



CHAIRMAN'S REPORT

Ian Simpson *Chairman*

FEBRUARY 2018

The Board have met twice this week, on Monday to discuss the club's finances in detail and then again on Tuesday for our monthly meeting.

FINANCE

Our meeting on Monday was held to meet with our National Australia Bank Business Banker, to review our current financial situation and to review roles and responsibilities of our finance staff. We discussed our present accounts, loan structures, repayment plans and future strategies with the Business Manager and agreed that our present situation suits both parties. We will, however, review our loan facility in the next two months in view of projected interest rate fluctuations. We are in a very strong financial position at present with a good relationship with the bank, healthy bank balances, manageable repayments and cash flow available to undertake maintenance and improvements to the club.

TAB TERMINALS

One area management and the Board are monitoring is the usage of our TAB terminals. The TAB provide us with a patron summary which informs us on matters such as the number of bets and the average bet. The trend over a number of years has been a decline in both these figures. This trend is directly attributable to the availability and simplicity of digital betting. Bets made within the club, by patrons using personal devices such as smart phones by far outnumber those made at TAB terminals. We will therefore be looking at how we can maintain a viable and customer friendly TAB service.

BISTRO CHEF

You would be aware by now that our new chef, Mat Bunskin, and his team have started in the bistro. Mat assisted our outgoing chef, Adrian, over the weekend to feed the visitors from the surf carnival. They had a very busy weekend with 560 people dining at the club on Saturday night. Mat opened for business on Wednesday with a new menu. This will be in place for a few weeks until Mat settles in to his new role. Then, in mid-March, the bistro will go in to full swing offering Thai al-a-carte as well as an enhanced bistro menu. The Board and staff are very positive about the new bistro staff and hope you enjoy a meal there soon.

COFFEE SHOP

The Board and our CEO have agreed to retain the coffee shop under the club's management. The bistro chef, Mat, believes he can utilise the coffee shop to compliment the bistro. Our staff will remain in the coffee shop and work with Mat to provide coffee and snacks to our patrons.

We have followed up with the suppliers of the new furniture for the coffee shop. We are not happy with the slow response in terms of delivery, so we will continue to make contact with them regularly to ensure we receive our order as soon as possible.

CART SHED

We continue to work with Peter Hadlow on this project. We will need specifications and Council approval. This is a work in progress, but the Board are keen to get this under way as soon as we can.



**SOUTH WEST
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Country Club



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CART PARKING

You will notice that David Hobday and his team have started to construct the additional cart parking at the front of the club.

This work will continue, time and weather permitting, in the coming weeks. David's priority is obviously to maintain the golf course, but it is good to see the guys have made a start on the parking.

PORTICO

There has been a delay in the commencement of this work due to the lack of availability of scaffolding. Work is now scheduled to commence in early March.

A reminder, this will cause some disruption to the front entrance while the work is happening. Work is expected to take about a week.

Please follow all signage and warnings and the directions provided by staff.

The entrance to the club will vary temporarily but our staff will ensure that you can gain easy access. We apologise for any inconvenience during construction, but this work is vital and long overdue.

STRATEGIC PLANNING

The Club currently operates under the direction of a Strategic Plan, adopted in 2016. The operational and business plans are guided by this document.

We recently undertook a review of this document and agreed it is still relevant and suited to our current demographic and business climate.

We will, however, in the coming weeks, be reviewing operations, what we do well, where we can improve and where we should be investing in club improvements. The Board, management and staff have the opportunity to participate in this process.

I also extend an invitation to our members to utilise the chairman's email address, chairman@rockscountryclub.com.au, to make suggestions about the club and the services we provide. We will need those responses by 19-03-18.

CLUB GRANTS

The Board agreed to provide \$2500 to the SWR Lions Club for the construction of stainless steel railings for the ramp on Back Creek to assist with access for the disabled.

We also agreed to provide \$250 to a young athlete, Bailey Kane, who has been selected to play in the Australian Futsal team to play New Zealand. Congratulations to Bailey.

CLUB MEMBERSHIP

The Board approved the membership of 101 new members taking our total membership to 4863.

CLUB REWARDS SYSTEM

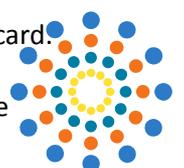
I have been asked how this works a few times. There are two opportunities to receive club rewards.

Firstly, by swiping your membership card at the kiosk near reception you may receive complimentary raffle tickets and other bonuses for club activities. You may also receive vouchers and discounts when you swipe your card on your birthday.

Secondly, every purchase you make earns you points which accumulate on your membership card.

These points can be used for future purchases or membership fees.

Any club voucher you win from a sporting event or raffle can be credited to your card for these future purchases. This can be done through our reception staff.



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