

**MINUTES OF A CLUB COMMITTEE HELD AT EXETER GOLF & COUNTRY CLUB ON MONDAY 27<sup>TH</sup>  
APRIL 2015**

Present	Liz Turner (LT) Kevin Butler (KB) Jackie Follett (JFo) Maurice Salzmann (MS) Janet Milford (JM) Gael Salzmann (GS) Rab Cross (RC) Carol Horgan (CH) David McLarin (DMc) Tony Clark (TC)	President Vice President Ladies' Golf Captain Men's Tennis Captain Ladies' Tennis Captain Ladies' Squash Captain Fitness Chairman Bridge Representative Committee Member Committee Member	Chair
In attendance	Deborah Stevenson (DS) Chris Jones (CJ) Linda Hicks (LH)	Board Representative General Manager HR	Minutes

	Items	Action
<b>1.</b>	<b>Welcome</b>	
	LT welcomed DS representing the Board to the meeting.	
<b>2.</b>	<b>Apologies</b>	
	Received from Viv Worthington, Debbie More, Mike Cottle, David Worrall, Andy Roberts and John Fairman	
<b>3.</b>	<b>Minutes of the last meeting</b>	
	Signed by LT as a true record.	
<b>4.</b>	<b>Matters Arising</b>	
	<b>2<sup>nd</sup> March</b> – 10.2 Golf starters hut is still being left open. To be closed by pro shop staff 10.6 Club members paying and playing for all sports. CJ to clarify for discussion at the next meeting. <b>30<sup>th</sup> March</b> – 11.11 CJ confirmed that a 'practice' event would be trialled in June for online booking with food. The new system would involve a member e-mail being sent with a link to the website for members to book covers but without the facility to pay online. Further decisions will be made following the trial to address feasibility.	CJ
<b>5.</b>	<b>Health &amp; Safety</b>	
	1 accident no RIDDORS.	
<b>6.</b>	<b>Presidents Report</b>	
	LT gave thanks to CJ and his team for promptly dealing with all matters arising and member issues. LT confirmed she had attended the Golf Committee, Swim Forum and the Food and Drink Festival with interest and that she will be attending the forthcoming Squash Dinner.	

	Items	Action
7.	<b>Management Report</b>	
	<p>CJ explained that the management report had not been sent out prior to the meeting due to the fact that the club committee meeting this month was being held 2 days prior to the Board meeting and that the report will be sent out with the minutes.</p> <p>In brief:  We are currently advertising for bar and waiting staff for the summer and a new Bar Supervisor as Richard Luffman has resigned due to wishing a change of career to IT. In addition a new Financial Controller, Hagit Damary who has been working at Bovey Castle for the last 7 years will be starting with us on the 11<sup>th</sup> May to focus on payroll and managing business finance. There will be a 2 month handover with Martyn Grant, our Company Secretary, who has been working with us on a self-employed basis 3 days a week. Martyn will continue to work with us 1 day per week as Company Secretary following the handover period. CJ also confirmed that we will continue to pay a small retainer for the external HR Consultant, Amarisk, to provide Legal HR Advice.</p> <p>CJ noted that the few complaints were mainly about the £30 subscription levy but that were some very lovely thank you letters. He noted that there had been issues due to spa therapist sickness that had effected the spa heavily financially, with approximately £1k loss of income. We have recruited someone new that will be starting with us on the 30<sup>th</sup> April called Rosie Warrington along with Kerry Lewis who started with us on 20<sup>th</sup> April and we are looking for a part-time therapist who can focus on nails at the weekends so that we are not turning business away. Since the 1<sup>st</sup> January it has taken £26,000 so as a new business it is working well and we are making a profit.</p> <p>GS asked that it be minuted that thanks should go to Amber as senior spa therapist for keeping the spa running well under the difficult circumstances covering sick leave and working long hours for the benefit of the club and members.</p> <p>The Food and Drink festival was extremely successful. On Saturday alone they had seven and a half thousand paying people. There were probably over two thousand people through the VIP area. Many had treatment where they got a free gift from ESPA. They paid a £10 deposit to book a treatment and we took twenty eight of those in advance, which is about £1,200 worth of new business. We have also taken new memberships. There was a lot of visibility as about 300 people watched Adam, our Head Chef compete in a Ready Steady Cook challenge against Michael Caines to which Adam won. Adam also was able to market the club with bullet points given by Jenni.</p>	CJ

