



Meeting Minutes-Summary
August 17, 2014

PRESENT: Rick Daniel, Carla Hage, Dave Petersen, Tom Tittermore, Peter Hopkins, Greg Andrew, Chris Schatzmann, Sean Kjemhus

ABSENT: Ian Hamilton, Terry O'Neill, Meredith Westgate

Meeting Minute summary:

GA called meeting to order, 2nd- DP

- 1) Accept minutes from previous meeting – approved, Clarification on shoe service area and costs.
- 2) Membership Sales Program- Continued interest, no new sales. Recreational property owner's golf differs from traditional golf course membership. Canmore courses option, still very inexpensive for permanent Canmore residents. CH/PH Question- Are Members permitted to have someone play on their membership? GA- Explained that if a Member cannot use their membership, they are still obligated to pay annual dues. By allowing someone else the privilege of playing on an absent Members membership, the club still gets the traffic and the Member gets additional value for their membership. The Member would be on the hook for any outstanding amounts owed on account, approved by Owners. PH- would be good to define a length of time someone could use this privilege, 2-3 yrs? Group agreed, GA to take to owners.
- 3) Family tee pass holder numbers capped. Using 2014 as a focus group, changes and improvements to be implemented for 2015. Great stories coming out of program. CS/SK, etiquette seems great, players want to learn and fit in, comp lessons were key to get buy in.
- 4) Working on Troon card option for club Members.
- 5) PH- explained request for Advisory group to take on a more active role in club events. Mgmt concurred, group and staff to work together. Questionnaire to be used as starting point on several issues on the Members calendar of events. CH- M/G events should be an all-out affair, an expression of the club. Everyone agreed.
- 6) Club Communication- Website- Members only section, club history section started, minutes summary posted under Club Rules & Regulations section.
- 7) DP- Can we add a Members comment section (Forum) to help foster communication with Members? Great idea, good discussion followed. Would help throughout off season in particular. RD- Will need mechanism to keep current, respond and remove off side comments. GA- will check with IT people on creating a forum for Member communication. CS- looking at online booking options this fall. Group- need to create ways Members to the website. For events, tee times etc.

- 8) CH- Member cancellation of times and no shows? GA- still monitoring at this point, if a problem arises, discuss with Member. No additional fees charged at this point for abuse of the system.
- 9) Golf Course Maintenance report- SK read report
- 10) Looking into a better system for sand & seed at the tees, the old system was dirty and didn't work as the sand held moisture. RD- Could we place sand & seed bottle stations throughout course? Sean to look into procedures and cost.
- 11) Sean explained how stones migrate to the surface in bunkers and how the club was working to skim out stones using a special piece of equipment.
- 12) CH- What information is provided to event stakeholders re: condition of the course and general maintenance? CS- explained contract, rule sheet and course ambassador information and procedures. Additional information should be added on the carts.
- 13) CS reviewed golf shop report. A number of questions to be added to the Members questionnaire re: league play, participation in club events etc.
- 14) Food & Beverage- Staff is a major issue at club and valley, may have to look into staff accommodation options for 2015.
- 15) DP- can we bring back the tables and chairs on the driving range? GA- existing inventory of equipment needed work but following maintenance, area could be set up again. Group- need better consistency at concession.
- 16) Greg to establish timeline for questionnaire preparation, work with group on questions for expanded Advisory board role. Work through process of using "Survey Monkey" as key method of distribution. Send out questionnaire by middle of September.

Adjourn meeting- CH,
2nd- DP

Next meeting in October