

BOARD OF DIRECTORS MEETING
THE MONARCH AT ROYAL HIGHLANDS, INC.
September 18, 2020

A meeting of the Board of Directors for The Monarch at Royal Highlands, Inc. was held at 8:30 a.m. in the Crown & Shield. Those present: Dick Sjogren, Steve Ryan, Ann Carter, Esther Patterson, Vince Laverghetta, Bob Keating, Steve Bryan and Bill Ortvals. Therese Buono was absent. Craig Misch, General Manager, Terry Stephenson, Course Superintendent, Lisa Applewhite F/B Manager, Crown & Shield, were also in attendance.

President – Dick Sjogren

Dick Sjogren called the meeting to order. The Minutes of the August 28, 2020 meeting were approved.

Superintendent's Report – Terry Stephenson

- Bushhog down.
- Bought John Deere Z Turn that is 2 years old for \$800 (condition was good).
- Worked on hydraulic leak on #9 green; we are going to reseed that area soon anyway.
- Fertilized greens and weak tees last week.
- Talked to Pete (Wesco) about a replacement for Bushhog. He sent some information on a Z-turn that is more maneuverable. Will wait until next Spring before doing anything about it.
- Sprayed flower beds with Roundup. Bob Keating mentioned there are 2 or 3 that are not being attended and they need to be sprayed; Terry will take care of them.
- Sprayed Pylex on rough on hole #16 past the bunker on the right where there is a lot of goose grass. The Bermuda will come back in 2-3 weeks and will spray again when it starts to recover.
- Terry's assistant, James Hopkins, worked his last day on 9/11. No acceptable applications yet.
- Leibold scheduled to come out first week of October to put pipe in at pump house and install lightning arrestors on course.

Manager's Report – Craig Misch

August Recap

Golf Department income was up \$8,549 over budget and \$10,462 over last year. Expenses in the golf department were under budget \$454 and under last year by \$2381. Our un precedented summer of golf continues to be strong.

Food and Beverage department revenue was up \$1,312 against budget and \$286 over last year. Expenses in food and beverage came in under budget by \$6,155 and under last year by \$5,155, payroll is the driving factor in the savings this month.

Maintenance department came in under budget \$3,919 and under last year \$5,751. This helps to make up a bit from the overage we had last month. Terry is still under budget \$8,799 for the year and always does a nice job controlling his expenses.

As a business, we were projected to lose \$21,865, our final net income number for the month came out to a loss of \$942. Year to date net income is up over budget \$30,840 and over last year by 89,057. Net income year to date is \$74,293. This time last year, net income was -\$14,764.

September Trends

Golf is up \$5,800 over budget and 10,000 over last year, Food and beverage sales are up \$300 over budget and \$2,000 over last year.

Craig advised that all outside golf rates (singles and groups) will increase starting in October. We no longer will be using the Sunday Special coupon in the Villages newspaper and will replace it with a special group pricing coupon.

Craig is still concerned regarding the availability of carts when members return from the North. There does not seem to be a remedy for this, except to request members to share a cart if convenient.

Justin and Lisa are being creative and looking at ways to increase restaurant revenue. We realize that buffet services are very popular, but at the present time, we will not be offering this service due to COVID-19 requirements and concerns. Maybe in the future we can get back to doing a buffet.

Bill Ortvals mentioned that he has heard some grumbling from members about slow play and availability of tee times, and asked Craig what the plan is when our members return from the North and how do we fit them in. Bob Keating said that right now everyone wants to play in the morning because it is cooler, and once we get later in the season most groups will be going to the afternoon and that should eliminate some of the congestion in the morning. Craig said if a member is having a problem acquiring a tee time, they should contact him and he will do everything he can to get you on the course, or explain why he cannot accommodate your request. Craig confirmed that Saturday mornings are still reserved for members.

We received an inquiry from a member about janitorial services for our restaurant/club house because the vents in the dining room need cleaning. Craig advised that we have not had a cleaning service since December (due to lack of quality service and high charges), and the Pro shop staff have been doing the cleaning jobs. The vents and ceiling were cleaned prior to the Board meeting and look great.

Craig received the final check of \$250.00 from the advertiser who took out an ad amounting to \$500 in the 2019 Member Guest directory. The first check of \$250 was received in April. All monies are deposited into our bank account.

