

**MINUTES OF A CLUB COMMITTEE MEETING HELD AT EXETER GOLF & COUNTRY CLUB ON THURSDAY 2<sup>nd</sup> JUNE 2014**

<b>Present</b>	Hilary Weatherley (HW) Liz Turner (LT) Janet Milford Gael Salzmann (GS) Maurice Salzmann (MS) Carol Horgan (CH) Bob Jevon (BJ) Chris Clark (CC) Tony Clark (TC) Ray Banfield (RB) Vivienne Worthington (VW) David McLarin (DMc) Rab Cross (RC)	President Vice President Ladies Tennis Captain Ladies Squash Captain Men's Tennis Captain Bridge Representative Bridge Chairman Ladies Golf Captain Committee Member Men's Golf Captain Committee Member Committee Member Fitness Chairman	Chair
In attendance	Russell Mayne (RM) Linda Hicks (LH)	Head of Golf Human Resources	Minutes

	<b>Items</b>	<b>Action</b>
1	<b>Welcome</b>	
	HW welcomed Russell Mayne to the meeting who was deputising for Chris Jones and Bob Jevon Chairman of the Bridge section who was invited to come along by CH to experience a Cub Committee meeting and gain an understanding of how things work. HW noted how good it was to see Tony Clarke. Apologies had been received from the Board as no Board member was available to attend.	
2.	<b>Apologies</b>	
	Neil Bennett had confirmed to GS his attendance but did not arrive.	
3	<b>Minutes of the last Meeting</b>	
	Signed by HW as a true record.	
4	<b>Matters Arising</b>	
6.	The incident of aggression between a Club member and a member of staff in the sports bar kitchen has been finalised. The Club member resigned from the Club.	
7.1	GS asked for an update on the crack on Squash Court 1 and confirmed that she would liaise directly with Steve Firmstone.	
7.2	Lockers in the male changing rooms will be altered week commencing 9 <sup>th</sup> June.	
10.2	It was noted that Sparkling water is available on tap for functions at Wear Park or in the Duckworth only. VW noted that it did not seem unreasonable for Club members to buy sparkling water.	
5	<b>Health &amp; Safety</b>	
5.1	Ten incidents, no RIDDOR's – 1 member of staff and 9 club members. Outcomes have been addressed to reduce further risk.	
6	<b>President's Report</b>	
6.1	HW noted that he had attended Board and committee meetings including Mens Golf, Ladies Golf, Senior Mens Golf and Swim Forum. The key issues of discussion being the Persimmon development and declining golf numbers. The swim forum, which this time had 20 attendees, was mostly positive and friendly with good feedback to the changing rooms being clean and tidy.	

	Items	Action
<b>7</b>	<b>Management Report</b>	
	Comments regarding Chris Jones management report:	
7.1	Membership alternative schemes will be presented at the next board meeting.	Jenni Davies
7.2	GS noted that last month it was agreed that the only incentive available was the “invite a friend for free voucher” and that there would be no free membership. Yet it is shown on the GM report (GS noted that there were no page numbers on the report) that the open day joiners will not have to pay a joining fee to join the club. GS queried why the club was creating membership packs for Heritage homes with an exclusive no joining fee when she understood that was not correct and only a rumour. HW asked that RM query this with CJ. CJ to send an e-mail to all committee members clarifying the situation.	RM / CJ
7.3	JM noted that she had friends who were coming to the open day as a family and thought it a good idea which all agreed.	
7.4	HW asked for it to be minuted that Squash court 5, although being available for use by the studio have authorized priority for squash matches, leagues or competitions use over any other activity.	
7.5	VW asked whether the resigning members had been e-mailed to ascertain why they had left. RM confirmed that members had been sent a questionnaire asking for feedback and that the response to this request had been good with not necessarily all negative comments. There were however the comments regarding the mandatory member spend fee and the on-going Persimmon development unrest. Results will be presented at the next board meeting and Golf Committee. HW questioned whether any information gleaned would of a too sensitive nature to disclose? RM confirmed that internal feedback would be a positive opportunity for improvement and that results will be presented to the Club Committee in due course.	
7.6	DM questioned how much more expensive are we than our competitors? RM confirmed we are £150 more expensive than East Devon and Woodbury Park.	
7.7	BJ noted that the Bridge section joining fee was high at £400 in comparison to other Bridge Clubs. BJ asked whether the Board would consider freezing the subscription rates and possibly reducing the current fee to incorporate additional costs. HW agreed that the subscription structure could be reviewed. CH noted that now Wear Park is closed it is going to be difficult for the members to spend on their card which has recently required using cash for coffee orders. CH understood that Wear Park could not be kept open for Bridge only.	
7.8	JM asked if there could be golf course layout signage.	
7.9	The Club Committee showed disappointment that there was no Board Member present at the meeting and it was agreed that this be minuted and addressed at Board level.	HW
7.10	RB raised the question “what were the new golf packages being prepared for launch in June”? RM confirmed that these are part of the marketing presentation to the Board.	

