

The Summerland Golf Society

Highlights of July 27, 2016 Board of Directors Meeting

The 2015 membership survey results were reviewed and identified that action had been initiated on the highest priority concerns identified. "On-course" washroom facilities were also discussed - some improvements to the washrooms have been undertaken in 2016 and additional improvements and funding will be incorporated into the 2017 budget. BOD communications were also discussed as a potential area of improvement – members will be reminded of the availability and location of "Monthly BOD Highlights".

The current "Member Owned Cart Program" Terms and Conditions were discussed, as was the rationale and criteria that initiated this Program. Additional analysis of the Program will be undertaken by the Finance Committee.

A member "Credit Policy" has been established and implemented for both F&B as well as Golf Shop purchases. The General Manager is working with Chronogolf to establish a single account for all member purchases and billings that will be available "on-line" on a monthly basis in Chronogolf.

A follow-up discussion will be held with the District regarding the condition of Canyonview Road and damage to the third green on our course. The General Manager will be requesting the status of the Geotechnical survey results conducted in 2015 as well as any planned action by the District.

The issue of "Serving it Right" was discussed as a potential area of concern. The F&B serving staff have all had the appropriate training and understand their roles and responsibilities in monitoring customer consumption of alcohol. There have been a few instances where some customers have been denied service and/or alternate means of transportation provided to get them home safely. This subject will continue to be monitored by the General Manager and discussed at monthly BOD meetings.

Despite an unseasonably cool and wet June and July, we are still on budget for rounds played, Golf Shop purchases and F&B net income. Flexibility in managing F&B expenses has played a key role in the current performance

The Finance Committee provided an overview of results for the month of June and six-month YTD period ending June 30, 2016. Actual results are tracking slightly favourable to budget