

**MINUTES OF A CLUB COMMITTEE HELD AT EXETER GOLF & COUNTRY CLUB ON
MONDAY 3rd NOVEMBER 2014**

Present	Hilary Weatherley (HW) Liz Turner Ray Banfield Janet Milford (JM) Gael Salzmann (GS) Maurice Salzmann (MS) Chris Clark (CC) Tony Clark (TC) David McLarin (DMc) Carol Horgan Rab Cross (RC) James Chamblings	President Vice President Men's Golf Captain Ladies Tennis Captain Ladies Squash Captain Men's Tennis Captain Ladies Golf Captain Committee Member Committee Member Bridge Representative Fitness Chairman Squash Treasurer	Chair
In attendance	Geoff Pascoe (GP) Chris Jones (CJ) Linda Hicks (LH)	Director General Manager Human Resources	Minutes

	Items	Action
1	Welcome	
	HW welcome GP to the meeting representing the Board of Directors.	
2.	Apologies	
	Apologies were received from Vivienne Worthington (VW).	
3	Minutes of the last Meeting	
	Signed by HW as a true record	
4	Matters Arising	
	10.3 Outdoor pool will be closing for approximately 3 months for refurbishment from the 1/12/14. Details of refurbishments and shower foot bath area will be sent out in the member e-mail 4/11/14. David McLarin wanted it noted there should have been more consultation with members and an agreement made before the decision was taken by the Board to close the pool. Further discussions with regard to ideas for pool improvements are to be made at the swim forums.	
	10.6 It was noted that sports bar food had been poorly stocked on several occasions following reassurance this would be rectified. At the time of this meeting there had been no further instances to note.	
	10.7 Seasonal afternoon teas are now available.	
	10.8 CJ confirmed that the server has been moved and till backup had always been secure.	
	10.9 A Perspex screen will be fitted over the indoor pool exit button.	
	10.10 CJ confirmed that a budgeted GP does have to be achieved, however suppliers would be invited to tender when renewal is required in March with an aim of receiving better purchase prices. MS quoted example prices from Exmouth.	
	10.11 HW confirmed that after careful consideration a junior member's inappropriate behaviour had resulted in a ban from the Club until the 16/11/14. The member had shown a reasonable amount of remorse, however in the event of further incidents disciplinary action may be taken.	

	Items	Action
5	Health & Safety	
5.1	8 incidents – no RIDDORS.	
5.2	Amendment to R48 – should read Dad accidentally hit daughter on the lip, a little bit of blood.	CJ
5.3	CJ noted that following the incident where a member was hit by a golf ball investigation had been undertaken to establish routes to enable ambulance attendance if required.	
5.4	CJ also noted that the club was establishing an emergency number that members would call. This would be available through signage throughout the Club, tennis courts, score cards and 1 st tee.	
6	President's Report	
6.1	HW noted that he had attended two Board meetings, Golf and Tennis committee meetings since the last Club Committee.	
6.2	HW thanked CH for a delightful evening at the Bridge dinner, sharing that he had received a thank you card from Doreen Freidlander and noting the high percentage of attendees. CH commented that the section was subsidised and that the Christmas Party was free.	
6.3	HW noted that he had also attended a Board 'blue sky' meeting to look at Club strategy – where we are now, where we need to be, how we get there.	
6.4	HW also attended the Chef of the Year Award hosted by Michael Caine's and commented that the local food cooked by previous year's winners and their Brigades was outstanding.	
6.5	HW gave thanks to RB for his contribution this year as Men's Golf Captain and Chris Clarke for her contribution as Ladies Golf Captain.	
7	Management Report	
7.1	GS noted she had not been aware that Peter Joyce had been actually confirmed as a new starter. CJ to follow up with James Temple as to whether Peter Joyce has been offered employment at the Club.	CJ
7.2	TC noted that lady evening swimmers had approached him to say that the changing room showers were not working properly. CJ to follow up.	CJ
7.3	CJ shared that security cameras have shown details of an accident in the car park, which otherwise would not have been witnessed, involving a car driving into one of the chef's motorbikes. Janet noted that cars were driving too fast by the 1 st tee	
7.4	RB gave positive feedback regarding the food at the American Foursomes dinner quoting that the food was outstanding and going in the right direction. RB also gave positive feedback to the improvements to the look of the outside of the Club House thanking CJ. CJ commented that works to the south side would commence next year and that the pillars will be pressure washed.	

	Items	Action
8	Report from the Board	
8.1	GP gave his apologies for not being able to attend a previous Club Committee meeting. GP also apologized on behalf of the Board for their being no alternative Director in attendance on that occasion. GP noted that this was unacceptable and that there would be Director representation at all future Club Committee meetings.	
8.2	GP reminded all that the Company AGM was being held on Saturday the 8 th November and that all members as stakeholders should attend. CJ to ensure information to be included in members e-mail.	
8.3	JM noted there was a gap on the 10 th fairway that allowed anyone to enter and asked whether Persimmon plans to replace and when? CJ confirmed they will be replaced and that Persimmon have installed temporary Harris fencing.	
8.4	GP noted that there was nothing to report further with regard to Persimmon but confirmed that the Board was working hard toward having an opportunity to make an announcement soon.	
9	Membership Report/Election of New Members	
9.1	Proposed by JM and seconded by RB	
9.2	It was noted that another member from East Devon had joined and that there was good twitter feedback being circulated from new members.	
10	AOB	
10.1	It was noted that a Perspex cover be placed over the tennis exit button. CJ to follow up with James Temple.	CJ
10.2	It was noted that all employees are nominated each month for employee of the month. JM asked whether members could vote. Everyone is invited to e-mail nominations to CJ which will support the feedback required from the member experience training investment recently undertaken by SIDONA. JM noted that James Wetherell on reception was doing a good job. Member feedback is essential for continuous improvement. Staff recognition essential for motivation promoting staff and member advocacy.	All
10.3	RB noted that board meeting minutes were no longer being received. Linda to ensure these are sent out with CC minutes.	Linda
10.4	CH noted that the Bowling Club dinner on Saturday was better than the Bridge Club dinner. CJ to follow up.	CJ
10.5	CC noted that new member evenings should be marketed. CJ to follow up.	CJ

	Items	Action
10.6	It was noted that non-member Club usage statistics be brought to the next club committee meeting. CJ to follow up.	CJ
10.7	It was noted that Tennis be opened to the public to pay and play. CJ to follow up with James Temple.	CJ
10.8	MS confirmed tennis quiz night for 14 November and that all sections were welcome to attend. JM confirmed that she has displayed posters in the Club. JD to include in member e-mail.	JD
10.9	MS noted that Tennis and Squash should not be referred to as Racket facilities. Racket Ball is another sport and the Club does not provide Badminton.	
10.10	GS commented why tickets were not available at the Club to buy for the Food and Drink Devon event. CJ explained that the Club only hosted the event for the award ceremony but that he would look into the club being able to request a table for future events. The event is capped to 120 covers to ensure quality.	
10.11	RC confirmed Gym Member Award of the Year Curry Night to be 4 th December.	

Meeting ends: 8.30pm

Date of Next Meeting: 1st December, 6.30pm

President **Date**