	Items	Action
<b>8.</b>	<b>Report from the Board</b>	
	<p>DS explained that as this club committee meeting is taking place prior to the board meeting this coming Wednesday there was little to report but she had sent an email to Will Gannon asking whether there was anything she could share and that his response had been that there was not.</p> <p>DS also commented that she had attended the Food and Drink festival on the Saturday and that it was extremely busy with a lot of people enjoying the atmosphere as well as a cream tea. DS noted the event was growing bigger every year and that it appealed to a wide demographic in the area and was quite a meaningful event in terms of PR and future membership so it will be interesting to see the impact over the next couple of months and it's good to see our relationship with Michael Caines grow.</p> <p>DS noted that as we go into the second year with CJ leading a good established team we can see that this is really making a difference. For example the on-going maintenance and adding a Financial Controller into the key posts, as well as getting a new golf course, we are seeing lots of exciting things happening.</p>	
<b>9.</b>	<b>Membership Report and Election of New Members</b>	
	<p>CJ noted that it is very difficult at this time to make assumptions as we are still chasing up people to renew membership. Currently leavers are 10% down on what they were this time last year. E.g 100 less so very positive.</p> <p>TC mentioned that the report headings were confusing. He noted that we lost 844 members and yet plus 160 against last year. It should clearly read 160 members up for this month on the previous year. RC noted that under couple membership we have an odd number total when you would expect it to be an even number. CJ to follow-up to clarify the report.</p> <p>DMc asked if we are still doing the follow-up questionnaire. CJ confirmed that this was being done.</p> <p>Proposed by Gael Salzman and seconded by Tony Clark</p>	CJ
<b>10.</b>	<b>Any Other Business</b>	
10.1	<p><u>Swim Forum and Etiquette Sub-Committee</u></p> <p>A cross section of between 50 and 70 people attended the swim forum, a great turn out compared to previous meetings of 6. This was probably because swimmers were worried that the outdoor pool was going to be closed in the winter although it had been minuted that this was not the case, other than to undertake safety maintenance work or adhere to safety issues concerning adverse weather conditions.</p>	

	<p>All other issues that members had raised were documented in a report by CJ and addressed one by one. Most issues were about signage and etiquette. An issue regarding a good young 12 year old swimmer not being able to swim after 7pm due to age restriction was raised. It was considered appropriate that the young member could swim as an adult and that the rule would be changed.</p> <p>There were a lot of positive comments stating that the pool is now amazing and “I’ve tried a lot of other clubs but this is the best” which only supports why maintenance and inevitable pool closure at times is beneficial to all and is not to be seen as obstructive.</p> <p>TC commented on whether other young people would question why they would not be considered a good swimmer and questioned “why would a good swimmer want to swim in a 20 meter pool”.</p> <p>Life guard people management skills as well as the ability of young life guard’s being able to handle older members with authority was also addressed. Dan Shiguemiti will provide life guards with appropriate training to support this during his monthly life guard training.</p> <p>CJ confirmed that notes will be sent out this week.</p> <p>LT confirmed that KB would run an etiquette sub-committee. KB noted that this was needed to support the many complaints that swimmers had about behaviour and to establish guidelines of respect ( before the summer holidays and the club committee meeting on the 6<sup>th</sup> July), for courteous behaviour to other users. These will be announced at the next swim forum to be held on the 9<sup>th</sup> July at 7.30 p.m and pictorial notices placed to support policing of the rules. Feedback for discussion to be raised at the next club committee meeting on the 1<sup>st</sup> June.</p> <p>The sub-committee will be: Karen Cleave, Judy Major, Deborah Stevenson, David McLarin and Kevin Butler.</p> <p>DMc thanked LT for coming to the meeting and that the swim forum attendees were very thankful for LT’s attendance especially as LT prioritised attendance over other planned responsibilities.</p> <p>DMc commented that swim forum meetings should be announced with posters well in advance and that the time should be changed from a 6.30pm start to a 7.30pm start to accommodate family attendance. This had already been addressed.</p>	
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	<b>Items</b>	<b>Action</b>
10.2	<p><u>Sports Bar Photos</u> The issue of whether the Bridge Chairman's photograph should be hung in the sports bar was discussed.</p> <p>CH explained that the Club's Bridge Section had been formed some years ago, following bridge lessons given to members by the late Oz Sanders. Mr. Sanders, along with others, persuaded the Directors at the time that a Bridge Section would be beneficial to the Club and it was, therefore, established. Those joining the Section pay £1 per year and this money is used by the Section to buy cards and stationery along with other necessities needed to run competitive bridge. The Club provides the bridge and coffee tables as required.</p> <p>It was acknowledged that the Club valued the facility of a Bridge Section but the Committee questioned the need for a photograph of the Chairman being hung in the Sports Bar. After discussion it was agreed that the Bridge Section's Chairman's photograph should be displayed in the Bridge room.</p> <p>It was stated unanimously that the Bridge section was not being downgraded and that CH was a valid member of the club committee.</p>	
10.3	<p><u>Club Rules</u> Club rules are virtually complete. There have been changes to the disciplinary procedure. These would be the same as for staff, regarding attitude and behaviour, Sports Bar age limitations and smoking policy. CJ will email them for comments prior to the next committee meeting on the 1<sup>st</sup> June. The Board will then sign off the rules and for a month following they will be displayed for any member to comment.</p>	CJ
10.4	<p>GS commented that, because Andy Roberts has not provided an email address or mobile number to receive information, he was not aware the meeting was being held today. Is it possible for Andy Roberts to create an e-mail address or provide a mobile phone number to participate functionally as a member of the club committee? GS will follow up with AR. If not a copy of the minutes would be available at the Club.</p>	GS
10.5	<p>GS commented that the back wall in the Mews looked shabby. CJ to follow up for re-decoration.</p>	CJ
10.6	<p>GS asked what outstanding tin money payments have come in or gone out from the courts. CJ to follow up</p> <p>GS noted car parks were greatly improved.</p>	CJ

