

General Manager Newsletter



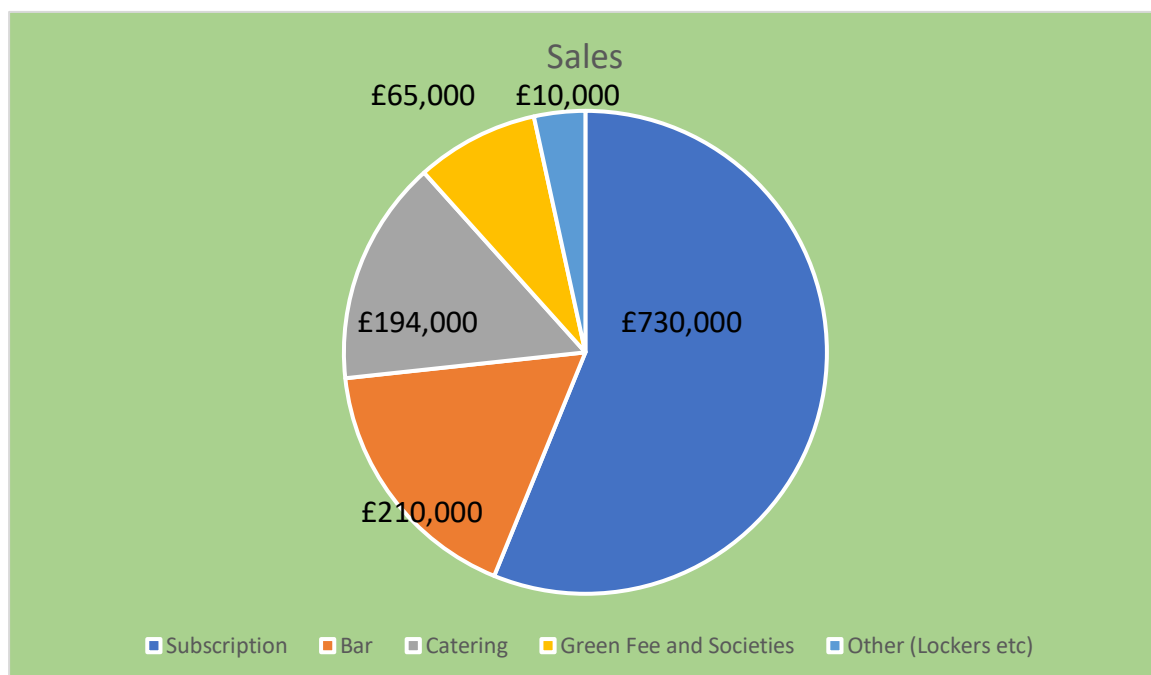
Dear Members

It feels like every time I am beginning a newsletter I am reflecting on some sort of dilemma. Whether it is coming through a terrible spell of weather or a global pandemic. It's not been an easy start to life as GM of RCGC but there are far more terrible issues going on in the world right now so it is imperative I stay positive and try to keep you positive.

I took the below out from one of my previous communications as we must understand just how important subscriptions are to our business. They make up 70% of our income and without it, we would not last more than a few months. The loyalty shown by members during this crisis has been amazing and we thank you. I appreciate incomes have been affected and golf may not take priority. But any decision we make must be fair to the entire membership.

The Financial Situation

Based on 2019 Final Accounts



INCOME for the quarter ended 31 March 2020						
	2020 Plan	Mar 2020 Actual	% Plan	Mar 2019 Actual	% Year End 2019	Mar 2020 to Mar 2019
Bar GP	110,000	16,000	14.5%	24,382	21.9%	65.6%
Catering GP	96,000	9,000	9.4%	21,046	22.2%	42.8%
Green Fees	47,000	4,406	9.4%	7,799	20.2%	56.5%
Societies	20,000	0	0.0%	1,846	8.7%	0.0%
Subscriptions	715,000	672,930	94.1%	678,799	99.2%	99.1%
Entrance Fees	32,000	30,782	96.2%	26,280	77.4%	117.1%
Lockers	9,000	6,272	69.7%	8,681	102.3%	72.2%
Other	15,000	3,564	23.8%	5,533	40.1%	64.4%
TOTAL	1,044,000	742,954	71.2%	774,366	76.9%	95.9%
We have received £703,702 from Subs and entry fees, which equates to 94.5% of the 2020 Budget for the year.						
We are therefore in a very good position with our cash resources and we are confident that we have sufficient cash to last through 2020 and beyond.						
As regards expenditure, we have suspended our business rates for the entire year, we have furloughed all of our bar & catering staff as well as half our green staff and both of our handymen.						
We have frozen all future Capital expenditure for the remainder of this year.						
We will continue to review all costs to try to further reduce our expenditure.						

