

Course Condition Action Points:

Action Point	Management Response
1. Address bunker raking issues promptly to prevent ruts.	Aussie raking method applied
2. Improve sand consistency and thickness in bunkers.	Review and addressing underway
3. Ensure consistent grass height around bunkers for a cohesive presentation.	Noted
4. Work on green speed improvement.	Regular Stimp measuring already done
5. Continue upgrading the course, focusing on bunkers and rough thickness.	Underway

Course Furniture Action Points:

Action Point	Management Response
1. Align tee markers accurately for a polished appearance.	Agree
2. Regularly maintain all course furniture, including gates, seats, fencing, and signs.	Underway
3. Introduce color-coded flags for front, middle, and back pin positions / publishing of pin positions e.g. A/B/C system.	Happy to look at system but this method is very time consuming
4. Install a sign on the first tee to discourage inappropriate use of trolleys.	There is signage

Driving Range and South Links Action Points:

Action Point	Management Response
1. Consider adding floodlights to the driving range if feasible.	Not possible - planning
2. Explore the possibility of using artificial mats on the driving range to reduce maintenance costs.	Desire to keep grass as much as possible
3. Enhance targets on the range and improve definition in the pitching/chipping area.	Work underway
4. Ensure the ongoing maintenance and popularity of the South Links.	Noted

Access Routes, Car Park, and Surroundings Action Points:

Action Point	Management Response
1. Address pathways' wear by considering plastic matting in high-traffic areas.	As much as possible we would like grass but where not possible pathways will be considered.
2. Improve the car park condition by fully tarring it to enhance appearance and cleanliness.	At the moment cost prohibitive but noted for future.
3. Explore using artificial protection on high-traffic routes for a balance between natural and artificial elements.	As point 1

Bookings Action Points:

Action Point	Management Response
1. Implement distinctions between guest and member bookings on the online system.	New system will provide some distinction.

2. Consider adopting a more advanced booking system like BRS for improved functionality.	As point 1
3. Encourage responsible booking behaviour with potential penalties for no-shows.	No shows already recorded.
4. Move to a 6 or 8-day booking system for increased flexibility	Moving to 8 days with new system

Clubhouse Action Points:

Action Point	Management Response
1. Regularly maintain and improve the presentation of tables and furniture.	New tables and chairs purchased.
2. Consider installing a rooftop webcam for members to check course conditions remotely.	We have the web cam but struggling to "stream" on our internet.
3. Maintain a dedicated Members Lounge and enforce its use policy.	Lounge exists policing to be addressed.
4. Address staffing turnover issues for better continuity of service.	Thankfully staffing much more stable.

Food & Beverage Action Points:

Action Point	Management Response
1. Review pricing to ensure it aligns with the perceived quality.	Work underway and member menu to be created when we move to new software system
2. Provide barista training to enhance coffee quality.	To be looked at.
3. Consider offering a members' bar food menu with improved prices.	As point 1
4. Evaluate the use of condiments on tables in the Members Lounge.	To be looked at.

Events & Handicaps Action Points:

Action Point	Management Response
1. Reintroduce post-event catering for players to enhance the social aspect.	Happy to but going forward there would have to be a cost to this.
2. Improve visibility of information for Shotgun and Medal Winners days.	To be discussed with MMG
3. Consider entry fees for events to cover costs and encourage participation.	Happy to look at entry charge but do not think this will help participation.

Membership Communication Action Points:

Action Point	Management Response
1. Increase frequency of member updates and consider a weekly newsletter.	MMG meetings moved to monthly and minutes published regularly.
2. Ensure life members receive communications consistently.	Noted.
3. Improve the club's website and provide timely course closure notifications via email or other comms method.	Web site is updated the moment a decision is made on

	closure. Staff also phone names on booking sheet.
4. Consider hosting new member events to enhance socialisation.	If there is a large intake of members this is something that can be scheduled.

General Feedback/Comments Action Points:

Action Point	Management Response
1. Clearly define the target standard and communicate it to align staff and operations.	Noted and working on this.
2. Provide regular reporting to members on progress and improvements.	Believe this is done through MMG minutes and updates.
3. Address concerns about the impact of events like the US Kids tournament on course conditions.	Do not believe there is a detrimental effect on condition after events.
4. Consider introducing a Mystery Shopper program to assess various areas of the club.	Company already do this.
5. Evaluate the balance between being a golf club and a hotel, focusing on member experience.	There is a need to focus on both but to provide a good experience for members and visitors/guests.