



# PACIFIC HARBOUR

GOLF & COUNTRY CLUB

## MAC - Minutes

**Date:** Tuesday 13th November 2012

**Time:** 5:45pm – 8:45pm

**Attendees:** Marcus Sullivan; Hayden Braham; Lauren Chapman; Trent Scaysbrook; Daryl Wilkins; Linda Bailey; John Gemmell; Kevin Moore; Peter Cook; Marg Bailey; Ross Evans & Gus Wittleton.

Previous Minutes			
TOPIC	COMMENTS	WHO	WHEN
<b>Quantity of 4BBB events</b>	The number of 4BBB events will be looked at closely for the next member's handbook. Hayden requested any suggestions for the program from the MAC for December's meeting.	HB	December 2012-May 2013
<b>4BBB Events in conjunction</b>	4BBB Events will no longer be run in conjunction with Single Events. Will be run in two grades. Trent to investigate median for 4BBB events over the last 2 months and report at December Meeting. Handicapping conditions for 4BBB event to be published in the members Newsletter.	TS	ASAP
<b>Silver markers</b>	Trial of Silver Tees to take place on the Wednesday 5 <sup>th</sup> of December and Saturday 15 <sup>th</sup> December. To be advertised in Member Newsletter and a questionnaire given to all ladies on the day for feedback for the Ladies competition meeting called. This will be held on Tuesday 8 <sup>th</sup> Jan at 3pm with the following to be invited (Linda Bailey, Marg Bailey, Nance Flohr, Barb Moxham, June Wills, Carolyn O'Brien and Linda Harrison). The agenda including; Silver Tees, 2 Division in the Ladies and the further development of Ladies Members and the encouragement of progression from Monday to Tuesday to Wed/Sat Competitions. Investigation into Women's Field sizes and median H'Cap to be performed before January Meeting.	TS	5 <sup>th</sup> December/ January 2013
<b>Stickers For Golf Cart Windscreens</b>	KM has a template for cart stickers to notify players of simple rules on the course. Quote for these to be produced to be sourced from Charlie.	HB & TS	December 2012
<b>Members Carrying their Bags to Carts &amp; Manning if the Shop</b>	A Golf Operations meeting was held and this issue brought to attention. Staff aware to ensure service levels are provided to the level expected by members. Trent to further improve this through training. Re manning of golfshop, RE raised continued concerns on this issue. HB advised that the new Voicemail system will assist – now when Reception phone is not answered options are given to transferred to	TS	Ongoing



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	restaurant bookings, golf shop etc instead of going in the first instance to the golf shop.		
<b>Management decision to change direction of play without consultation</b>	MS advised order of play matter is ongoing, not resolved. MS has yet to meet with Councillor Gary Parsons. Advised there are no hidden agendas, though development needs to be EPA compliant. Getting quotes for an electric greens mower. RE advised he has been monitoring the electronic timesheets and unable to see the financial benefit. MS advised that with summer coming we will see more bookings in the earlier timeslots and reiterated the other reasons for the swapping of the nines.	TS & MS	December 2012
<b>Reimbursement of comp fee for Friday's washed out comp</b>	Reimbursements are available for collection at the Pro Shop	HB	November 2012
<b>New Business</b>			
<b>Who has right of way golfers or wedding parties</b>	Golfers have initial right of way. For any future lunchtime meal service weddings, Rebecca is aware of this situation and it will be avoided wherever possible in the future.	Rebecca/MS	Actioned
<b>Watering of course &amp; New residential areas</b>	The residential area does not use PHG&CC's water source. The pumps are back working again and are keeping the level of the dams and driving range at a stable level.	KN	Ongoing
<b>Competition prizes</b>	John Gemmell received email from a member regarding whether any action was taken by PHG&CC regarding the previously raised issue of prize money distribution. HB, MS & MAC confirmed this matter had been investigated and as minuted per the previous MAC meeting, the MAC supports and is comfortable with management's transparent course of action moving forward as being dutiful and appropriate. No further action required.	All	N/A
<b>Tree roots exposed in fairway sand bunker left on the 12<sup>th</sup> hole</b>	The tree roots have been removed by the agronomy team, this issue will arise in the future, but the same method will apply by removing the roots. Please notify Kelvin directly if tree roots are noticed in the future.	Kelvin	Ongoing
<b>Ladies open day</b>	There has been a fantastic response to the open day to be held on Monday 19 <sup>th</sup> November. We will be hosting a full field of ladies from all clubs in the northern district.	HB/LC & MB	November 19 <sup>th</sup> 2012
<b>4BBB Matchplay Honour Board</b>	The Honour board sits with Charlie Orchard completed ready for the names to be placed. The names will be given to Charlie by the end of the week.	HB & TS	ASAP
<b>Easter Masters Honour Board/Trophy</b>	Placement to be decided and organised to be displayed in the clubhouse.	HB & TS	ASAP



