

**Minutes of the CGLMLC Ltd Pro-Shop Sub-Committee Meeting
held in the CGLMC Ltd Office on Tuesday 13th May 2014**

Present: R Reyner (Pro Shop convenor), C Yule, L Gordon, W Thompson, G Murray.

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

Meeting began 1830 hours.

1. Apologies

G Paton, J McLeish, P Sawers.

2. Head Professional's Monthly Report

C Sinclair advised that as of today, there are now 51 Members of the VIP Scheme.

TGI Golf Statistics

C Sinclair explained the breakdown of the statistics. He advised that the newsletter was sent out to 1,100 email addresses and suggested that it would be good to get more email addresses. CGLMC Ltd currently have less than 1,000 email addresses for over 2,000 members. R Reyner proposed that a one off direct mail shot be produced which will go out to all members who have not yet submitted their email address to CGLMC Ltd. L Gordon asked whether this information could be sought from the club secretaries. It was advised that due to data protection laws this information could not be passed on to CGLMC Ltd. The committee agreed that it would be better to keep this project of collecting email addresses in house. The committee agreed to organise a mail shot. W Thompson advised that this is a good start for the TGI newsletter. He suggested that it would be good to know the amount of people that other clubs using the TGI golf newsletter are reaching.

W Thompson advised that he likes the way in which the Pro-Shop are now presenting the figures. They are now transparent and fitting in with the forecast. The figures are a little ahead of budget. W Thompson advised that using this new system, the downtime of the shop can be viewed independently on a month to month basis.

3. VIP

C Sinclair advised that a VIP introduction evening will be held on 20th June. This will be open to all season ticket holders and VIP members. This should be a fun and informative evening. The objective is to reach 150 VIP members in the coming months / year. W Thompson advised that having 51 members currently is a good start that can be built on. It is hoped that the summer months will see more members signing up to the scheme.

Non Stock Items

R Reyner advised that P Sawers met with H Oswald and B Boyd to discuss this further. It was advised that H Oswald and B Boyd are happy to allow the system to run, as long as it is not being marketed, and is only offered if a member asks for it. The committee discussed whether golfers should be offered the item at cost price or 15% less than the retail cost. The committee agreed that due to the administration costs and as to not undercut the other local businesses as heavily, the 15% less than retail cost will be applied to items sourced in for individuals. G Murray advised that this is a service provided to the members. C Sinclair advised that this is not something that is taken up by members regularly.

Bag Tags

The bag tags are now in stock. They will be handed out to members when they check in at the Pro-Shop.

4. Junior GolfNew 6 Hole Course

The new 6 hole Junior course is now open. C Sinclair advised that there are clubs available for Juniors to use at no charge.

Junior Convenor

R Reyner advised that the applications are now in for this post. It is hoped that interviews will take place shortly. R Reyner advised that the committee will be kept up to date with the progress.

Junior Ryder Cup

A Junior Schools Ryder Cup style tournament will take place on Friday at the Burnside. All participants have been given caps.

5. Staff

The committee extended their congratulations to Nikki Christie for passing his exams. C Sinclair is to pass this on to Nikki.

C Sinclair advised that he would like Rebecca Tully to link up with the Ladies club as she is the first female professional at Carnoustie.

6. POS Merchandise

R Reyner advised that the website needs to be redesigned in a way in which golfers buying their ticket to play at Carnoustie are offered such things as embroidered caps once they have completed their purchase. The caps could be ordered in advance and would be collected when the golfer arrives at Carnoustie. G Duncan advised that the website as a whole is currently being reviewed and will be re-designed in due course, but in the meantime, it may be possible to add this pop-up style offer. R Reyner suggested that once the pop-up offer is up and running, all golfers who have booked to play at Carnoustie this year can be emailed the offer also.

W Thompson enquired to whether C Sinclair was happy with the new POS software as it appeared there had been some problems initially. C Sinclair explained that he had a new computer installed and as it being used as the server for the POS system, there were set-up issues to be resolved. There are minor teething problems to be resolved, but further training is being undertaken. C Sinclair advised that he is very happy with the system, and it is much better than the old software.

Sederunt. L Gordon left the meeting.

7. Any Other Competent Business

Professionals Attached to CGL

W Thompson advised that he would like to have this issue clarified finally. He suggested that it should be the General Managers responsibility to make sure that all professionals attached to CGLMC Ltd are signed into an appropriate contract. It should be the professional's responsibility to make sure that they are correctly registered with the PGA. W Thompson suggested that G Duncan should sign off the PGA yearly audit.

G Duncan advised that CGLMC Ltd currently do not have any professionals, other than the staff professionals, attached to the business. C Yule enquired to how a professional can be officially attached to CGLMC Ltd. He was advised that a Professional has to be employed by CGLMC Ltd and work a minimum of 20 hours per week for the business. Many professionals in the past have simply self-declared themselves as attached to Carnoustie Golf Links when entering competitions. The committee then proposed that any professional who would like to be officially attached to CGLMC Ltd must sign a contract, have a CGLMC Ltd Season Ticket, be a qualified professional and be seen as a 'fit and proper person'. C Sinclair is to assist the General Manager in any PGA related aspects.

Discussions were held regarding whether professionals who are not attached to, or employed by, CGLMC Ltd should be allowed to give lessons using the CGLMC Ltd practice facilities. R Reyner suggested that, as a minimum, all lessons should be booked through the Pro Shop. C Yule advised that he would prefer to go further, as CGLMC Ltd have professional golfers that can offer lessons and other professionals should not be allowed to potentially take this business from CGLMC Ltd using the facilities paid for and maintained by CGLMC Ltd. C Sinclair agreed with C Yule and advised that he would not be comfortable allowing other professionals to give lessons at Carnoustie. W Thompson advised that he was only aware of one person, who is not CGLMC Ltd staff member, who gives lessons at Carnoustie.

G Duncan advised that professionals giving lessons at the practice ground had been custom and practice at Carnoustie for many years and therefore it was not the case that permission had been required to do this. G Murray said that circumstances were different now since CGLMC Ltd bought over the Pro shop from the Hotel.

After further discussions, the committee agreed to recommend that no professional, unless employed by CGLMC Ltd, can give lessons using the practice facilities at Carnoustie golf links.

There being no other competent business, the meeting was then closed at 1910 hours.