

Golf Committee Meeting
Tuesday June 16, 2015
Minutes

Meeting called to order at 4:00 PM

Present – Clem Smith, Tom Johnson, Jeff Williams, John Crook, John Moretti, Bob Kingsbury, and Martha Duffy (at 4:10)

Dick Fagan is happy to be chosen as the new Seasonal outside Manager Pro. He will supervise the seasonal staff and his main priority is to improve customer service with the outside staff.

Bob Miller – Class A member of the PGA of America, President of Miller Golf Management Company. Also manages the Golf Club at Yarmouth Port. He has spent 30 years teaching at Blue Rock Golf Course. He is currently ranked the #2 teacher in MA. He is a 4 time PGA teacher on the Cape and New England PGA teacher of the year. Bob's goal is to increase player development. CV has a premier practice facility on the cape and he is very excited to put it to some great use. The instructors working with Bob will be himself, his wife Lisann Miller (Ladies PGA), Tony Day (kids & Ladies) and Rick Johnson who is the head pro at Hyannis port for 30 years. Rick works with Spaulding Hospital and he does a lot of work with stroke victims & disabled Americans. He is a class A member of the PGA. To get information about the classes that they will offer you can find the info on the website of www.millergolfcapecod.com.

Tom Johnson would like to form an informal sub committee that is CV was to be used as a center for people with PTSD to do an outreach program with Rick? Bob Miller feels Rick would love to be involved with something like that.

Sori Belz asks if there will be a sign up sheet and flyers at the club house. Mr. Miller said he will have sign up sheets at the club house.

Bob Miller leaves meeting at 4:20PM

Consent Agenda:

Jeff Williams motion to approve April and May minutes, Tom Johnson seconds with a vote of 6-0

Superintendent's report by Roman Greer:

- course is in fantastic shape
- completed solid tine punch of the greens
- adding sand to the bunkers
- USGA visit will be July 17th
- On Friday June 19th Shawn and Roman will meet with John Todd Ecological for a quote on the pond work

Director's report by Roman Greer:

Staffing Report:

- Dick is a certified member of the PGA in Golf Operations with 12 years of experience at Kittansett, an expert in Customer service & in running the staff, tournament operations & day to day operations of the course. He will be in charge of the outside staff working with the starters and rangers to make sure everything runs smoothly & everyone has a positive experience @ CV.
- Bob Miller is one of the finest instructors on the cape and in New England. He was brought on board a little late and it takes a little time to get all the scheduling complete but the web site is now updated and Roman feels this will be a great fit for CV members.
- Would like to congratulate Pam Domos and Jenn Heath on their promotions that happened hand in hand with hiring Dick Fagan. Pam Domos is now the Executive Assistant and Jenn Heath is now the Administrative office Assistant.

John Crook asks Mr. Greer what the over all membership review & outside play is looking like? Mr. Greer says it looks

good; looks like we are on track with both but will have exact information at the next meeting. Due to the end of the fiscal year coming up, the next meeting he will have better info.

John Crook would like to take a moment to complement Roman Greer. In the 5 years Mr. Crook has been on the board he feels Mr. Greer has raised the bar in the 2 months he has been at CV in terms of his hires of Bob Miller, Dick Fagan, and the promotions of Pam Domos and Jenn Heath on board as to what the program really should be.

-Financial Review will be at the next meeting.

-CV will have 2 Jr. teams. Roman will have one and Dick will have the other.

-we now have a 2nd POS station to make the check in process a little faster.

-Kitchen equipment is very dated. They got a new fryer today so a new menu will be coming out shortly.

- Customer service is more consistent. Pace of play with 8 minute tee times is hard so a turn time will be posted on a dry board at the starter shed

- Traffic pattern is being looked at to experiment with a few things. We are trying to make staging carts a little more customer friendly for everyone.

Old Business:

John Crook – Strategic Plan

-Strategic plan needs to be updated and given some time on an upcoming agenda

Infrastructure:

- Cart barn is slated for 2017

- Real Estate boundary lines need to be identified on 15, 16, 17 & 18. Angelo LaMantia says he will talk to Chris Clark about having the boundary lines on 16, 17 & 18 done right away. Carol Fuller says the markers are on 16 already. She would like to see the approach to new neighbors be a little more inviting.
- Restaurant long term view. The lease is up this season and the committee needs to discuss if it should be a restaurant or just a snack bar. Jeff Williams informs the committee the lease is up at the end of March of 2016 but the notifications to extend have to go out by the end of the year, so the discussions should be no later than November. It is the committee's option to offer to extend the lease by two 1 year extensions. Bob Kingsbury feels due to the timing of the restaurant deadlines this should be a top priority rather than the cart barn.