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<b>Provisional ball sign at 4<sup>th</sup> hole</b>	MS to organise for the sign to get made up and put in place ASAP. JM to assist/advise on wording.	MS	December 2012
<b>PHGCC vs Bribie Island Challenge</b>	MS to chase this event up with Steve Middleton (BIGC GM).	MS	December 2012
<b>Consistency and quality of food</b>	RE explained the consistency & quality of food being produced is concerning. Noted.	RE & MS	Ongoing
<b>Training of staff &amp; customer service</b>	The introduction of David (new F&B Manager) in the coming weeks, will co-inside with an increase in front of house staff training being offered to assist with the quality and on-going consistency of service.	MS	November-December 2012
<b>Menu Changes for Summer</b>	The Kitchen Staff are putting together a proposal for the new summer menu, to be approved by MS & suggestions made by RE when draft is ready.	MS & RE	December 2012
<b>Wine Cellar &amp; Bar Update</b>	Primary beer supplier / contract to be finalised by MS in coming weeks. Asahi announced as new official premium beer supplier and corporate partner members. New F&B manager to construct new wine list with approval from MS and recommendations from RE. Wine Cellar space to be investigated further by MS	MS	December 2012
<b>Function food to be sold as daily specials</b>	RE expressed his want for the possibility of having the dishes served in functions to be available as specials in the Café. MS to discuss with chef and consider roll out of same.	RE/MS	December 2012
<b>Member Feedback on menu</b>	The feedback is that there is not a large enough variety, LB raised the want for Steak, Chips & salad, Roast nights and a Mixed Grill. New Summer menu to address these concerns.	LB/RE & MS	Ongoing
<b>Salads</b>	RE & LB expressed how the salads need more “body” to go with greens. MS to follow up with chef, with a view to increasing the substantiality/produce.	MS	ASAP
<b>Formal dining restaurant</b>	There has been discussion for getting the formal dining experience back at the club. MS has advised that is a possibility once there is a greater consistency in PHG&CC’s food provision.	MS	Ongoing
<b>Foundation members benefits</b>	MS will be holding a meeting with MAC foundation members to discuss the benefits available to members as previously addressed.	MS	December 2012
<b>Members parking in front of club house on Friday night members draws.</b>	There will be a note going into the newsletter to inform members that the front of the club house is restricted to disabled parking only.	MS & DW	This week



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<b>Members Events</b>	LB, MS and Rebecca had a meeting to discuss 2013 social events. We have listed all the 'known' events and Rebecca is compiling a calendar to work from. This includes social and golf events. A meeting is being held prior to December MAC to discuss further planning.	LB	Ongoing
<b>Reciprocal Golf Days</b>	PHG&CC to host reciprocal golf days here at the club for our reciprocal golf clubs and other venues. Possible PHG&CC members v's visiting club events.	HB/ TS	Ongoing
<b>Ladies Competition Golf</b>	Suggestions from June Wills to be tabled in Ladies Competition Golf Meeting in January	TS	8 <sup>th</sup> January 2012
<b>Black Marker Challenge</b>	Ongoing suggestion for the introduction of a Black/Silver Marker Challenge to be investigated further. Meeting to be scheduled in December for this to be further developed	HB, TS, JG, DW, MB, KM, GW	December 2012
<b>Pacific Harbour Invitational (formerly Pac Harbour Challenge)</b>	Postponed event to be launched on 31 <sup>st</sup> January 2013. First event as a Members and Guest only. Formerly promised Taylor Made sets of golf clubs to be provided as prizes on the day. Asahi as prospective sponsor, or new wine supplier. Members to be advised of this in the Newsletter before the end of November. HB & MS to have meeting with JG & DW.	HB & MS	December 2012 / January 2013
<b>Email From June Wills</b>	Marg Bailey tabled email from June Wills regarding divisions for men and women, results, prize money, strike and 4BBB comp. Email has been previously distributed via email to MAC after agenda items closed. It was agreed that the contents of the email would be held over to the December MAC to allow time for everyone to review the email so a proper discussion can be held then.	MB	December 2012

**\*\* Next MAC Meeting & Appreciation Dinner – From 5.00pm on Thursday 13<sup>th</sup> December 2012\*\***