



**Minutes of Board of Directors' Meeting July 18th, 2019  
Turner Valley Golf and Country Club – Boardroom**

**Attendees:** Tracy Bertsch, John Burke, Kevin Farr-Jones, Joe Fenton, Kevin Franson, Gregg Undershute, Ralph Wilson, Fred Woodlock, J.D. Scheller

**Regrets:** Kathy Jessop

1. Meeting brought to Order at 6:00pm
2. Review of past Board of Director Minutes – June 13th, 2019
  - Any new business arising from minutes. - None
  - Motion to accept minutes by Fred Woodlock, seconded by John Burke. All in favor, motion carried.
3. Correspondence – BEV Question of the Month: How do you book your tee times? Do you use Tee-On, call the Proshop or in person? Let us know your preferred method.
  - I use all three at this point but would use the Tee-On system more if I could get it to work properly.
  - In response to the question of the month - I book through tee on my I phone, works way quicker than going through the booking option on the club web site and usually pretty seamless. Will use the pro shop if I have any major issues which is seldom.
  - One comment I have concerns the number of people booking times using placeholders - i.e. booking for four and then looking for others to join the group. Tuesday afternoon and Thursday morning in particular are times when you see names of people who are obviously not playing but are used for holding spots. It's a little frustrating to those of us trying to get reasonable tee times but having them unavailable when booking.
  - I use tee-on online booking.
  - Just about always on Tee-on. Great way to book.
  - I use Tee-On almost exclusively.
  - I always use Tee-On.
  - I use TEE-On to book my tee times, occasionally I change a tee time in person.
  - Book tee times online. Do cancellations by calling Pro Shop.
  - I always use Tee-on online great way to book tee times and change if tee times if required

**Re: New Members Brunch**

- As a new member I would like to extend to all of you, how much I appreciated the event for new members. Brunch, golf and after golf affair allowed me to play and meet the board and other members. It made me feel welcomed to this great track!

Thank you for the invite.

- I would like to thank you & the Board for yesterday's event. It was a great day, great fun, & very much appreciated.



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**4. Committee Reports and Updates**

- **Business Development (Tracy B., Gregg U., J.D. S.)**

- Letter to Governor General to request Royal designation.
- Discussion on an online meeting platform for the winter months for Board members who are away.
- Discussion on meeting norms

**Action Item: J.D. to print and post meeting norms in the Boardroom**

- Discussion on Terms of Reference for all committee and sub committee members.

**Action Item: Tracy and Kevin Franson will draft a document for the terms of reference for Board approval.**

- Recommend KPIs for Board approval: Presentation JD/TB. Pre-read material provided." 4 KPI's were discussed

1. Course Usage Rate
2. Pro Shop retail spend per customer
3. Food and Beverage retail spend per customer
4. Course and Grounds efficiency (labour cost per round)

**Motion to adopt KPI's as presented by Fred Woodlock, seconded by Kevin Franson. All in favor, motion carried.**

- **Communication – (Kathy J., J.D. S.)**
- Boards Eye View will be sent out July 31<sup>st</sup>.

- **Course and Grounds & Clubhouse – (Kevin F-J., Joe F., J.D. S.) (John Waring Ad Hoc Member)**

- Meeting held on July 9<sup>th</sup> – Minutes attached.
- Joe measured basement and we have enough carpet tiles to replace the carpet in the basement

**Action Item: Joe will organize work bee in the fall to remove and replace the carpet in the basement.**

- OH&S were out to the Club to do a safety inspection on July 9<sup>th</sup> and the club passed the inspection with great praise from the inspector.
- Discussion on cart batteries and possible scenarios if we must replace the cart batteries for next year.

**Action Item: J.D. and Gary M. will present the Board with scenarios and options for the September Board meeting.**



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- **Finance – (John B, Ralph W., J.D. S.)**
  - Presentation of June financials
- **Membership Engagement, F&B (Kathy J. Fred. W., J.D. S.) Dan Heyde (Ad Hoc Member)**
  - Meeting held on June 24<sup>th</sup> items discussed were
  - Leagues; past versus future
  - Tournaments - fun versus formal
  - Membership - what does it mean to you; why are you a member
  - Services – F&B and Pro Shop
  - Volunteerism
  - Discussed doing focus groups to see what is or will engage the membership.
  - Next meeting to be held July 24<sup>th</sup>.

**5. New Business – None**

**6. Announcements – None**

**7. Adjournment at 8:30 pm motion by Ralph Wilson**

**Next Meeting:** Meeting Thursday August 8th, 2019 6:00 PM.- Turner Valley Golf & Country Club Board Room