

Course Condition Action Points:

Action Point	Management Response
1. Address bunker raking issues promptly to prevent ruts.	Work underway to maintain Aussie Raking in bunkers.
2. Improve sand consistency and thickness in bunkers.	Regular survey done of all bunkers to try to achieve consistency.
3. Work on green speed improvement.	Speeds have been fairly consistent this year when testing.

Course Furniture Action Points:

Action Point	Management Response
1. Align tee markers accurately for a polished appearance.	Done, new markers being looked at.
2. Regularly maintain all course furniture, including gates, seats, fencing, and signs.	Staff in place to deal with this.
3. Introduce color-coded flags for front, middle, and back pin positions / publishing of pin positions e.g. A/B/C system.	Have previously issued positions with no real interest from members. Will consider pin flags.
4. Install a sign on the first tee to discourage inappropriate use of trolleys.	Signage on 1 st tee being considered along with 1 st hole improvements.
5. Install a drinking fountain on the course.	Location with suitable water supply to be found. Potentially around the 4 th /16 th fairways.

Driving Range and South Links Action Points:

Action Point	Management Response
1. Consider adding floodlights to the driving range if feasible.	Not possible from planning perspective.
2. Explore the possibility of using artificial mats on the driving range to reduce maintenance costs.	As much as possible we want to keep grass.
3. Enhance targets on the range and improve definition in the pitching/chipping area.	Work to start Autumn 24
4. Ensure the ongoing maintenance and popularity of the South Links.	

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 grass will be used and replaced.
2. Improve the car park condition by fully tarring it to enhance appearance and cleanliness.	Desirable but cost prohibitive at the moment.

Bookings Action Points:

Action Point	Management Response
1. Implement distinctions between guest and member bookings on the online system.	New system being worked on. Launched Autumn 24.
2. Consider adopting a more advanced booking system like BRS for improved functionality.	As above.
3. Encourage responsible booking behaviour with potential penalties for no-shows.	Staff do already monitor but the new system will make it easier.
4. Move to a 6 or 8-day booking system for increased flexibility	8 days being used in new system

Clubhouse Action Points:

Action Point	Management Response
1. Regularly maintain and improve the presentation of tables and furniture.	New furniture being ordered.
2. Consider installing a rooftop webcam for members to check course conditions remotely.	Camera will be installed August 24
3. Maintain a dedicated Members Lounge and enforce its use policy.	Staff to be reminded of the use of the room.

Food & Beverage Action Points:

Action Point	Management Response
1. Review pricing to ensure it aligns with the perceived quality.	Underway
2. Provide barista training to enhance coffee quality.	Agreed
3. Consider offering a members' bar food menu with improved prices.	Members menu to be implemented summer 24
4. Evaluate the use of condiments on tables in the Members Lounge.	To be discussed with Clubhouse team.

Events & Handicaps Action Points:

Action Point	Management Response
1. Reintroduce post-event catering for players to enhance the social aspect.	Catering is provided after some Shotgun events.
2. Consider entry fees for events to cover costs and encourage participation.	To discuss with the MMG

Membership Communication Action Points:

Action Point	Management Response
1. Increase frequency of member updates and consider a weekly newsletter.	Do not think there is enough happening to justify a weekly newsletter but will look to increase frequency.
2. Improve the club's website and provide timely course closure notifications via email or other comms method.	Course information is on the web site as soon as we have details from greens staff.
3. Consider hosting new member events to enhance socialisation.	Always willing to look at suggestions of new events.

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General Feedback/Comments Action Points:

Action Point	Management Response
1. Clearly define the target standard and communicate it to align staff and operations.	Management Plan to be considered.
2. Provide regular reporting to members on progress and improvements.	See response to Membership Communication point 1.
3. Consider introducing a Mystery Shopper program to assess various areas of the club.	We do have mystery shoppers to assess service and standards.
4. Evaluate the balance between being a golf club and a hotel, focusing on member experience.	We are always trying to balance the needs of members, residents and visitors.