Building and Grounds Report – Bob Keating (nothing to report)

Finance and Audit - Therese Buono (absent)

Vice President – Vince Laverghetta (nothing to report)

Secretary – Esther Patterson (nothing to report)

Golf – Steve Bryan (nothing to report)

Treasurer’s Report – Steve Ryan

The change in dollar amount of Cash-Operating from last month is due to adding the monies back in from the Capital Reserve account for the cost of roof.

Treasurer's Report				
				09/18/20
<u>Account</u>	<u>Account Type</u>	<u>Bank</u>	<u>APY</u>	<u>Balance</u>
Cash - Operating	Checking	BB&T	0.00%	113,482.44
Petty Cash	Currency	Office Safe	0.00%	1,400.00
Capital Reserve	Checking	BB&T	0.25%	1,686.41
Ford Interest Advantage	Note/Checking	Ford Interest Advantage	1.25%	35,418.97
Non Operating Investment Account	Cash	Raymond James	0.00%	-
Non Operating Investment Account	Institutional MM	Raymond James	1.00%	233,527.48
Cash Balance as of 09/18/2020				385,515.30
Change from 08/28/2020 Report				16,033.74
BB&T Loan	Monthly On 28th...\$10,101.43		4.80%	886,154.50
PPP Loan				129,675.00
Personal Note	Monthly on 1st...\$2191.00		6.00%	142,721.16
Monthly Lease Payments				5,039.28
Accounts Payable				13,181.46
BB&T Credit Card				668.36
Cash Balance 09/18/2020				385,515.30
Cash Balance 09/13/2019				171,804.84
Difference				213,710.46

Membership – Bill Ortvals

New: Jim Duane Single Limited General - eff 10/1/20

Status Change: James Taylor from General Family to General Single – eff 9/1/20

Off Medical: Craig Arnold – eff 9/15/20
 Inadvertently omitted from being on Medical – eff 8/15/20

Medical (17):
Bev Race
Harry Taylor
Tom Campbell
Richard Taylor
Tom Christie
Len Vieira
Ann Carter
Tom Lawrenson
Jackie Klein
Sally Tubbs
Bob Gravatt
Kathy Sjogren
Martha Wolff
Karen Brondyke
Jim Parker
Marge Parkinson
Jack West

Communication – Ann Carter

Ann mentioned that since the Rec Center has been remodeled, there is no Bulletin Board available for golf membership information and the Crown & Shield menus. Vince will look into it.

Ann said that she got a call from Tony Pagano, the new General Manager of Plaza Cadillac & Lincoln, and informed the Board he would like to have the opportunity to go back to the way it was when they were the major sponsor of the Member Guest Tournament. He will do everything possible to make that happen as he feels it's worth being part of such a great event. Ann told him someone would be in touch after the first of the year when the committee is formed.

The numbers from the Crown & Shield from August 27 - thru September 16 are as follows:

Note – Numbers include take out and dine-in meals including the total revenue dollar.

8/27– Thursday Dinner Special (Chicken Cordon Bleu-10) 19 Lunches, 32 Dinners=\$959
8/28- Friday Dinner Special (Scampi-27) 33 Lunches, 82 Dinners=\$2,324
8/29- Saturday Dinner Special (Corned Beef-14) 19 Lunches, 26 Dinners=\$862
8/30 – Sunday Dinner Special (Turkey Dinner-26) 26 Lunches 35 Dinners=\$985
8/31 – Monday Dinner Special (Salisbury Steak-5) 11 Lunches, 9 Dinners = \$505
9/1— Tuesday Dinner Special (Liver & Onions-18) 26 Lunches, 44 Dinners = \$1,159
9/2 – Wednesday Dinner Special (Chicken Marsala-2) 10 Lunches, 14 Dinners = \$565
9/3 – Thursday Dinner Special (Chicken Stir Fry-18) 20 Lunches, 31 Dinners=\$1,231
9/4 – Friday Dinner Special (Haddock-30)- 18 Lunches, 73 Dinners=\$2,009
9/5 – Saturday Dinner Special (Roast Beef-18) 34 Lunches, 44 Dinner - \$1,584
9/6– Sunday Dinner Special (Seafood Trio-5) 47 Lunches, 28 Dinners=\$1,311
9/7 – Monday Dinner Special (Country Pork-4) 54 Lunches, 9 Dinners = \$981