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<b>8</b>	<b>Report from the Board</b>	
8.1	Geoff Pascoe was supposed to be attending the meeting this evening but was called away on business. HW was representing the board in his place.	
8.2	A press release has already been written in connection to the Persimmon issue just waiting for solicitors to confirm that a deal has been done. JM noted that she had receive information of the outcome already and HW confirmed that he would bring this up with the Board.	HW
8.3	Loss of golf members was also addressed and RM confirmed that results had been provided to the Board and that these would be presented to club committee.	
8.4	The whole issue of security is being looked at to address issues such as non-members playing golf, car parking accident monitoring and people parking at the club to catch the bus shopping. The possible installation of cameras in the car park, a barrier system and turn-styles are being investigated, details of which are under discussion. CJ to obtain quotes and for the board to approve this expenditure.	CJ
<b>9</b>	<b>Membership Report/Election of New Members</b>	
	Proposed by RB and seconded by MS.	
<b>10</b>	<b>AOB</b>	
10.1	RC noted his thanks for the maintenance undertaken in the studio.	
10.2	MS noted his thanks for the lighting and tennis court and net maintenance and cleaning. It was noted the CJ is keeping an eye on this as they are reaching the end of their life span and that this will involve capital expenditure in the future.	
10.3	MS also noted that a key pad entry system to the gated entrance to the tennis courts is being looked into by CJ.	
10.4	GS gave thanks to James Temple and Lucy McNally for the junior squash tournament which had over 50 entries with 293 matches played.	
10.5	JM asked that the cakes be moved in the sports bar so that they can be easily seen. JM also commented on the high cost of wine for guests. JM asked that it be brought down to £14 from £17. RM to feedback to CJ.	CJ
10.6	JM asked whether we undertook staff training as she had reservations as to the ability of some of the staff's customer awareness. She mentioned that the Belfry was a good example. RM explained that we had asked SIDONA to provide customer service training to both management and staff and that currently SIDONA were undertaking secret visits.	
10.7	CH explained to the committee that she had prepared the members lists for the Bridge section. It had 130 members last year and this year 108. Some have left because of the costs, some because of age and perhaps some who are unable to get up the stairs anymore. Some social members are attending classes and maybe they will join. BJ noted that ISCA was a better standard of bridge club and questioned our social subscription fee. HW suggested that CH contact Jenni Davies to discuss data analysis and feedback information.	CH

	Items	Action
10.8	Chris Jones had asked the Club Committee to discuss a number of visits guests can make with a member and usage of the Sports Bar by visitors and non-members. It was agreed that CJ submit a proposal for discussion at the next Club Committee.	CJ

There being no further business to discuss the meeting closed at 8.30pm.

Date of Next Meeting – Monday 7<sup>th</sup> July 2014

**President** ..... **Date** .....