

Minutes of the HGC

Thursday May 21, 2015

Present - Clem Smith, Tom Johnson, Jeff Williams, John Crook
Absent - Martha Duffy, Bob Kingsbury, John Moretti

Meeting called to order at 4:00 PM

Consent Agenda:

Approval of minutes postponed until next meeting

Director of golf report: Roman Greer

- the course is in great shape, after the bad winter there wasn't much damage to the course
- Bob Miller as been given the Golf Instruction License at the Driving Range. He will be teaching lessons, golfer development. He will have 2 instructors and they will be doing women's clinics and Jr. clinics
- Roman and Jeff Williams met with Ian Philbrick about the restaurant
- There are a few equipment issues right now. The fryer is not working so the menu is very limited. Mr. Philbrick is getting 3 estimates to get that fixed and to have the rest of equipment looked at.
- There have been some concerns with the condition of the deck furniture. Shawn Fernandez will have his crew sand and reprint them. Possibly look into getting new furniture for next year.
- There have been some interest in a MEM/MEM & a MEM/guest tournaments so Mr. Greer will meet with a few people on May 22nd to look into scheduling these tournaments
- Customer service programs are going well. Member check in didn't go over well but the understanding and cooperation is greatly appreciated.
- The staff reorganization is still being worked on. Having the Seasonal Professional Operations Manager on board will be a huge help. Pam Domos will be elevated to the Executive Assistant and Jenn Heath will be promoted to the Office Assistant
- There was a small incident at the course a few weeks ago and this made Mr. Greer realize there is no code of conduct policy in place. Therefore one will be created for the guests and for the employees.

Tom Johnson states that there had been a policy made last year to have all of the staff evaluated at the end of the year but he is not sure that was ever implemented. He would like to see that put in place this year. Mr. Greer informs the committee that he does have plans on doing exactly that at the end of the season.

- John Crook wants to make sure the MGA Qualifier is in place for this year. Mr. Greer said he has been in contact with them and it is all set.

Superintendent report: Shawn Fernandez

- The course is looking great and right on schedule
- Tree work is done and finishing up the stump grinding on 14
- Will get quotes in the fall to have the tees on 14 changed
- Had a water test done for the pond
- Having weekly meeting for the members with Roman between 11:30-12:00 every week
- The town maintenance crew will fix the pot holes by the cart barn
- The USGA visit is usually done in the fall and they will call soon to set that up
- Lucked out with very little winter damage, a lot of work that was done in the fall really helped out

Old Business -

Staffing issues:

Mr. Greer says that the Seasonal Operations Manager is greatly needed, this person will mainly be outside in charge of the seasonal help and giving lessons. There will be a lot of new faces at the course this year. Very happy with the way things are going so far this year. Things are really coming together. The understanding and cooperation from the members is greatly appreciated. Once all staff is on board a staff meeting will be held and the committee is more than welcome to attend.

John Crook says the pace of play has always been an issue and wonders if Mr. Greer has looked into that. Mr. Greer said he has done individual training with the outside staff to make sure they stay on top of this. Mr. Fernandez wants to give kudos to the ladies on the pace of play they have had lately. They have been doing a great job.

Restaurant update: Jeff Williams

As Mr. Greer said they met with Mr. Philbrick and the equipment has been an issue and is being looked at. Overall things seem to be going well in the restaurant this year.

Cart barn update- postponed because Bob Kingsbury is absent

New Business

Operations -

Clem Smith asked how the Chelsea system has been working? The Director has been in contact with Chelsea and every effort is being made to maximize the system with its opportunities.

Reservation Policy Review -

Mr. Smith states he received a letter about not being able to pay for an advanced tee time over the phone with a credit card. Mr. Greer sees that this has become an issue and has looked into it. The reason is because when we have to key in the account number the credit card company sees this as a high risk transaction and then charges us more than they would when the card is actually swiped.

Home Base Program - Tom Johnson

Since the Jimmy McPhee tournament is no longer being held he would like to see it replaced with a Home Base Tournament, possibly get a committee together to look into a fall date for this. It would be great for town business and for everyone to be a part of something so great.

Strategic Plan - John Crook

Read over the hand out and would like to save some time in a near future meeting to prioritize things properly. A lot has already been accomplished, but there's still more to do and more an updated list to be added.

Public comment:

Connie Mahady commented on the high fee charged for range membership. Mr. Smith indicated it will be part of the rates and fees discussion for next year.

Marge Mello asks about member times being opened up the night before day of play? Mr. Greer says this is one of the things that is still being ironed out. A detailed email will go out explaining things when it happens. The system will be changed so that members can edit their requests and bookings so they don't have to call the shop to have it done.

Jack Connolly asks if you will be pointed if you cancel your tee time. Mr. Greer answers yes. When your name goes on the tee sheet you now get a point.

Donna Bailey asks if the broken tee boxes can be put out. Mr. Fernandez says he will put them out.

Carol Fuller was interested in dress code compliance. Mr. Greer answers he will look into what can be done. Being a public course there may be rules that this can not be struck but he will check into it.

Linda Sweeney feels the service in the restaurant has been very slow and that is hard to run in and get something quick in the turn with a limited amount of time. Mr. Smith said it will be discussed with Mr. Philbrick.

Meeting adjourned at 6:05 PM
Respectfully Submitted,

Jenn Heath, Sec. HGC - Office Assistant