

Minutes of the CGLMC Ltd Pro Shop Sub-Committee Meeting held in the CGLMC Committee Room on Wednesday 1 May 2013 at 20 Links Parade

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

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

Meeting began 6.00 pm.

1. Apologies

G Wilson

2. Head Professional's Report

C Sinclair explained that visitor numbers had been down in April and this had impacted upon the sales. However the average spend remained high and feedback from visitors on the aesthetics and product in the shop had been very positive. W Thompson said he would like to sit down with the Head Professional and go through the year's progress so far, particularly with regard to stocking the shop.

In that regard, W Thompson asked that G Duncan supply a 3 monthly forecast for predicted visitor numbers and spend in the Pro Shop.

C Sinclair said that member play was also down in April and this was probably weather related.

C Sinclair said that N Christie and M Maxwell had been sitting PGA exams and explained the process for achieving qualified PGA status. C Sinclair said that M Maxwell had now resigned and was taking up an assistant professional position with the Wentworth Club in Surrey. C Sinclair said that R Goodfellow had been retained on a season basis to replace M Maxwell as he had the necessary PGA qualifications for junior coaching.

C Sinclair said that M Maxwell would now not be attending the staff exchange in Brookline, Boston.

C Sinclair explained that staff has undergone product knowledge seminars from various suppliers and these have all been completely satisfactory.

W Thompson commented that he wished the actual figures to be set out differently to reflect more accurately the performance of the Pro Shop. G Murray said that he had met with the auditor, Iain Palfrey, who had provided advice as to the various methods of allocating the figures. G Murray suggested that he and W Thompson meet to come up with and agreed format.

C Sinclair advised that a season ticket holder had to be collected from the course following a burst varicose vein and that an ambulance had been called. C. Sinclair congratulated the ranger, Harry Kennedy, on his excellent work during this incident and also commented that the procedure with regard to meeting the ambulance and getting it to its location as soon as possible had worked very well.

C Sinclair said he was concerned that the cafe in the Pro Centre had been running out of certain items on a frequent basis. He said he had highlighted this to the Hotel but so far there had been no improvement. G Duncan said he would undertake to write formally to the Hotel expressing that concern.

3. Pro Shop Operations Manual

W Thompson provided an update on the Pro Shop operations manual and said he was pleased with the progress that had been made so far. He reiterated his view that, as well as a Pro-Shop operations manual, Carnoustie Golf Links required a Golf Centre operations manual. P Sawers commented that G Wilson was working on this with G Duncan and that progress was also being made.

4. Any Other Competent Business

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G Wilson entered the meeting.

C Sinclair said that the Ladies Golf Club had recently arranged junior coaching for under 10's behind the Golf Centre using foam balls. He felt this had been very successful because it allowed parents to watch and also did not involve the junior golfers making their way out to the full Practice Ground. He said that as it was only foam balls that were being used, there was no danger to the building or members of the public. He asked whether the normal under 10 junior coaching could follow similar format and this was recommended for approval unanimously by the Committee.

P Sawers suggested that the Guide & Gazette be invited to run an article on the Shop and the Golf Centre and it was agreed that a reporter should be contacted to speak to C Sinclair.

C Sinclair said he would like to thank Michael Maxwell for his contribution to Carnoustie Golf Links and to wish him well for his future career with Wentworth. This was supported by all members of the Committee.

There being no other business, the Meeting closed at 6.40 pm