

**Minutes of the CGLMC Ltd Pro-Shop Sub-Committee Meeting
held in the CGLMC Ltd Office on Monday 4th March 2014**

Present: R Reyner (Pro shop convenor), G Paton, J McLeish, P Sawers.

In Attendance: G Duncan (General Manager), C Sinclair (Head professional).

Meeting began 1830 hours.

1. Apologies

W Thompson, L Gordon, G Murray, C Yule.

2. Head Professionals Monthly Report

VIP

C Sinclair advised that there are currently 12 members signed up for the VIP Scheme.

Sweatshirt / Shirt Deal

Currently 7 members have taken advantage of this deal.

POS Software

This software was installed last Wednesday. Training took place last Wednesday, Thursday and Friday. C Sinclair is hopeful that customers will be patient with the system at the moment, as there is a lot to take on board.

Staff

C Sinclair provided information on the staff who have been recruited for the 2014/15 season.

J McLeish enquired to whether the positions were advertised, and whether any Starter were offered an interview for these positions. C Sinclair said that the PGA positions were advertised. He advised that Starters were not offered an interview as he was not aware of the changes to the starting procedures at the time of interviews. P Sawers advised that the management were aware of the Starters position, and this should have been taken on board.

The committee agreed that a more detailed recruitment policy needs to be put in place. The committee also agreed that within this policy, any staff whose contracts are not to be renewed should be considered for other roles within the business.

C Sinclair advised that currently Pro-Shop staff are using up their holiday entitlement.

Nikki Christie is visiting his PGA tutor in preparation for his upcoming exam. P Sawers advised that the Directors are willing to assist in any way they can to improve Nikki's chances of passing the exam.

Junior Programme

The junior indoor instruction has now finished. The scheme is fully subscribed. A prize giving will take place for the Winter League, and the Directors will be invited to attend.

TaylorMade

The TaylorMade custom fit area is in progress. A meeting will be held with Taylor Made next week. Everything is currently on schedule. R Reyner enquired to whether Carnoustie will receive publicity for having this facility. C Sinclair advised that it would be up to CGLMC Ltd to advertise the facility, Taylor Made will advertise Carnoustie within their own marketing. GMS can be asked to look into this. P Sawers enquired to whether the facility will be ready for the start of April when the media day is taking place. C Sinclair advised that he has been told it will likely be ready for the end of April, but the area can be made presentable for the media day at the start of April.

G Duncan advised that photographs and narrative will be produced and given to GMS to promote the facility.

Budget

The budget for next year will be reported with a month to month breakdown.

3. CCTV / Tee Head StarterCCTV

The cost for the CCTV system from ADT with 4 cameras (1 at the entrance to the shop, 1 in the Adidas shop, 1 at the 1st Tee and 1 at the cashpoint) plus a monitor and hub would be at a cost of £2,304 plus a service charge of £300 per annum for installation and supply.

The committee agreed that the price from ADT was not unreasonable. R Reyner advised that because CGLMC Ltd already have contracts with ADT, there may be a reduction in the annual service charge. G Duncan advised that there is not a problem with funding this purchase, as there is enough set aside in the budget to cover the cost.

P Sawers enquired to whether the cabling would be hidden, and the committee agreed that this should be stated to ADT as a requirement.

This purchase has been given approval in principle from the Finance Committee. The committee agreed to propose to the Directors that CGLMC Ltd purchase the system

Tee Head Starters

R Reyner advised that hopefully by 1st April, the check-in by key fob system will be operational in the Pro-Shop. G Duncan advised that all of the hardware is currently with CGLMC Ltd, but the software is still to be completed. The key fob reader will initially start in the Pro-Shop but it could be moved if the committee feel it is appropriate. R Reyner advised that this has to be marketed and communicated to the members. C Sinclair enquired to whether CGLMC Ltd has spare fobs if a member lost their fob. G Duncan advised that there were plenty spares. R Reyner advised C Sinclair on the agreed replacement scheme.

4. VIP

The Open evening will take place on 28th March. P Sawers and C Sinclair are to coordinate and organise the night. Food and drinks will be supplied. R Reyner suggested that this event should be strongly promoted in order that as many members as possible attend. C Sinclair advised that the TGI newsletter could be used to promote the event. He advised that he was going to send out the first newsletter at the end of the month as a welcome to the new system, but a quick mail shot could be produced for this event first.

Bag Tags

A sample tag was passed around the room. The cost of the tag is £3.75 with a minimum order quantity of 300. P Sawers asked whether members could have their name inscribed on the back of the tag. C Sinclair advised that this was offered in the past and very few people took up the option. He advised that currently he is trying to get a inscribing machine on a free trial for 1 year to test the market before purchasing a new machine. The committee agreed to proceed with the black and gold bag tag.

