

Minutes of the CGLMC Ltd Pro Shop Sub-Committee Meeting held in the Boardroom at 20 Links Parade on Thursday 29th October 2015.

Present: I Frier (Pro Shop Convenor), P Sawers, C Yule, J McLeish, G Paton

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

The meeting began at 1900 hours.

1. Apologies

W Thompson, G Murray, L Gordon

2. Declarations of Interest

There were none.

3. Head Professional's Monthly Report

I Frier pointed out that the VIP members had increased to 96 with the hope of reaching 100 by next spring. He said this was excellent and very welcome. C Yule asked how many there had been last year. C Sinclair said that it had been 60 at the same time last year.

I Frier asked when Fraser Mann's junior report would be ready. G Duncan said it should be ready at the start of November.

I Frier asked for details on the recent health and safety incident. C Yule said that there hadn't been an incident as such, but that they had taken care of a man who seemed to be poorly outside the golf centre. They had taken him inside and kept him warm until the ambulance came.

I Frier asked C Sinclair to pass on his thanks to the Pro Shop staff for an excellent sales performance.

4. Custom Fitting Update

I Frier explained that an initial meeting had been held with the Carnoustie Golf Shop on 5th August 2015. He said it had been a constructive meeting and the aim would be to work together. P Sawers presented a draft minute of understanding which would be reviewed

prior to a further meeting with the Carnoustie Golf Shop. C Yule asked if this was an agreement rather than a contract. P Sawers agreed that it was a partnership agreement.

C Yule expressed concern about entering into this agreement.

J McLeish asked C Sinclair how many clubs would be sold yearly. C Sinclair said that perhaps up to 20 to 25 drivers and perhaps up to a dozen sets of irons would be the likelihood.

C Yule said that a 1 year trial would be acceptable to him but then a further agreement of 3 to 5 years may be an appropriate timescale at the most. I Frier said that after the year the Trustees could review the sales figures and if season ticket holders were happy having this service.

It was agreed by the sub-committee to put forward the proposal for a 1 year trial period to the full board.

5. Customer Experience Review

I Frier said that while spending time as a caddie he has noticed that the customer experience needs to be improved. He said that after the golfers are dropped off at the golf centre, they frequently seem to be left to wander around. There seemed to be no structure to them arriving, being checked in and then meeting their caddie. I Frier said that he proposed to put together a customer experience group who would look into this over the winter and discuss best practices with other venues and with each other and bring this back to the sub-committee.

It was agreed that the group would include I Frier, C Sinclair, C McLeod, W Thompson, C Yule and A Reid, if and when he was available.

6. Lost Property Register

I Frier said that this had be referred from the Greens Sub-Committee. He said that it had already been agreed to produce a lost property register. This would be under the remit of the customer experience group to look into how this should be produced.

7. Pro Shop Future Developments and Implications of Proposed Golf Centre

P Sawers said that in future all sub-committees must send out all documentation to be discussed to the Trustees beforehand.

P Sawers thanked C Sinclair for putting a report together but she pointed out that she and the other Trustees hadn't discussed the interior of the proposed extension. She said that

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this was something to be discussed at the Major Projects sub-committee meeting after the professionals in this field had brought together their findings and also if the planning permission is successful. She assured C Sinclair that the feedback from the management team would certainly be looked at but at the moment the Trustees had everything in hand.

I Frier said that C Sinclair had brought up some points that would need to be looked at. G Duncan said that Darron Mackay from Christies would be meeting next week with the management team regarding the operational impact.

8. Any Other Competent Business

There was none.

There being no further business the meeting closed at 1930 hours.