

BOARD OF DIRECTORS MEETING
THE MONARCH AT ROYAL HIGHLANDS, INC.
October 23, 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, Esther Patterson, Bob Keating, Therese Buono, Steve Bryan, and Bill Ortvals. Ann Carter and Vince Laverghetta were absent. Craig Misch, General Manager, Terry Stephenson, Course Superintendent, Doug Weil, Course Asst 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 September 18, 2020 meeting were approved.

Superintendent's Report – Terry Stephenson

- Doug Weil, new Assistant Course Superintendent, started 10/12/20, and was introduced to the Board. Doug has 15 years of golf experience, having worked in the Sarasota and Naples areas.
- Put out winter grass on greens yesterday; will put out winter grass on fairways and tees on Monday.
- Still spraying poa annua on roughs and tees and green surrounds.
- Met with Wesco about equipment package. They will send quotes. We are paying as much for repairs as the equipment costs.
- Took nematode samples to Bayer Rep; they are sending some Indemnify to experiment with treating the driving range tee area. The driving range tee boxes have the same grass as in the fairways and if we can get rid of the underlying problem there, then we could consider working on other areas. The question came up about considering putting in Zoysia grass on the tee boxes on the driving range. Terry said that Zoysia grass is not as good as Bermuda since it is such a sunny area there.
- Leibold Irrigation came and put in pipe at pump house and installed lightning arrestors in satellites on the course. They are coming back because the meter was not working correctly to test the arrestors.
- Spot spraying weeds in roughs.
- Need to send out e blast to remind golfers to not drive on fairways for next 2 weeks.
- Vince and Terry met last week to review equipment needs, using the theory that hours on a piece of equipment equates to miles on a car. For example, one of our mowers has 13,561 hours, which equals 813,660 car miles. It is something to consider when looking at future equipment needs.

Manager's Report – Craig Misch

September Recap

September was another great revenue month.

Golf Department was up \$9235 vs budget and up \$13022 vs last year. Expenses in golf were \$2617 under budget and \$2007 under last year. Great performance from the golf department!

Food and Beverage...revenue was up \$5502 vs budget and \$4317 over last year. Expenses were under budget \$5152 and under last year by \$1515. Another very solid effort from food and beverage.

Maintenance department was over budget by \$772. Terry has the course in good shape! Well worth the extra money.

Overall as a business revenue was up \$14680 vs budget and \$14635 over last year's revenue, total expenses were under budget by \$10012 and just over last year by \$1177...a very good number considering we had so much more revenue than we had the year before.

For the year, net income is over our budget number by \$64,493 and net income is over last year by \$102554. There will some adjustments done by the CPA during our year-end review, but none the less we had a fantastic year!!

My first year as General Manager has been wonderful, I learned a lot, my staff has done an outstanding job! The board of directors has done a very good job! Very proud of everyone.

Time to get to work on finding a way to get even better!!

A member has approached Craig that many of the directional signs on the golf course are broken, damaged or waterlogged, and suggested we replace them to get the course looking better. An example is the sign from hole #14 to hole #15. Bob and Craig to look at what signs need to be replaced and will replace with signs that will last.

There have been suggestions from the membership about having a ranger on the golf course. The course is busy many times, and the perception is the wait is too long even though the rounds are finishing in under 4 hours. Craig is in favor of having a ranger, but he is not always available to do this while working in the Pro Shop and being General Manager. Steve B suggested having a member volunteer to do this with some training on customer communications. Board commented that if a member volunteers to ranger, other members are not going to listen, and this could create some issues. Bill O suggested we go outside and get someone to ranger, and that person would work only those days when we have big groups. Craig said that when using a non-member to ranger, you must pay them and cannot give them free golf. Steve B suggested that when that person is not being a ranger, that he work in the Cart Barn. The suggestion was then made about using one of the Cart Barn guys to ranger on a trial basis before going outside to hire one. Board agreed, and Craig will follow through with that idea.

Craig received a lot of complaints about the golf cart dividers, and most golfers ultimately removed them from the cart. It was mentioned that many other courses are charging a fee to golfers who want to ride one per cart. Bob K mentioned that the Villages have done away with single carts because they are tearing up the golf course. Craig asked the Board to come up with a policy regarding outside players and the use of carts by single players.

It was agreed that a policy be established that outside players will be offered the divider in the cart so that 2 players can ride together. If they refuse, and want to ride one in a cart, then they will be charged \$10.00.