50% Discount on VIP Program for Staff

R Reyner enquired to whether C Sinclair would be in favour of a 50% discount for all CGLMC Ltd staff. C Sinclair advised that he would not be supportive of this. He advised that staff currently receive goods at cost plus VAT. The committee agreed that they would prefer to let the VIP system run for a year and review the situation then.

5. Six Hole Course

A proposed layout plan of the course was circulated. C Sinclair advised that in his opinion, the best way to turf the tees and greens would be to use Astroturf. He advised that the course needs to look great from the start, and stay looking great throughout the year. C Sinclair also advised that this course could be available to not only juniors, but seniors / elderly players and beginners. The course will be open 12 months of the year and must look good the whole time.

The cost to Astroturf the 6 hole course will be between £40,000 and £50,000 inc VAT, but there would be less maintenance required on an Astroturf course.

P Sawers advised that the cost is way above what she expected. She raised concerns over the reduced flexibility to move holes as necessary.

R Reyner advised that the course could be built correctly the first time, by pegging out the course and inviting players to use it. This would pick up any flaws before the Astroturf was laid.

G Duncan raised concerns over the usage of the course. He advised that although CGLMC Ltd believe it will be great facility which will be busy, there is a chance that it may not be as popular as expected. If this is the case, the cost of £40,000 is perhaps too high. G Duncan suggested that regular turf be laid for the first season to judge the popularity of the course, before any Astroturf is purchased.

R Reyner advised that he would prefer to turf the course with Astroturf from the beginning, but if the committee decided to turf with grass, it would have to be of a very good quality. G Duncan advised that A Reid is keen to have the course of a high quality.

P Sawers advised that making this course available to seniors and beginners will be looked on favourably by OSCR.

After further discussions, the committee agreed to defer this decision until a meeting has been held with A Reid where any questions can be answered first.

G Paton advised that a good reason to use real turf on the course may be to give juniors a feel for playing off grass rather than plastic, and also to encourage them to replace pitch marks. C Sinclair advised that the Astroturf surface is as good as playing off grass.

Opening of 6 Hole Course

It is hoped that the opening will take place during the May Day holidays. CGLMC Ltd will try and get promotion for the opening of the course. R Reyner enquired to whether these holes are to be built on Kinloch Land, which may assist with naming of the course. G Duncan advised that he was not sure, but this would be looked into.

J McLeish enquired to what would happen at an Open Championship, or other tournament if the holes cannot be moved on this course. He was advised that as long as the land is flat there is no issue. The organisers usually build a suspended floor over the area and pay any reinstatement fees.

Junior Convenor Document

R Reyner enquired to whether the committee were happy to go ahead with the employment of a Junior Convenor. The committee agreed.

R Reyner advised that the salary put aside for this position last year was £3,200. This employee would answer to C Sinclair. This person would be expected to engage with the local schools. The cost of this salary would come from the CGLMC Ltd budget and not the Pro-Shop budget. A job specification will be produced for this position and a salary decided upon from this remit. This has been approved in principle by the Finance Committee. It will be recommended to the full board for approval and the Finance Committee informed of the decision. The job specification will be made available to the Directors. The committee agreed that it would be best to get someone before the end of the school term.

7. Any Other Competent Business

P Sawers enquired to whether the committee were agreeable to VIP members being allowed to purchase any un-stocked items from the Pro-Shop. C Sinclair advised that his thought behind this option is that members, and in particular VIP members should be made to feel that they are receiving a high end service. CGLMC Ltd currently have an account with all suppliers through the TGI system and this is something that is currently available to all members already.

P Sawers advised that she believed H Oswald's concern with this was that the Pro-Shop should not be selling anything that is not stocked in the store as this is then in direct competition with other shops in the local area. The committee agreed that any other shop in the local area could offer the same option as the Pro shop.

C Sinclair advised that he wants to look after the VIPs and also wants to make as much profit for the shop as possible. Even although a profit will not be made on the individual items, there will still be a profit made for any members signing up for the scheme, and CGL receive 1% cash-back on every order made through TGI. This does not impact on the operations of the shop in any way, as it is a service that is already being provided. The committee agreed that they were happy for this scheme to keep running as it is.

This option of ordering in specific items for members will not be advertised, and it will only be offered on the request by a member. P Sawers will clarify this to H Oswald and an email will be sent to all Directors with clarification. Directors have to be aware of this situation before the open evening on 28th March.

There being no other competent business, the meeting was then closed at 1935 hours.