

BOARD OF DIRECTORS MEETING
THE MONARCH AT ROYAL HIGHLANDS, INC.
August 13, 2021

A meeting of the Board of Directors for The Monarch at Royal Highlands, Inc. was held at 8:00 a.m. in Mtg Rm A at the Rec Center. Those present: Vince Laverghetta, Lisa Ritchey, Esther Patterson, Steve Bryan, Steve Snover, Bill Ortvals, Jim Oddo, and Therese Buono. Steve Ryan was absent. Luis Colon, General Manager, Terry Stephenson, Course Superintendent, Lisa Ann Zummo F/B Manager, Crown & Shield, were also in attendance.

Vince Laverghetta called the meeting to order. The Minutes of the July 9, 2021, meeting were approved.

Superintendent's Report – Terry Stephenson

- The 7500 rough mower is down; all other equipment is running.
- Still short 1 employee.
- Sprayed last fairways for sedges this week.
- Spiked and top-dressed greens.
- Bulk fertilized entire course this week.
- Toro NSN is coming up for renewal in October of this year. This service supports our irrigation control system (if something happens to the computer or the software, they replace it). We are currently running our computer on Windows 7 and we need to upgrade to Windows 10 to maintain the level of support needed. Working with Luis to either upgrade our software or purchase a new computer.
- Winter grass seed update – The cost of seed has increased from \$14,000 to \$23,000 (for budget purposes next year). Vince and Luis discussed the need to overseed the greens as well as all the fairways.
- We need to set up dates for next year for DryJect/Cricket Control/Pre-emergence.
- Luis and Terry will take a look at the drop areas for #4, #6 and #8 to determine what needs to be done to make them more manageable.
- The reason the fairways of #1 and #2 are brown is due to the type of soil and the heat.
- The last time the fairways and tee boxes were aerated was in the summer of last year. It hasn't been done this summer due to employee constraints, but we need to get it back on the schedule. Terry is getting a used aerator (for free) which is not as large as the one we have, but more manageable.
- Terry will look at trimming the overhanging branches along the cart paths of #15 and #16.

Food & Beverage Manager - Lisa Ann Zummo

- Will continue doing banquets which are helping us with revenue.
- Freshman Club reservations (which are large) are keeping us busy on the weekends.
- Will sit down with Justin in October to discuss doing dinner specials Tuesday thru Saturday.
- Birthday Bash switched from Monday to Saturday starting in September.

Manager's Report – Luis Colon

July Income statement, P&L and Balance Sheet

The club performance, despite the 2 days of closures and rain/storms challenges, proves to be strong with Food and Beverage leading the way in revenue margins. July 2021 ends up 17K plus above budget and 12K plus better than 2020 performance. However, July's P&L shows a Net Income of -\$35,871.60. The club's Accountant and GM will work on identifying specific areas that are impacting the profit margins and work on ways to increase the bottom line to start closing the gap.

Cost of Goods increase had an impact on all department's operations and Club's performance. Cost of Goods percentages in Liquor and Food show an increase with Liquor showing an 8.4% from the baseline. There are only two possible narratives to the 8.4% increase: inventory discrepancies or cost updates. F&B Manager, Accountant, and GM will look at it and provide an update.

ForeUP Update

ForeUP point of sales, tee sheet, website, and marketing email campaigns are running at full speed. Both F&B and Golf departments continue to work on the platform and after 11 days of using the new software, we are at the point where the overnight reports match deposits. Staff continues to learn the extra capabilities of the system and the new way of doing transactions. For the most part, staff is adapting to the system and not trying to make it the old one. The beforementioned is a lot easier said than done and we are all adapting together to include the members and the new way to use their online account. We are making good progress.

Pro Shop update

New apparel will arrive next week. We will increase the ongoing sale in attempts to move the old merchandise that no one purchased. Fall apparel will arrive in late September or early October. Apparel costs, monogramming and associated charges have all increased exponentially. A larger variety of golf balls is available for all members and public players. Lastly, the current shoes we have are not the sizes our members need, nor the style they want. We are considering going into special orders on shoes to avoid having inventory that we cannot sell.

Golf Course update

Starting Tuesday, August 17 the single tee start will move to number 10 tee. The change will give Terry and his crew more time to work the front nine greens, fairways, and tee boxes. I asked Terry to conduct a golf course overview with a select number of Board of Director members, GM, Mr. Shelton, and Terry himself. The date will be next Friday morning and since Terry and his staff worked on the back nine for over a month, we will go over the greens, fairways, and tee boxes to identify the changes/improvements. I ask all of us to have an honest and open conversation of the golf course conditions and look at areas we collectively identify for improvements. Terry and Luis will look at the existing nursery and see what needs to be done to resurrect that area.

Crown & Shield update

The clubhouse carpet and kitchen cleaning went very well. Restaurant dining room looks much better after the carpet cleanup and removal of window trimmings. The kitchen oven repair seems to help, and the oven has been working properly for a week. The walk-in refrigerator unit repairs are not holding, and we are looking at the possibility of replacing the outside unit motor. The freezer area works okay. The refrigerator area continues to lose cold air and the reason is a leak in the unit. Maintenance on the grill area was conducted and gas lines serviced. Burners pilots are back working. Eventually we will need to take a look at the kitchen appliances (ALL) and work a plan to upgrade or replace.

