

Clare Golf & Country Club

Manager's Yearly Report – 2019

In looking back on 2019, it is good to reflect on what has happened whether positive or in the need's improvement category.

Noteworthy items:

- We were able to improvements streamline our operations which helped us return to profitability.
- Major repricing in our kitchen and bar area was undertaken and this will certainly help us in the future and will help make our kitchen operation more sustainable. This coupled with a revamped menu has helped to raise our sales daily.
- Chase the Ace was a huge success. It brought people back to our Club House in a big way especially on Thursday nights. We must thank the Committee, Board, volunteers, musicians, and staff for great team effort in making this event a success.
- On the golfing side, we saw increased numbers with more people playing golf and using our facilities.
- We have reviewed and adjusted all pricing of special events including weddings, Christmas parties and corporate events. We had a fair number of these events throughout the year, and we reviewed all of them to ensure in the future that these are profitable for our Course.
- Andrew and his crew did a phenomenal job in maintaining our course. Jeanne and her kitchen staff came through in a big way and Janice and her staff did a great job keeping the course running smoothly. Jeanne and her kitchen & bar staff came through in a big way as well as Janice and her Pro shop staff. On the accounting side, Philippe and Elaine also did a great job.
- The relationship between Management, the President, Executive and the Board was incredibly positive. We were on the same page on all important issues.
- Promotion of the items we sell in the Pro Shop can be improved. We had to liquidate items that were not moving quickly, or we had in stock for a long time. Most of these items have now been sold or used for prizes.
- Conditions of our equipment continue to be a challenge. We still have some plumbing issues; golf cars are older and need upgrading as well as our gang movers and other items.
- We had challenges with doing some of our in-house tournaments. Due to lack of time and volunteers, we had to cancel the Memorial. We must look at how and when we host tournaments to ensure our tournaments are sustainable in the future.
- Staffing of kitchen and Pro Shop will be reviewed early next year to ensure we have enough staff to work the hours we are open. Some of our staff worked too many hours and we were fortunate that we were not hit with any major sickness or leaves.
- We need to review how many events we will host during our peak season (May – September) to ensure that we deliver the service our members and shareholders expect. We had quite a few in 2019. These included course and private events and this were taxing on our volunteers and staff.

- A big thank you to all our volunteers for helping with all our events etc. Without all of you, it would be impossible to accomplish everything we do.

Overall, I felt that we made some major headway in 2019 in turning things around for Clare Golf & Country Club. The Board, Management as well as the staff and volunteers all worked well together to make things happen in a positive way.

I personally would like to thank the President, Executive as well as all Board Members for your support and confidence you put in me. It was a pleasure for me to join your team. We have worked extremely well together, and I look forward to working with all of you in 2020.

Respectfully submitted:

Paul Emile LeBlanc

Interim Manager