9/8 – Tuesday Dinner Special (Meatloaf -17) 20 Lunches, 51 Dinners = \$979
9/9 – Wednesday Dinner Special (Sausage & Chicken Jambalaya-5) 29 Lunches, 12 Dinners=\$784
9/10 – Thursday Dinner Special (Ribs & Chicken -11) 11 Lunches, 16 Dinners = \$679
9/11 – Friday Dinner Special (Surf & Turf -20) 20 Lunches, 76 Dinners = \$1,489
9/12 – Saturday Dinner Special (Maple Glazed Pork-4), 30 Lunches, 8 Dinners=\$768
9/13 – Sunday – Breakfast & Lunch (No Dinner) 77 Breakfasts, 22 Lunches, 18 Snack = \$989
9/14 – Monday Dinner Special (Ahi Tuna-7) 12 Lunches, 24 Dinners=\$569
9/15 – Tuesday Dinner Special (Corned Beef & Cabbage-13) 32 Lunches, 22 Dinners=\$937
9/16 – Wednesday Dinner Special (Cod with Lobster Sauce-5) 30 Lunches, 26 Dinners=\$1,015

For the period through 8/27 thru 9/16 (21 business days), 87 pizzas were sold=4/day

Dinner & Lunch Specials for the balance of September and month of October:

Sundays' – Served with your choice of a cup of soup, or dinner salad

September 27 - Snack Menu from 2-5 pizza's till 6 placed by 5:30
October 4 – Snack Menu from 2-5 pizza's till 6 placed by 5:30
October 11 –Snack Menu from 2-5 pizza's till 6 placed by 5:30
October 18 – Snack Menu from 2-5 pizza's till 6 placed by 5:30
October 25 - Snack Menu from 2-5 pizza's till 6 placed by 5:30

Mondays' – Served with your choice of a cup of soup, or dinner salad

September 21 – All you can eat garlic butter mussels with choice of side. \$14.99
September 28 - Chicken Parmesan served over pasta \$14.99
October 5 – Crab stuffed Haddock with served with rice & vegetable \$15.99
October 12 – Meat Lasagna with bread stick 12.99
October 19 – All you can eat garlic butter mussels with choice of side. \$14.99
October 26 - Salisbury Steak served with mashed potato, onion & mushroom gravy & vegetable \$12.99

Tuesdays' – Served with your choice of a cup of soup, or dinner salad

September 22 – Prime rib Queen cut (8oz) \$19.99 / King cut (12oz) \$22.99. Baked potato & veg
September 29 – Smother pork chop. Onions, mushrooms, & cheese. With starch & veg.\$13.99
October 6 – Liver & Onions with bacon, mashed potatoes, gravy & vegetable \$12.99
October 13 – Corned Beef with Cabbage served with boiled potato & carrots \$13.99
October 20 – Baked Turkey Dinner with stuffing, mashed potatoes, gravy & vegetable \$13.99
October 27 – Prime rib Queen cut (8oz) \$19.99 / King cut (12oz) \$22.99. Baked potato & veg

Wednesdays' – Served with your choice of a cup of soup, or dinner salad

September 23 – Veal marsala served with starch & vegetable \$15.99
September 30 – Baked Turkey Dinner with stuffing, mashed potatoes, gravy & vegetable \$13.99
October 7 – Lobster Mac & Cheese served with a breadstick 15.99
October 14 – Chicken Parmesan served over pasta \$14.99
October 21 – Baked Cod with lobster sauce, served with starch & vegetable \$14.99
October 28 – Jerked chicken with rice. \$13.99

Thursdays'- Dinners – Served with choice of a cup of soup or dinner salad

September 24 – Eggplant Parmesan served over pasta \$13.99

October 1 – Beef stir fry over rice. \$13.99
October 8 – Sliced beef tenderloin with starch & veg. \$15.99
October 15 – Chicken Cordon Bleu served with starch & veg. \$14.99
October 22 – Eggplant Parmesan served over pasta \$13.99
October 29 – Veal Parmesan served with pasta & vegetable \$15.99

Fridays' – Dinners – Served with choice of a cup of soup or dinner salad

September 25 – Seafood Scampi \$16.99
October 2 – Crab cake, shrimp, & mussel combo. With baked potato and veg. \$18.99
October 9 – Potato crusted salmon with mustard sauce rice and veg. \$16.99
October 16 – Sliced beef tenderloin with ½ order of haddock with starch & veg. \$18.99
October 23 – Bacon wrapped Sea Scallops served with starch & vegetable \$18.99
October 30 – Seafood Scampi \$16.99