Members will still have the option to ride in a single cart. As a temporary measure (during this COVID period) we are also letting non-members use their own golf carts on the course. Esther brought up the idea of implementing in the future a trail fee for use of non-member golf carts on the course.

Building and Grounds Report – Bob Keating

Bob asked the Board for approval to buy a load of Coquina, the entrances and exits to cart paths are getting very rough and the areas are looking bad. All were in agreement, and the cost (approximately \$900) is to be absorbed in Terry's budget. He also is recommending to Terry to put down Coquina next to the cart paths on certain tees and green areas where carts fail to stay on the path and have worn away those area, we have attempted to sod some of these areas but they just get worn down, players just can't seem to keep the carts on the path . We will identify those holes and correct the areas.

Golf – Steve Bryan

Recent Events:

Ringer Tournament MMGA October 7th and 14th

Battle of the Sexes October 18th

Upcoming Events:

MMGA Scramble and Lunch/Meeting Wednesday, Nov 4th. Meeting is tentative based on participation.

Couples Club Championship and Lunch Sunday, November 15th.

Crown Cup begins Monday, November 16th

Lake County Seniors Thursday, November 19th and Friday, November 20th with lunch.

There is interest in having another Mixed Chicago Team Event and luncheon TBD.

There will be an eblast the first week of November regarding the Member Guest tournament.

Steve received an interesting USGA notice regarding bunkers. He will put it up on the bulletin board for all to review.

Treasurer's Report – Steve Ryan

I have included a one-year comparison of the Treasurer's Report. It shows an increase in cash of \$222,622 and an increase in long term debt of \$192,436. Hopefully, the PPP (\$129,675) will be

forgiven reducing debt, but probably adding to revenue for 2021. Accounts payable includes \$22,415 of chemicals and fertilizer. November will have about \$24,000 real estate taxes.

Treasurer's Report					
			10/23/20		10/25/2019
Account Type	Bank	APY	Balance		
Checking	BB&T	0.00%	111,296.77	\$58,770.72	52,526.05
Currency	Office Safe	0.00%	1,400.00	\$1,400.00	-
Checking	BB&T	0.25%	1,686.41	\$12,319.28	(10,632.87)
Note/Checking	Ford Interest Advantage	1.00%	35,448.06	\$58,760.39	(23,312.33)
Cash	Raymond James	0.00%	-		
Institutional MM	Raymond James	1.00%	233,534.93	\$33,023.98	200,510.95
			383,366.17	\$164,274.37	219,091.80
			(27,941.88)		
Monthly On 28th...\$10,101.43		4.80%	879,596.82	\$956,593.80	(76,996.98)
			129,675.00	\$0.00	129,675.00
Monthly on 1st...\$2191.00		6.00%	139,758.42	\$0.00	139,758.42
			5,039.28		
			9,128.66		
			3,094.96		192,436.44
			383,366.17		
			166,979.97		
			216,386.20		

Membership – Bill Ortvals

New:
 Jim Rice to Rental Membership - eff 10/21/20 thru 4/30/21
 Mitchell Chesnut to Limited General Single – eff 10/1/20
 David Schmitz to Limited General Single – eff 10/9/20
 Terry Pollard to Limited General Single – eff 10/1/20

Status Change:
 Tom and Roseann O'Rourke from Limited Plus Family to General Family – eff 10/1/20
 Ray and Carol Smith from Limited Equity Family to Equity Family – eff 10/15/20
 Phil Keetle from Equity Single to Equity Family (adding Lori Slater) – eff 10/1/20
 Len Whitlock from Limited Equity Single over 80 to Limited Equity Family over 80 (adding Gay Whitlock) – eff 10/1/20
 Rick Mason from Limited General Single to Limited General Family (adding Marsha Mason) – eff 10/1/20

Bob Collins from Summer Single to Limited Plus Single – eff 10/7/20

Off Medical: Jack West – eff 10/1/20
Kathy Sjogren – eff 10/1/20
Bill Holada – eff 10/1/20
Herb VanBenthuisen – eff 10/1/20

Resignations: Gene Marchoni from Social Membership – eff 10/1/20
Gerald Binder from Limited Single Membership – eff 11/1/20

Medical (19): Bev Race
Harry Taylor
Tom Campbell
Richard Taylor
Tom Christie
Len Vieira
Ann Carter
Tom Lawrenson
Jackie Klein
Sally Tubbs
Bob Gravatt
Martha Wolff
Karen Brondyke
Jim Parker
John Shoaf
Kathy Stephens
Russ Van Ness
Cleveland White
Carolyn Upchurch – eff 10/1/20

Vice President – Vince Laverghetta (absent)

Secretary – Esther Patterson (nothing to report)

Finance and Audit - Therese Buono

Therese has spent approximately 30 hours working with Ann Carter, documenting her job responsibilities on what needs to be done. She is putting all the material together in a training manual.