	Items	Action
10.7	DMc commented that the filtration system in the outdoor pool was not up to the standard that we would want and repairs would cost £25k. DMc asked that it should flag this up as an issue that may be coming up in the future.	CJ
10.8	<p>CJ confirmed that a member email would be sent out this week with a link to the swim forum notes for the member website.</p> <p>DMc asked whether we were still on the Gourmet list for 25% discount? CJ commented that if we do a refurbishment on Wear Park and open a new restaurant, we will do something similar.</p> <p>DMc noted that beer prices here were more expensive than elsewhere. CJ responded that all the suppliers have put their beer prices up in March but we haven't yet and that we are still cheaper than others but still need to make a profit. CJ talked about the new cellar being installed on the 11<sup>th</sup> and 12<sup>th</sup> May and that cellar will feed the sports bar and the Duckworth Suite. There will be brand new real ale lines temperature controlled from the keg to Bar.</p>	CJ
10.9	<p>CH asked when the breakdown usage of the £30 levy on membership would be analysed. LT confirmed that this was on agenda item for the 1<sup>st</sup> June meeting . CJ to follow up.</p> <p>JM commented that at Taunton &amp; Pickering they pay £75 and if they don't use it they lose it.</p> <p>JM commented that when members were signing up for Laurie White competition, it was extremely busy in the bar and only one bar staff on duty.</p> <p>JM asked for confirmation when the 'bring friends for free' ended. CJ confirmed end of June.</p>	CJ
10.10	<p>JM asked for the tennis wall to be re-pointed between court 4 and 5 on the golf course side. CJ to follow-up.</p> <p>She confirmed that on the swimming pool side the pointing had been done very well.</p> <p>JM thanked CJ for the lovely meal after the ladies friendly today but commented that the bread rolls were hard. CJ to follow up</p>	CJ
10.11	JM asked who was in charge of the food in the sports bar. CJ replied that the lead chef in the sports bar was James Checkley coming under Ben and ultimately Adam. JM had been given a report saying that the long time taken to produce food in the sports bar was upsetting members. CJ to follow up.	CJ

10.12	<p>RC shared the new class time-table for the gym and announced the new 30 minute class of 'Insanity'. It was asked if Zumba was coming back. CJ to follow-up with Lee.</p> <p>GS asked whether anyone was doing rehab for injury since Helen left. RC confirmed that Lee had been speaking to our local Exeter City Football team who may use the gym with their physio.</p>	CJ
10.13	<p>TC asked whether we had made decisions about the coffee machines as he had received complaints about the speed and quality of the coffee and asked if we were going to do varying blends. CJ to follow up.</p> <p>CH wanted clarification of the dress code for spa ladies lunching in the restaurant as they are wearing dressing gowns. CJ confirmed that there was no official dress code and explained that people were having lunch in the middle of having a spa day experience in which they pay £60 or more.</p> <p>LT noted at the end of the meeting whether it would be a good idea for members to receive information via the website to inform them as to what has been achieved in the month.</p>	CJ

Meeting ends: 8.30pm

Date of next meeting: 1<sup>st</sup> June at 6.30pm

President: ..... Date: .....