Saturdays' – Served with your choice of a cup of soup, or dinner salad

September 26 – Pot Roast with boiled potatoes, gravy, & carrots \$14.99
October 3 – Meatloaf served with boiled potato, gravy, & vegetable \$12.99
October 10 – Rum glazed pork chop with starch & veg. \$13.99
October 17 – Orange glazed ham with sweet potato & veg. \$13.99
October 24 – Liver & Onions with bacon, mashed potatoes, gravy & vegetable \$12.99
October 31 – Pot Roast with boiled potatoes, gravy, & carrots \$14.99

Lunch specials October 2020

1 Grilled chicken Greek salad \$11.99

Mixed greens, grilled chicken, tomato, pepperoncini, kalamata olives, feta cheese. Choice of dressing.

2 Loaded bratwurst \$9.99

Bratwurst with peppers and onions, choice of cheese.

3 BBQ pork Flatbread or sandwich \$10.99

Mixed cheese, grilled onions, BBQ pork. Sandwich is served with choice of side.

4 California burger \$10.99

Burger topped w/ cheddar cheese, bacon onion garlic jam, avocado and lettuce

5 Coconut Shrimp Basket \$11.99

5 fried shrimp & fries. Served with sweet Thai Chili sauce

6 Turkey bacon swiss melt \$9.99

Wheat bread, swiss, bacon, 1000 island, turkey

7 Loaded Blackened Chicken Sandwich \$10.99

Blackened chicken w/peppers, onion, provolone, lettuce & pesto aioli on a Kaiser Roll

Sunday Snacks 2:00 – 5:00

Pot Sticker- 6 deep fried pork pot stickers served with soy sauce. \$8.99

Basket of Fries – Enjoy a basket of sweet potato or regular fries. \$3.99

Basket Chips – Deep fried and seasoned potato chips served with your choice of dipping sauce. \$3.99

Onion Rings – Crispy on the outside, tender on the inside served with our kickin Bayou sauce \$6.99

Buffalo Chicken Tenders – Mild, Medium, or Hot served with celery & carrots. \$8.99

Chef Salad – served with your choice of dressing. \$11.50

Pecan Crusted Chicken Salad – crunchy pecan crusted chicken breast over a mix of fresh greens, mandarin oranges, c’raisins and bleu cheese crumbles. \$11.50

Hole in One Sandwich – Homemade chicken or tuna salad with your choice of bread served with one side. \$9.99

Club Sandwich – Select your choice of bread, served with one side \$11.99

Coconut Shrimp Basket – 5 shrimps served with fries. \$11.99

Pizza and pizza flatbreads are also available till 6pm order by 5:30

All for dine in or take out

President - Dick Sjogren

Dick followed up with BB&T regarding the processing of the loan forgiveness of the Paycheck Protection Program, and he will be advised when they are in a position to proceed.

The Board reviewed and discussed the draft 2020-2021 budget spread as prepared by Dick.

Dick Sjogren made the motion, seconded by Steve Bryan, to accept the 2020-2021 Budget as presented. Motion approved.

The Board discussed the current Board meeting schedule of every 3 weeks. Ann mentioned that there is information from several areas (Membership, F&B, Financials, etc) that she was getting twice a month and the current meeting schedule leaves a gap in her reporting process. Also, there was a conflict with the Secretary’s attendance due to the “floating” meeting date every 3 weeks. It was suggested that we meet once per month (according to our bylaws) rather than every 3 weeks, and the majority of those present were in favor of this.

It was decided that Craig would send Ann the Financials for the previous month and membership summary no later than the 2nd Friday of the month but sooner if possible, for posting on the website. In addition, Bill Ortbals will provide Ann with membership information, adds & resignations, when they happen in order for her to do what needs to be done on her end.

Board discussed the liaison process and the guidelines around it. After further review, it was felt that all concerns, comments, requests, questions from the membership regarding financials, the golf course, the Pro Shop, the restaurant, the memberships, etc, need to be addressed directly to the General Manager, thus replacing the liaison questions/comments to the Board. Any concerns about the General Manager should be addressed with the President.

Meeting adjourned at 10:20 a.m. Next Board Meeting will be held at 8:30 a.m. at the Crown & Shield on October 23.

Respectfully submitted,
Esther Patterson, Secretary