



CEO's Report May 2019

Easter this year has been nothing short of astounding, the number of visitors to our region has greatly outstripped the expectations of the Club. Feedback was received that every camping site in Koondrook and Barham has been teeming with travelling families and the town has been the busiest it ever has been. It's this sort of activity that keeps our town alive so we must do all we can to keep our guests coming back.

Good Friday is usually one of the quietest days of the Easter break, but this year it had my catering and bar staff under pressure from the get go. In fact, if it wasn't for the Barham Hotel opening there would have been longer service delays from the catering department. Thank you, Barham Hotel, the Barham Bakery and any other operator that opened for lunch and dinner. In saying this I must make comment on the wonderful support the Club had from our staff, they did a magnificent job. I would never judge other businesses in our region for not opening their doors. The cost of operating during public holidays in wages alone 2.5 times the permanent Monday to Friday rate. This week there were three public holidays the equivalent of an additional 4.5 days salary for the week. Currently a level two catering casual employee currently receives an hourly pay rate of \$25.28. I think you can do the maths on what the cost of wages would be on a public holiday. Let me reinforce once again our staff did a wonderful job under extreme pressure.

I can advise that the Club's employment award is much more generous than the Hospitality award in NSW. The Club supports our staff with a Saturday pay rate 1.5 times the permanent rate and we pay 1.75 times the permanent rate on Sundays. Other hospitality operators only need to pay 1.5 times the rate on Sundays. Our staff are definitely worth the Sunday rate.

Facebook and other social media are always the bane of a hospitality manager's life, a minority of people are prepared to become faceless denigrators of any great business for the tiniest of imperfections. Because of the influx of guests the longest time taken to receive a meal after it was ordered was approximately an hour, which I believe is totally acceptable during Easter. Even with these delays it was wonderful to receive many thanks on social media for the service and quality of our meals. It was also refreshing to receive posts on Facebook advising the naysayer that delay of one hour was acceptable, they also commented on how hard our staff worked.

With McDonalds and other companies producing precooked burgers and chips on a ready to go basis there has been an expectation that "Club Land" should be competitive in this space. Unlike the fast food companies, we cook our meals to order and do our best to ensure they are fresh and enjoyable. To our locals and visitors thank you for your understanding.

The Club has recently purchased a replacement bus for the Ford Transit that has served us well over the last six years. Before we retire the Ford, we are going to determine if there may be another benefit for our members living in Kerang, Cohuna and Murrabit. We will trial the bus for a couple of months to determine if there is sufficient support to develop an additional service on Friday and Saturday nights, subject to a couple of conditions of course. If you would like to book the bus, a minimum six people (maximum of 11) is required and you need to give the Club 48 hours' notice. We will then pick your group up and return your group to one location in the town.

Pick up will reflect approximately 6pm and drop off will reflect approximately 11pm. Therefore, if you want a night out and no one wants to drive, give us a call, 48 hours in advance, Fridays and Saturday nights only.

Golf Resort works are now completed with the exception of a small amount of grass being established the facility now consist of four 2 -bedroom apartments, three 3-bedroom apartments, a 3-bedroom house, four spa cabins, eight ensuite caravan sites along with powered sites. There are two of the 2-bedroom/lounge/kitchen/laundry/bathroom cabins that will be sold via Facebook buy swap sell. Come out and have a look at the golf resort it's certainly looking great.

As always keep the faith, speak to you next month.

Kind regards,

Michael Alexander.