

**MINUTES OF A CLUB COMMITTEE MEETING HELD AT EXETER GOLF & COUNTRY CLUB ON
MONDAY 7th JULY 2014**

Present	Hilary Weatherley (HW) Janet Milford (JM) Gael Salzmann (GS) Maurice Salzmann (MS) Carol Horgan (CH) Chris Clark (CC) Tony Clark (TC) Ray Banfield (RB) Vivienne Worthington (VW) David McLarin (DMc) Rab Cross (RC)	President Ladies Tennis Captain Ladies Squash Captain Men's Tennis Captain Bridge Representative Ladies Golf Captain Committee Member Men's Golf Captain Committee Member Committee Member Fitness Chairman	Chair
In attendance	Will Gannon (WG) Max Goodison (MG) Chris Jones (CJ) Linda Hicks (LH)	Chairman Director General Manager Human Resources	Minutes

	Items	Action
1	Welcome	
	HW welcomed Will Gannon and Max Goodison to the meeting. Will gave his sincere apologies for the lack of Director representation at the last meeting and assured all members that he would endeavour to ensure this would not happen again. WG briefly gave an update to the committee on the status of Persimmon negotiations. HW thanked WG for coming to the meeting and that all the work being done for the club was very much appreciated.	
2.	Apologies	
	Liz Turner, Vice President and James Channing, Treasurer Squash Committee.	
3	Minutes of the last Meeting	
	Signed by HW as a true record.	
4	Matters Arising	
	7.1 Membership alternatives scheme will be mentioned at the next board meeting. Jenni Davies presented at the last board meeting. CJ did not include a summary of this within his June GM report but will send out an update with the GM report in July.	CJ
	7.2 Heritage Homes – 20 packs to initiate a relationship with them so that we would then be able to try and get all of their top soil for free. Heritage Homes have subsequently met with Russell Mayne and John Parr to give us many tonnes of free top soil which will save the club thousands of pounds.	
	7.8 JM wanted it clarified that her note should have read could there be more improved golf layout signage for the 6 th to 7 th holes.	CJ
	8.4 Turnstile quotes have been received and options considered. Security codes for tennis courts are to be activated at the same time. Additional CCTV cameras will be in car parks and bars	CJ

	<p>10.5 CJ explained that the club had kept the cost of non-members drinks high to generate a return for the Club. CJ to investigate the possibility of providing house wines (white, red and rose) to reduce the cost from £17 per bottle and to confirm new percentage rates of discounts. JM also noted that cakes were still on the other side of the bar where sportsbar members cannot see them.</p> <p>10.7 Dropping membership is an agenda item for the Bridge Committee meeting on the 9th July. CH to e-mail Jenni Davies to ask whether an analysis breakdown of bridge section leavers is available.</p> <p>10.8 The current rule is that if a non-member has had three visits they cannot continue to be a visitor. They are encouraged to become a member. A member can bring as many visitors as they like but can only bring the same person three times.</p> <p>VW noted that a non-member fitness user had been told they could not have a coffee in the sports bar but could order one in Wear Park. Could there be clarity given to rules where visiting golfers paying a green fee and visiting squash teams and gym non-members are allowed to go into the sports bar and have something to eat and drink. CJ to clarify.</p> <p>GS suggested that we keep the spreadsheet and monitor visits for 3 months to be reviewed at Club Committee in October. Who, when and volume to be recorded and summarised by CJ in October as well as feedback from sections.</p>	<p>CJ</p> <p>CH</p> <p>CJ</p> <p>CJ</p> <p>CJ</p>
5	Health & Safety	
5.1	10 incidents, 0 RIDDOR. 1 insurance claim for a young girl, Olivia Jones, who slipped hitting her knee in the family changing room. The club was subsequently informed that Olivia has brittle bones and broke her leg in the fall. Outcomes have been addressed to reduce further risk.	
6	President's Report	
6.1	HW attended the President's ladies open and mens open event which raised £1,100 for hospice care. HW e-mailed his thanks and congratulation to all involved. The Steve Knightly concert sold 180 tickets more than any event on his current tour and raised £1,000 for Hospiscare and Steve Knightly confirmed he would be happy to come back again next year. HW arranging Presidents night, however date is still to be confirmed for possibly September / October.	
7	Management Report	
7.1	RB raised the issue of putting greens being used by wedding party children and ladies in heels. It was agreed to put up signage (no children or heels allowed) and put up the fencing (short white chain link) It was also noted that all non-members should be told no dogs are to be allowed within Club grounds other than guide or assistance dogs.	
8	Report from the Board	
8.1	MG shared his reflections of the club during the last two years. The first year difficult because of financial issues and an atmosphere of disgruntled, negative gripes. The second year has been different with a better atmosphere, committee structure working well, more involvement from members to make the club a better place.	
8.2	MG invite the committee for their views to which the committee shared their agreement. GM gave thanks to CJ, facing issues when they arise and not letting them fester.	

