

**MINUTES OF A CLUB COMMITTEE QUORUM HELD AT EXETER GOLF & COUNTRY CLUB ON
MONDAY 1st SEPTEMBER 2014**

Present	Hilary Weatherley (HW) Liz Turner (LT) Janet Milford (JM) Gael Salzmann (GS) Maurice Salzmann (MS) Chris Clark (CC) Ray Banfield (RB) Vivienne Worthington (VW) Tony Clark (TC) David McLarin (DMc) James Channings (JC) Carol Horgan (CH)	President Vice President Ladies Tennis Captain Ladies Squash Captain Men's Tennis Captain Ladies Golf Captain Men's Golf Captain Committee Member Committee Member Committee Member Treasurer Squash Committee Bridge Representative	Chair
In attendance	Paul Dukes (PD) Chris Jones (CJ) Linda Hicks (LH)	Director General Manager Human Resources	Minutes

	Items	Action
1	Welcome	
	HW welcome Tony Clarke and Paul Dukes to the meeting.	
2.	Apologies	
	There were no apologies.	
3	Minutes of the last Meeting	
	Signed by HW as a true record	
4	Matters Arising	
	From previous matters arising amendment to 10.9 Exeter University Due to logistical problems with Exeter University only able to play on a Wednesday, it was agreed that the Golf Committee would review Exeter University's wish to be able to play at an Exeter golf club.	
	10.1 Death Procedures It was asked what the club policy was for flying the flag at half-mast when a member dies. It was stated that in the past only Captains, Presidents, Board Members and Club Committee Members saw this process carried out. It was agreed that CJ would bring ideas to the next club committee meeting when the club committee would vote on his proposal.	
5	Health & Safety	
5.1	11 incidents – no RIDDORS.	
6	President's Report	
6.1	HW reported that there were very few meetings to attend in August apart from the Board Meeting and Senior Golf Committee and meetings with Chris and Jenni. It was agreed that Jenni would present the marketing brief on the 6 th October instead of at this meeting following her quarterly presentation to the board on the 1 st October.	
7	Management Report	

7.1	No club committee issues raised.	
8	Report from the Board	
8.1	PD gave an overview of the Persimmon issue and confirmed that lines of communication are still open and that matters were more positive. PD also confirmed that the Board were looking into providing improved membership structures to encourage the 25-40 age profile of golfers. Comments provided by the committee were that a Tiverton Golf Club are looking to restructure, and that Woodbury are looking to re-introduce joining fee.	
9	Membership Report/Election of New Members	
9.1	Club committee agreed the £25 introductory fee to be a great idea.	
9.2	Proposed by GS and seconded by RB.	
10	AOB	
10.1	It was noted that the gate was open at the Kids zone. CJ confirmed that there would be a new CCTV on the gate that reception would monitor. CJ to investigate.	CJ
10.2	It was requested that another inspection of the tennis courts be made by LTA. CJ agreed that this would be arranged.	CJ
10.3	It was asked whether the outdoor pool would be closing. The Club Committee agreed that the outdoor pool had only been open in the winter for a few years and that previously it had been closed between the end of October and the end of March as it is extremely costly to run. CJ confirmed that no decision had been made as yet to close the pool.	
10.4	It was noted that the golf shop is not issuing bag tags to players. CJ to discuss with Russell Mayne and a course policing rota to be agreed at the Golf Committee.	CJ
10.5	It was noted that the gym classes kettle, body attack and body combat were doing well but that the air conditioning was not working. CJ confirmed that repairs were in hand and that it should be in full working order by the end of the week.	CJ
10.6	It was noted that the Sports bar was unable to serve food one evening. CJ explained that there had been major incidences within the kitchen that had caused a loss of three chefs, including the Head Chef. CJ confirmed that accurate ordering and usage of food enabling reduced wastage for cost effectiveness was now being managed correctly.	
10.7	It was noted that one of the activity assistants who had previously worked for David Lloyd was wearing David Lloyd logo clothing. CJ confirmed that he would ensure this did not happen again.	CJ
10.8	It was asked for an update on the Spa. CJ confirmed that a meeting with Espa to discuss products was planned for Thursday 4 th September.	
10.9	It was noted that the Tennis Pavilion roof had not been painted green. It was also noted that the brick wall on the golf course side of tennis courts 4 and 5 was developing a crack. CJ confirmed that he would investigate.	CJ
10.10	It was noted that empty soap containers were still on the wall and empty. CJ confirmed that he would investigate.	CJ

10.11	It was asked that CJ clarify bar price ranges for members and non-members. CJ explained that there were two sets of tariffs for non-member and member events. If purchases are made at the Duckworth and the Mews bars at member events the slightly higher tariff would apply. If however a member wished to purchase drinks at the lower member tariff this would be available from the Sports Bar - so a member event is different to a wedding booked by a non-member.	
10.12	It was noted that the cream teas were excellent but that the club should enlarge on similar ideas for winter cream teas. CJ to follow up.	CJ
10.13	It was suggested that there are too many banners at the club which some thought were tacky. It was also suggested there be more internal marketing. CJ to follow up.	CJ
10.14	It was noted that there was only one pool light working in the outdoor pool. CJ to follow up with maintenance.	CJ
10.15	It was noted that the standard of cleaning in the family changing rooms had fallen. CJ to follow up with Housekeeping.	CJ
10.16	It was noted that Reception are not always there to monitor key issue for lockers late in the evening and that lockers keys were stiff to turn. CJ to follow up with Reception and Maintenance.	CJ

Date of Next Meeting: October 6th September, 6.30pm

President **Date**