

**Minutes of CGLMC Ltd Pro Shop Sub-Committee Meeting held in the Committee Room at 20 Links Parade on Friday 28 March 2013**

Present: W Thompson (Pro Shop Convenor), G Wilson, P Sawers, C Yule

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

Meeting began 6.00 pm.

**1. Apologies**

G Murray

W Thompson opened the Meeting by stating that it was vital to have the aims and objectives of the Pro Shop clearly defined. Only by doing this, could proper decisions be made with regard to the running of the shop. To do this properly, he and G Duncan were working on producing an operations manual for the Pro Shop which would focus on the Pro Shop only. G Duncan was also producing operations manual for the Pro Centre and once these documents have been delivered, then an exercise could be undertaken to identify areas, such as staffing, where the best use of resources could take place.

W Thompson said he felt these documents would provide a mechanism whereby the directors could agree exactly how they wished the Pro Shop to operate and having done so, it would make for much more straightforward decision making in the future.

**2. Winter Season Update – Colin Sinclair**

C Sinclair said that the main bulk of work during the winter was preparation for the following season. He had had a large number of supplier meetings and had arranged a deal with Adidas which would considerably enhance the shop.

W Thompson commented that, while he was fully supportive of the Adidas deal, he would like in future to have the opportunity for the Directors to consider such contracts prior to them being agreed.

However, he said he expected this would be covered in the operations manual where it would be clear which matters required Director approval and which were devolved to the Head Professional.

W Thompson also said that, with the increased frequency of Pro Shop meetings, he felt that they would be an ideal forum for the Head Professional to bring these matters to the attention of the Directors.

C Sinclair said he was using part of the training budget to arrange a staff exchange with Brookline Country Club in Boston where Michael Maxwell would go to Brookline for a week and one of the Brookline staff would come and work at Carnoustie.

C Sinclair also explained there was an opportunity for Michael Maxwell to work overseas in the U S A during November to April and that he would provide further details with regard to this in due course.

**3. Checking in at the Pro Shop**

G Wilson explained that this matter was already under consideration by the Season Ticket Sub-Committee which was due to meet again in June for further discussions on this matter. However, he welcomed C Sinclair's input with regard to how he felt the process had gone.

C Sinclair said that the checking in process was very straightforward although he mentioned that a number of golfers did not come into the building. Instead, they would leave their playing partners to check in on their behalf.

C Sinclair said that the ballot had been a more awkward situation. The Pro Shop had administered the ballot strictly according to the rules and that had caused some difficulties with the early times during the winter months.

G Wilson said that he was firmly convinced there was a need for a separate summer and winter ballot and that this was something which would be discussed by the Season Ticket Committee.

P Sawers asked how the ballot rules card was coming on. G Duncan said it should be ready for distribution in the next few weeks.

G Wilson also commented that the Golf Services Manager was producing a report with regard to the use of fobs as a means of checking in and that this would also be discussed at the next Season Ticket Sub-Committee Meeting.

**4. Share in Our Success Promotion**

It was agreed that fliers should be produced for distribution via the golf clubs and the starters' boxes to alert Season Ticket Holders to the "Share in Our Success" promotion.

**5. Club Fitting and Staffing**

W Thompson said he would like to leave discussion on these matters until the operations manual had been completed and approved. He felt that this would take around 6 – 8 weeks. However, he was conscious that there may be "duty of care" issues with regards to employee welfare, particularly in terms of opening and closing the building. He suggested that, if any such issues did occur during the period prior to the operations manual being agreed, that G Duncan and C Sinclair should be given authority to deal with those without having to refer back to the Directors. This was recommended for approval unanimously.

As there was no other business, meeting closed 7.40 pm.