8.3	MG confirmed that we do not have enough money to spend on all capital projects and that we do have to prioritize. He confirmed that this situation was not unique to our Club but also to others within the area.	
8.4	MG noted that he was confident that we would overcome the Persimmon issues and that we need to retain and gain new golf members and make sure the trickle of members lost does not turn into a hemorrhage.	
8.5	MG was pleased to share the positive changes within Marketing and see the shift had moved to keeping existing members, promoting events and classes that members want to see, creating menu's and not just recruiting new members.	
8.6	HW noted that also talking to employees that they also feel that the Club is more positive than it was in previous years which reflects on the willingness to provide improved service to members.	
8.7	JM noted that the internal marketing may not be as good as it should be and is being neglected. JM could not find information or a menu regarding the President's Golf Supper on the members website. JM also noted that many people she has spoken to since say they didn't know anything about it. Only 27 people attended but an excellent meal was provided. HW asked for CJ to pass that back to the chefs.	CJ
8.8	HW wanted it noted the all suppers be called Club Suppers. Fixture list should also be changed.	CJ
8.9	GS commented that Club Committee would like to know more about what marketing is planning and presenting. Jenni to speak to Club Committee every quarter so that members can provide feedback. DMc commented that your best advert is your satisfied customer.	Jenni
9	Membership Report/Election of New Members	
9.1	Members list proposed by RB and seconded by GS.	
9.2	HW confirmed that only £250 was spent on publicity for the Open Day which gained 80 new members. HW gave thanks to Jenni, Sam, Lucy and the coaches.	
10	AOB	
10.1	VW reminded the committee that urgent need for alternative golf memberships to keep members that have been here for approximately 30 or 40 years had been discussed in March. Concrete proposals for alternative Golf membership to be presented to the Board. CJ to speak to Russell Mayne alongside RB to flesh out ideas to make specific recommendations that would include the issue of policing.	CJ
10.2	James Temple to talk to a couple of specific tennis and squash players with regard to personal hygiene.	JT
10.3	MS asked whether adults are being charged for damage caused by unsupervised identifiable young teenagers. CJ to investigate. Security locks and CCTV are noted in 4. matters arising 8.4 above .	CJ
10.4	James Temple liaising with Dave Palmer to discuss Squash coach vacancy with CJ. CJ to follow.	CJ

10.5	GS commented on the incident in the squash changing rooms with regard to a 7 year old girl being allowed into the men's area to use the toilet. GS would like a sign on the changing rooms opposite the gym to say no other sex children above the age of 5 allowed.	CJ
10.6	GS requested that no mobile phone signs are placed in the sports bar. CJ to follow up.	CJ
10.7	GS noted the Wimbledon food was excellent, although the streaming in the mews was terrible.	
10.8	VW noted that the pond by the putting green was very smelly. CJ to investigate.	CJ
10.9	VW raised the request for Exeter University students to play here again instead of at Dawlish Warren. RB to speak with Russell Mayne to see if we can approach them and arrange a deal.	RB
10.10	VW requested the golfer's car park lines need repainting. CJ to follow up.	CJ
10.11	VW raised an issue with the booking system for afternoon teas. The tea was lovely and served beautifully but the experience in trying to book was very disappointing. CJ to follow up.	CJ
10.12	JM raised the question could a cream tea be served in the sports bar? Afternoon tea is available in the sports bar and on the terrace for scones only. Full cream tea with glass stands and fancy cakes only available in Wear Park.	
10.13	DMc commented that the changing rooms are completed. Number 37 locker however, has a bench in front of it. Space is tremendous and people can move around much better. DMc has also heard that the ladies changing rooms are good as well. HW thanked DMc for his contribution to the swim forum.	CJ
10.14	CH thanked for the coffees provided for Bridge. The Bridge vote results were 49 against and 17 for the automatic dealing machine. Therefore the dealing machine will not be purchased.	
10.15	JM noted that an important HSBC form supposedly handed to Reception could not be found. JM confirmed that two weeks ago Veronica Barker gave this form to Tim Agutter who then gave it to Reception. CJ to follow up.	CJ
10.16	JM also noted that in April she was given a ticket for a fashion show but the ticket was lost and only last Friday was found. CJ to follow up with Reception with regard to holding post.	CJ
10.17	It was confirmed that gratuities are held in a savings account until the account reaches £6,000. The pot is the divided out to the lower paid members of staff. VW noted that a few years ago there had been a problem with tips.	

There being no further business to discuss the meeting closed at 8.50pm.

Date of Quorum Monday 4th August 2014 to propose and second new memberships.
Attendees: VW, GS, MS, CJ and HW.

Date of Next Meeting September 1st September, 6.30pm

President **Date**