Golf course improvements:

- Tom Johnson feels when it comes time for rate settings we need to look at data. With the collection of data being done this year there should be a good amount to go by. Roman Greer is creating surveys on customer satisfaction & Golf course satisfaction for member and guests.

New Business:

Officer Elections-

John Crook nominates Clem Smith as Chairman, Jeff Williams seconds. vote 6-0

John Crook nominates Tom Johnson as Vice Chairman, Jeff Williams seconds. Vote 6-0

Bob Kingsbury appreciates the work that is done by Mr. Smith and Mr. Johnson

Operations:

- Consideration for a twilight/Sr. membership.
- Introduction of a code of conduct policy
Roman Greer explains an incident of a person getting hit in the head by another golfer.
- The person that was hit has been out of work for 3 weeks with a traumatic brain injury
- The person that hit the ball displayed dangerous behavior and a very poor judgment call.
Since this incident happened it has made Mr. Greer realize that the code of conduct policy that is currently in place is not very clear or proper

Tom Johnson – on page 8 & 16 of the policy manual states the committee has broad latitude in regards to suspending memberships & controlling who plays golf and who doesn't. This is an actionable situation. Action needs to be taken to ensure this does not happen again. Mr. Johnson suggested that a standard must be met. An exact understanding of this individuals ability to hit the ball to specific distance. This was a very serious accident. This lady has missed 3 weeks of work and has suffered a very traumatic brain injury.

John Crook agrees with this person being suspended but not with having to sit with the pro. He feels there is a certain amount of courtesy, & common sense that should be expected and this person showed none of these things.

Jeff Williams asks Mr. Crook what he thinks a proper length of a suspension would be and he answers 30 days. Mr. Williams feels having this person sit with the pro puts the responsibility on this person to do these things.

Mr. Kingsbury says the committee knows his opinion on this situation because of the emails that have gone around within the group and still feels the same way. He does agree with Mr. Crook and feels this person made a mistake and a huge error. He recommends a verbal warning that this is unacceptable behavior and will not be tolerated at CV.

Martha Duffy asks Mr. Greer what his thoughts are. He answers that he doesn't feel this was a malicious incident. It was defiantly a lack of judgment though. What he would like to do is create a proper code of conduct as sit down with him and make sure he understands proper etiquette and procedures of allowing someone to play through. He would recommend a verbal warning and explain to him why this was so out of line.

Mr. Greer as spoken with this person and he has expressed a lot of remorse about this situation but the victim doesn't feel the remorse is genuine since he has not contacted her in any way. He would also recommend that the committee reach out to her at some point and let her know this situation is being dealt with. She is calling for a season long suspension and Mr. Crook feels that is to drastic.

Bob Kingsbury motions to table this discussion until next meeting so Mr. Greer can talk to Chris Clark and the towns attorney, Mr. Johnson seconds with a vote of 5-0.

Ladies report by Martha Duffy:

- 120 members
- 102 active members

- had a mem/mem in May and it was very successful and everyone had a great time. The food from the restaurant was good but the staff was not on top of replenishing the buffet
- Held a tournament today (June 16th) to benefit the Monomoy girls team
- Pace of play has been very good

Men's report by Jack Connolly:

- 270 members
- sweeps participation has been about 100 members playing
- about 20 new members
- gave out 2 \$1000 scholarships – one to Matt Hemeon and the other to Nathaniel Walker.

Public Comment:

Linda Sweeney - commented that the restaurant should adjust to the new member activities and that a “box lunch” option be available for anyone.

George Boule - questions when did the 50/50 policy change, and questions allocations of tee times with members getting the short end of the stick because of groups.

Comments were made by others that recognized that in this transition decisions were made regarding tee times that the Director of Golf inherited.

Jenn Heath (recorder) stated that tee times as represented have been booked this way for four years.

Tom Johnson asked if Mr. Boule had a remedial proposal. All members can not be guaranteed the times they want.

Dave Bailey - insisted no one knows how the tee sheet works. The activities of the sweeps are a disservice to other members.

Comments were made regarding that present operations are a disservice to people who are members but are not full time residents. It was also suggested that the "Chelsea" system was being manipulated by some.

Joe Sweeney mentioned that pre paid tee times have been a reality for a long time. Many members have engaged in this practice.

Respectfully submitted,

Jenn Heath, HGC Sec.

Motion to adjourn by Martha Duffy, second by Bob Kingsbury at
6:40. Vote 5-0

Respectfully submitted by:
Jenn Heath
HGCS