

Consolidated Meeting Minutes

The meeting addressed several key issues concerning the David Lloyd Golf Club, focusing on improving course management, member experience, and operational efficiency. Discussions centred around unauthorised course access, volunteer marshal implementation, committee restructuring, course maintenance budgets, communication strategies, and competition rules.

Unauthorized Course Access & Marshal System: Members expressed concerns about non-members using the course without paying. A volunteer marshal system was proposed to address this, with a target implementation date of June 1st. The system would include marshals clocking in and out, using a WhatsApp group for communication, and assisting with scorecard management during competitions.

Committee Structure & Staff Roles: The workload on captains was highlighted, leading to discussions about forming a committee to assist with administrative and social event tasks. A review of staff roles and responsibilities was deemed necessary, with a meeting scheduled for June/July to further discuss the committee structure.

DL Golf Club Operating Model: The current membership model was affirmed, with a focus on integrating health club members into golf activities. BRS booking system improvements were also discussed, including removing non-members and enhancing training.

Course Management Budget: The course maintenance budget was reviewed, with discussions focusing on prioritizing essential tasks like weed spraying and coring. The need for a new greenkeeper vehicle and potential budget adjustments were also addressed.

Two's Competition: The rules of the two's competition were debated, with a proposal to simplify participation. A decision was made to donate unclaimed prize money to charity at the end of each golfing year.

Communication Strategies: The effectiveness of WhatsApp communication was questioned, leading to discussions about alternative platforms like Intelligent Golf and the David Lloyd newsletter. Concerns about GDPR compliance and member privacy were raised.

Course Improvements & Maintenance: The need for a bench on the eighth hole was agreed upon. The ongoing issue of leaves obstructing ditches and drainage was addressed, with a commitment to improve maintenance. Tee marker improvements and addressing burn on specific holes were also discussed.

General Operational Issues: The meeting also touched upon the need for a clear definition of roles and responsibilities between the golf club members and the David Lloyd business. There was also discussion around the high rent cost for the land.

Action Items with Owners

Now, here are the action items, grouped by the responsible individuals or parties:

Speaker 1 (Mark):

- **Implement Volunteer Marshal System:** Recruit, train, and manage volunteer marshals. Establish a clock-in/out system and use a WhatsApp group for communication. Ensure the system is operational by June 1st. (Action on Mark by 1st June 25)
- **Clarify Marshal Responsibilities:** Communicate the marshals' role in scorecard assistance and reinforce members' scorecard responsibilities. (Action on Mark to deliver by end of May 25)
- **Address Course Maintenance Needs:** Prioritise weed spraying and coring. Provide the committee with a detailed cost breakdown. (Action on Head Green Keeper to update committee by end of May 25)
- **Improve BRS Booking System:** Remove non-members and enhance BRS training (Action on Mark by end of May 25).
- **Integrate Health Club Members:** Invite health club members to golf activities. (Action on Sarah/Mark , ongoing)
- **Monitor Marshal Effectiveness:** Track the marshal system's impact on unauthorised course access. (Action on Mark to manage to update committee by end of June 25)
- **Address Dog Walker Issue:** Continue educating dog walkers on course boundaries. (Action on new starter/ Mark)
- **Research WhatsApp Communication Group:** Investigate the pros and cons of a WhatsApp group and decide by the end of April. (Action on Mark ongoing)
- **Explore Intelligent Golf Communication:** Investigate and consider Intelligent Golf for member communication. (Action on Mark)
- **Improve Email Communication:** Clean the email database and utilize Intelligent Golf for better communication.(Action on new starter / Mark)
- **Address Leaf and Ditch Maintenance:** Oversee leaf removal from ditches with greenkeeping staff. (Action on Head Green Keeper by end of April 25)
- **Evaluate Tee Marker Improvement:** Evaluate and decide on mounting tee markers on concrete slabs. (Action on Mark)
- **Address Burn on Holes 6, 7, and 17:** Resolve the burn issue. (Green keepers)
- **Distribute Meeting Minutes:** Distribute the meeting minutes. (Mark)

Speaker 2 (Sarah):

- **Implement Volunteer Marshal System:** Assist with the marshal system implementation. See above
- **Revisit Committee Structure:** Schedule a meeting in June/July and define new staff roles. (Ash)
- **Purchase New Greenkeeper Vehicle:** Continue the vehicle purchase process.(Action on Mark)
- **Install Bench on Eighth Hole:** Arrange for bench installation. (Mark)
- **Address Leaf and Ditch Maintenance:** Assist in addressing the maintenance issue. (Action on Head Green Keeper)

Speaker 4:

- **Revisit Committee Structure:** Participate in the June/July meeting and ensure staff roles are defined. (Action on Ash)
- **Decide on Unclaimed Prize Money:** Participate in the vote on two's competition money and communicate course maintenance costs.
- **Communicate Course Maintenance Costs:** Provide a breakdown of costs to the members.(Action on Ash)

Speaker 8:

- **Simplify Two's Competition Rules:** Implement the new two's competition rules. (Lynne)

Speaker 9:

- **Decide on Unclaimed Prize Money:** Participate in the vote and ensure unclaimed money is donated to charity. (Lynne)
- **Donate Unclaimed Two's Competition Money:** Ensure the money is donated to charity at the end of the golfing year.(Lynne)

Speaker 10:

- **Create Greenkeeper Work Schedule Visibility:** Assist in creating a system for greenkeeper schedule visibility.(Mark/Head Green Keeper)
- **Evaluate Tee Marker Improvement:** Assist in the evaluation of the tee marker improvement.