive to customers
- Manage Marketing and Advertising of the Club
- Manage activities in the parking lot including parking for special events, RV locations, and any other issues related to parking
- Liaise and manage the installation, maintenance, and annual fees with IT service providers, TV service providers, website providers, Internet services, security systems and computer software providers.
- Be at a functional level with Excel, Word, Power Point and mass email software

Tim Park discussed the use of a drop zone on #6 for tournaments. Need to spread the word to members and ensure all will be on board when implemented for tournaments.

Action items:

Investigate salary and suitable qualifications to pursue recruitment
Establish drop zone on #6

Person responsible:

Kurt Chenuz
Tim Park

Deadline:

December 2017
September 30, 2017

Financial Report

Discussion: Norma presented the club's revenue and expenditures YTD comparison with the last three years. Numbers are not out of line with previous years considering the late opening in 2017. \$100,000 from our bank account has been placed into a savings account to incur interest and help offset loan interest. Bank loans are being paid out as per payment plan so when the club has large infrastructure investments/projects, additional amounts will be supported by the bank without additional paperwork. Consultation with our previous club manager, Tom Rait, has provided our financial committee with a great perspective of how the club has been so successful in past years. Overall, the club is in a great financial position.

Motion to accept report by Tim Park – Motion Passed

Action items:

N/A

Person responsible:

Deadline:

Club House Report

Discussion: The club has hired a new clubhouse manager. Janet Walker will be working intermittently between September and the end of October to familiarize herself with our operations under the direction of our current manager. Janet brings considerable experience in running her own business operations, including restaurants, golf courses and cleaning services. Her last position was the Food and Beverage Manager for a busy golf course near Edmonton. The clubhouse committee will proceed with contract negotiations.

Motion to accept report by Kurt Chenuz – Motion Passed

| Action items: | Person responsible: | Deadline: |
|----------------------|---------------------|------------------|
| Contract Negotiation | Clubhouse Committee | October 31, 2017 |

Grounds Report

Discussion: Tim shared Devan's Greens report. Highlights include the struggles with our water supply through the late summer months and the priority projects this fall.

Motion to accept report by Darren Douma – Motion Passed

| Action items: | Person responsible: | Deadline: |
|---------------|---------------------|-----------|
| N/A | | |

Advertising & Marketing Report

Discussion: Darren updated the status of TV advertising and presented two banners to the club for the blind tourney events held in 2014 & 2017.

Motion to accept report by Len Mosher – Motion Passed

| Action items: | Person responsible: | Deadline: |
|---------------|---------------------|-----------|
| N/A | | |

Presidents Report

Discussion: Information required to address a request for bench donation. Don updated the board on the status of the assessment to be completed by Urban Systems (pipeline recommendations). A representative will be meeting with the water committee next week to discuss the scope of work and formulate an agreement to complete the work. A review of our current refund policy may be forthcoming from discussions with a member. To be tabled until motion is made.

Motion to accept report by Kurt Chenuz – Motion Passed

| Action items: | Person responsible: | Deadline: |
|--|---------------------|--------------------|
| Meet with Urban Systems Representative | Don Vaillancourt | September 22, 2017 |

AGENDA ITEMS

Dev. Com. Priorities – Tim Park believes the Development Committee should be meeting two or three times annually to make it more effective and reflect the current state of priorities that come up through the business of running a golf club.

Pro Shop – Fencing around range to help with collecting balls (Devan Davidson is looking into options and pricing).

A member has been given permission to use his own form of transport around the course as long as payment of annual trail fees is in place.

The executive will write a letter telling members to use their certificates earned during the year (pro shop and clubhouse) prior to the end of season.

| Action items: | Person responsible: | Deadline: |
|-------------------------------|---------------------|--------------------|
| Development Committee Meeting | Don Vaillancourt | September 15, 2017 |
| Letter to members | Len Mosher | September 20, 2017 |

ANNOUNCEMENTS

No announcements

ADJOURNMENT

Time: 9:02 pm