Staff update

Maintenance is looking for two more employees to fill one vacancy and add the needed staff to better maintain the golf course. No pending candidates as of 8.12.21
Pro Shop First Assistant candidate took another position with higher pay and benefits. We will work on hiring another Pro Shop attendant instead.
Restaurant still looking for a Kitchen prep-cook. We have zero success in finding qualified applicants. Looking at other ways to find candidates to include calling local culinary programs.
Esther volunteered to write an ad for inclusion in the community's newsletter to see if there is any interest in these positions.

Vice President – Lisa Ritchey

Lisa presented the draft policy for gifts and memorials intended to provide a uniform and timely process for honoring the members while protecting the beauty and playability of our golf course property. The Board will review and add their comments.

Treasurer's Report – Steve Ryan (absent)

Secretary – Esther Patterson (nothing to report)

Membership – Bill Ortvals

Luis will hold his first free golf clinic for women on Tuesday.

Adds: Randy and Debbie Beck- General Family – eff 8/1/21
Tim Kohler – Limited General Single – eff 8/1/21
Gail Brennan - added to Dan Brennan General Family – eff 8/15/21

Medical: The Board determined that this category is no longer a requirement for the minutes. The names are captured in the appropriate reports for membership/billing purposes.

Marketing - Steve Snover (nothing to report)

Golf – Jim Oddo

- Scorecard and Handicap Reviews - 413 Scorecards were reviewed for the month of July; 92% of all cards were accurately posted. The errors that were identified are issues of not reporting at all, reporting incorrectly due to a math error.
- 2022 Golf Calendar - September 1st deadline has been set for the completion of the calendar.
- Plaque Updating Project – The existing plaques that now hang in the bar area will be updated with plates. In addition, we will update past presidents of MMGA and MWGA plaques that hang by the restrooms. The committee agreed that these were the most important to keep present. Many of the other plaques have not been updated for several years and require researching the names/dates in question, ordering the individual nameplates, and then updating the plaque. The Board decided that a better, more available, and cost-effective approach would be to create an online reference page on our website for the plaques in question and keep the updates current and ongoing. Therese Buono will post on the website.
- Area behind the #9 green - A few members recently have experienced “out of bounds” behind #9 and did not know that everything opposite the cart path behind the green is out of bounds. While it is marked with a white stake, and white spray-painted dashes that go across the sidewalk, it is not common knowledge that this is out of bounds. It is listed as such on the scorecard that no one ever uses because we all play in leagues and our scorecards are produced through golf Genius. We discussed a couple of things: (1) Mark it more clearly and (2) Create a bag tag with local rules listed.
- Upcoming Events:
 - August 19th – Scramble/Meeting Lunch – Women’s Group
 - August 22nd - Men’s Shootout
 - September 6th – Couples Labor Day Tourn. Lunch
 - September 16th – Presidents Cup Day 1 - Women’s Group
 - September 16th – Presidents Cup Day 2 – Lunch Women’s Group
 - October 14th – Hospice Memorial Tournament
- Next Meeting – Tuesday September 14th, 2021 @1:00 PM

Building and Grounds Report – Steve Bryan

Several projects have been completed since our last board meeting with the help of our member (and one non-member) volunteers.

Cart Path Project

Steve will get with Luis to determine a way to show our appreciation to Lewie Drake for the loan of his utility trailer and assistance in running the concrete scarifier during this project. Many of the high spots on cart paths were cut down and smoothed out improving the ride and eliminating trip hazards around the course.

Thanks to Bob Keating, Philip Keetle, Gary Ritchey and Keith Beile who all wrestled with “the beast” in very hot weather to get the cart paths done.

Painting Project

The club is looking much better thanks to all the volunteers who came out and assisted with the painting of the lobby. Much of the furniture was replaced or relocated and members of the Renovation Committee have done a great job in upgrading the looks of the lobby areas.

Patio Project

The outside patio is much cooler thanks to the sail shades that were installed. With the fans and the shades, the patio is a comfortable place to sit and enjoy the outdoors. Thanks to Gary Ritchey, Keith Beile and Vince Laverghetta with the hanging of the sail shades.

Tree Removal Project

Two of our oak trees were removed from the parking lot and along the #3/#9 fairways. The trees had succumbed to a fungus and were cut down by our member volunteers and removed to the dump area behind the maintenance building. Volunteers saved the club thousands of dollars that would have been spent to have a tree company remove them.

The fenced area next to the great hall had a section down near the back corner. It was raised and reattached with new hardware. Craig Shelton also repaired the gate and other areas of the fence.

None of the above projects could have been completed without the help of our volunteers who willingly come out and work safely in high heat and humidity to keep our club and course in the great shape we see it in today. A big thanks to all who contributed their time and energy to this effort.

Steve reviewed the list of garden sponsors and will be sending emails out to those in question to ensure they are continuing to support their assigned tee box.

Communications – Therese Buono

Lisa Zummo volunteered to be Therese's backup for the ForeUP Campaign Communications. Therese will put together a standard operating procedures manual.

Meeting adjourned at 9:40 a.m. The next Board Meeting will be held on August 27 at 8:00 a.m. in Mtg Rm A at the Rec Center.

Respectfully submitted,
Esther Patterson, Secretary