Communication – Ann Carter (absent)

Esther provided members with handouts from Ann regarding the Annual meeting notices that need to be sent out. Dick will review and update and get them back to Ann within the time frame needed for mailing.

Ann received a check in the amount of \$1500 from an anonymous donor to be used toward operating expenses. It was handed over to Craig.

The numbers from the Crown & Shield from September 18 through October 21 are as follows:
Note – Numbers include take out and dine-in meals including the total revenue dollar.

9/18- Friday Dinner Special (Sea Scallops-39) 24 Lunches, 90 Dinners=\$1,993
9/19- Saturday Dinner Special (Fried Chicken-8) 31 Lunches, 27 Dinners=\$666
9/20 – Sunday – Breakfast & Lunch (No Dinner) 62 Breakfasts, 24 Lunches, 12 Snack = \$917
9/21 – Monday Dinner Special (Mussels-14) 9 Lunches, 31 Dinners = \$553
9/22— Tuesday Dinner Special (Prime Rib - 41) 16 Lunches, 58 Dinners = \$1,214
9/23 – Wednesday Dinner Special (Veal Marsala-25) 22 Lunches, 59 Dinners = \$961
9/24 – Thursday Dinner Special (Egg Plant-8) 27 Lunches, 41 Dinners=\$876
9/25 – Friday Dinner Special (Scampi-7) 30 Lunches, 26 Dinners=\$1,019
9/26 – Saturday Dinner Special (Pot Roast-8) 37 Lunches, 30 Dinner - \$748
9/27– Sunday -Breakfast & Lunch (No Dinner) 66 Breakfasts, 27 Lunches, 13 Snack =\$963
9/28 – Monday Dinner Special (Chicken Parm-14) 33 Lunches, 18 Dinners = \$751
9/29 – Tuesday Dinner Special (Smothered Pork Chop-8) 26 Lunches, 25 Dinners = \$900
9/30 – Wednesday Dinner Special (Turkey-36) 25 Lunches, 54 Dinners=\$1295
10/01 – Thursday Dinner Special (Stir Fry-2) 27 Lunches, 18 Dinners = \$843
10/02 – Friday Dinner Special (Seafood Trio 19) 42 Lunches, 61 Dinners = \$1,818
10/03 – Saturday Dinner Special (Meatloaf 12), 40 Lunches, 25 Dinners = \$1123
10/4 – Sunday – Breakfast & Lunch (No Dinner) 64 Breakfasts, 2 Lunches, 5 Snack = \$659
10/5 – Monday Dinner Special (Haddock -16) 14 Lunches, 30 Dinners=\$542
10/6 – Tuesday Dinner Special (Liver & Onions -25) 33 Lunches, 58 Dinners=\$2,039
10/7 – Wednesday Dinner Special (Lobster Macaroni-4) 21 Lunches, 24 Dinners=\$711
10/8 – Thursday Dinner Special (Sliced Beef Tenderloin - 4) 32 Lunches, 44 Dinners=\$1,259
10/9 – Friday Dinner Special (Salmon -18) 42 Lunches, 76 Dinners=\$1,766
10/10 – Saturday Dinner Special (Pork Chop -5) 24 Lunches, 29 Dinner - \$943
10/11– Sunday -Breakfast & Lunch (No Dinner) 63 Breakfasts, 31 Lunches, 0 Snack =\$1,629
10/12 – Monday Dinner Special (Lasagna -0) 13 Lunches, 22 Dinners = \$406
10/13 – Tuesday Dinner Special (Corned Beef -8) 25 Lunches, 23 Dinners = \$406
10/14 – Wednesday Dinner Special (Chicken Parmesan -11) 55 Lunches, 30 Dinners=\$1,604
10/15 – Thursday Dinner Special (Chicken Cordon Bleu -7) 26 Lunches, 20 Dinners = \$775
10/16 – Friday Dinner Special (Sliced Beef Tenderloin - 24) 73 Lunches, 71 Dinners = \$2,611
10/17 – Saturday Dinner Special (Ham -6), 57 Lunches, 39 Dinners = \$1,668
10/18– Sunday – Breakfast & Lunch (No Dinner) 44 Breakfasts, 62 Lunches, 6 Snack = \$2,146
10/19 – Monday Dinner Special (Mussels -13) 30 Lunches, 28 Dinners=\$681
10/20 – Tuesday Dinner Special (Turkey Dinner -21) 22 Lunches, 54 Dinners=\$1,169
10/21 – Wednesday Dinner Special (Baked Cod -7) 21 Lunches, 15 Dinners=\$682