Peter Russell – Treasurer

Covid Group

The Covid group consists of the following:

- ❖ Shahin Bani-Sadr – General Manager
- ❖ Steven Doel – Club Captain
- ❖ Carol Taylor – Vice Captain + Chair of House
- ❖ Mark Willcox – Immediate Past Captain
- ❖ Peter Russell – Treasurer
- ❖ Robert Brown – Chair of Course
- ❖ Tom Robson – Assistant General Manager
- ❖ Jimmy – Pro-Shop
- ❖ Kevin Hensman – Course Manager
- ❖ Kevin Creese – House Manager

Since lockdown took place, we formed a COVID group to try and tackle the issues we are being faced with. But before I get into what has been discussed within the group, I want to thank the individuals that form it. The experience and knowledge from the group has helped no end and we have made some excellent decisions. We meet twice a week online and discussing any changes that have come through, plus more long-term issues. I chair these meetings which is important as a lot of what we discuss is operational. Many of the updates from myself come from discussions in the group. We have covered:

Security, Protection of the course, Staffing, Finance, returning to golf, member communications and much more on the operation of the club once we can return.

Returning to Golf

Like all of you, we are hoping this will be sooner rather than later. Any decision we make on opening up the golf course will be led from the government and England Golf. It is very likely that England Golf will be putting restrictions in place upon return. Therefore, we have already been planning on the return and how we are going to operate. We have also had a meeting with representatives from the Seniors, Ladies and Men about how the diary will look on return. There is no time limit on how long the following will be in place for, but these are likely to be in place upon return:

- ❖ 2 balls
- ❖ BRS (Booking Reservation System) will be live always and must be used otherwise you will not be allowed on the golf course.
- ❖ 1st tee only (Apart from first week as 9 hole only)
- ❖ Booking system for practice grounds
- ❖ 10-12-minute tee gaps
- ❖ No use of locker rooms
- ❖ 1 in 1 out system to ensure toilet access.
- ❖ No diary or set days in place for opening weeks
- ❖ Potential weekly booking limitation to ensure all members can get on the course
- ❖ Office back open (with restrictions) so the GM or AGM will be around to manage tee sheets.

I need to stress that the BRS system is being brought in as it will allow us to keep you safe while golfing and ensure we do not have groups on the tee box. This is not something we are bringing in indefinitely. Club Systems have a separate BRS system so we are hoping it will work a lot better than start sheets. We have not agreed on the details as of yet, but it will more than likely work on a 7 day in advance booking system. The office and pro-shop will manage the system and keep an eye on it to ensure all bookings are being adhered too. The tee system is now live so we encourage you to have a play with it and get comfortable with the procedure.

In regards to a date for return, we simply do not know, nor do our governing bodies. A piece of work was presented to parliament this week from England Golf to explain how the return of golf will work. So, we will have to see if anything comes from that. We are all so desperate to return to playing golf, however keeping healthy has to take priority over everything else. I understand many are getting frustrated that shopping is probably more of a health hazard than golf, but shopping is essential and in the grand scheme of things, golf is not.

Personal Note

I hope I have covered the majority and put our minds at ease, however you can always contact me via email or phone if you want to discuss anything further.

To round it off I wanted to give you an insight from me personally. This entire crisis has been an eye opener and made me learn a lot about myself. Though the whole situation is tragic, it's always good when you can take a small piece of positivity from it. Chairing the meetings for the COVID group has almost been a reminder than I have a powerful voice within this golf club and should use it more. My early months I have done a lot behind the scenes in making the office work place more efficient. Along with taking on Warner Goodman as our HR support, which has helped us no end over the past few months. But I have not done enough in regards to member facing and doing tasks that the members notice. I am gutted that I have missed launching a season this year and putting my own spin on certain events but hopefully we will salvage some of the golfing season and be ready for a brilliant 2021. I now have a club laptop which means I will be able to base myself up in the bar more often to complete work. The idea behind this is to see a lot more of you and give you my time if you want to discuss anything.

Though it will not be a solo effort... Far from it... But if I can lead RCGC through this and out the other side, I will take a lot of pride from that.

Many thanks

Shah

General Manager