For the period through 9/18 thru 10/21 (34 business days), 156 pizzas were sold=4.5/day

Dinner & Lunch Specials for the month of November:

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

November 1 – Snack Menu from 2-5 pizza's till 6 placed by 5:30
November 8 – Snack Menu from 2-5 pizza's till 6 placed by 5:30
November 15 – Snack Menu from 2-5 pizza's till 6 placed by 5:30
November 22 - Snack Menu from 2-5 pizza's till 6 placed by 5:30
November 29 - 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

November 2 – Sliced beef tenderloin with starch & veg. \$16.99
November 9 – Meat Lasagna with bread stick 12.99
November 16 – Maple glazed pork chop with starch & veg. \$14.99
November 23 – All you can eat garlic butter mussels with choice of side. \$14.99
November 30 - Chicken Parmesan served over pasta \$14.99

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

November 3 – Liver & Onions with bacon, mashed potatoes, gravy & vegetable \$12.99
November 10 – Baked Cod with lobster sauce, served with starch & vegetable \$14.99
November 17 – Prime rib Queen cut (8oz) \$19.99 / King cut (12oz) \$22.99. Baked potato & veg
November 24 -- Salisbury Steak served with mashed potato, onion & mushroom gravy & vegetable \$12.99

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

November 4 – Meatloaf served with boiled potato, gravy, & vegetable \$12.99
November 11 – Veal scallopini served with starch & vegetable \$15.99
November 18 – Lobster Mac & Cheese served with a breadstick 15.99
November 25 – Half order fried haddock & mussel combo with starch & veg. \$14.99

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

November 5 – Chicken stir fry over rice. \$13.99
November 12 – Traditional Chicken Marsala with starch and veg \$14.99
November 19 – Eggplant Parmesan served over pasta \$13.99
November 26 -Thanksgiving

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

November 6 – Salmon topped with craw fish & bearnaise with rice & veg. \$16.99
November 13 – (Surf/Turf) Crab cake & Beef tenderloin baked potato & veg. \$18.99
November 20 – Seared Sea Scallops served with starch & vegetable \$18.99
November 27 - Seafood Scampi \$16.99

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

November 7 –Beef wellington with baked potato & veg. \$17.99
November 14 – Pot Roast with boiled potatoes, gravy, & carrots \$14.99
November 21 – Crab stuffed Haddock with served with rice & vegetable \$15.99
November 28 - Veal Parmesan served over pasta \$15.99

Lunch specials November 2020

Black & blue burger \$11.99

Blackened burger with blue cheese on a Kaiser roll with lettuce, tomato, & onion.

Served with your choice of side.

Ground beef taco salad \$11.99

Served with salsa, sour cream, & jalapenos.

Shrimp flatbread \$10.99

Shrimp, Mozzarella cheese, alfredo, diced tomato, topped with green onion.

Meatball Parmesan sub \$9.99

Served on a hoagie roll with your choice of side.

Prime rib sandwich \$10.99

Sliced prime rib on a Kaiser roll with grilled onion, pepper jack, & horseradish sauce.

Served with your choice of side.

Margarita chicken sandwich \$11.50

Grilled chicken on a Kaiser roll with mozzarella cheese, tomato, lettuce, & balsamic glaze.

Served with your choice of side.

Chicken wings. \$10.99

10 chicken wings fried hot, mild, BBQ, or garlic soy. Served with carrots & celery and choice of ranch or blue cheese dressing.

Sunday Snacks 2-5

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 has volunteered to be Chairman of the Nominating Committee and he and his committee are in the process of finding candidates for election to the Board.

Dick will be sending the slides for the Annual Meeting (scheduled for Monday, December 14) to all the Board members to update their specific sections.

Meeting adjourned at 10:50 a.m. Next Board Meeting will be held at 7:00 p.m. at the Crown & Shield on Tuesday, November 24.

Respectfully submitted,
Esther Patterson, Secretary