# OSOYOOS GOLF CLUB

**BOARD MEETING MINUTES – May 29 2025, 9:00 am**

**Board Members in Person in Members Lounge**
Alan Bajkov, Brenda Hendrickson, David Peterson, Gary Stead, Sherry Chamberlain , Alan Gow, Roger Pires, Tim Alder
**Absent:** Doug Booth
**Recording Secretary:** Bev Newton
**Staff:**
Bryan Ewart, General Manager

1. **Call to Order 9:00 am**
   a. Agenda Changes or additions.
   b. Adoption of Agenda

**Moved and Seconded:**
**THAT:** The Agenda be approved.
**CARRIED**

**2. Consent Agenda**

**Consent Agenda Items**

a) Board Meeting Minutes – April 29th on May 1st, 2025.
b) Club Captain Meeting Minutes – May 7th, 2025.
c) Membership Committee Meeting Minutes -May 15th, 2025
d) Marketing committee Meeting Minutes May 26th, 2025
e) F&B Committee Meeting Minutes May 23rd, 2025
f) Greens Committee Meeting Minutes April 22nd, 2025
g) Adoption of the Consent Agenda

**Consent Agenda Approval**
Moved and Seconded**:**
**THAT** the Consent Agenda be approved
**CARRIED**

**3. Presidents Report**

Strat Planning meeting.

Should we look for a facilitator to lead the Strat Planning meeting and should we have it off site.
Alan will work with Bryan towards setting it up for September.

## 4. GM Report

### 1. Operational Update

**• Cash Flow Management**

a) May saw an improvement in revenue with consistently strong green fee play and solid Food & Beverage performance, aided by several group bookings and events.
b) LOC usage remained consistent with April. We continue to manage expenditures closely and are maintaining strict budget adherence across departments.
c) Seasonal staffing costs increased in May as expected, now reflecting full operational capacity in most departments.
d) A preliminary cash flow projection through 2026 is being developed to ensure readiness for peak season demand and operational expenses.

**• Membership Update**

a) Membership dues have continued to trend slightly below budget; however, May saw a modest uptick in new member inquiries and conversions primarily due to the exceptional course conditions.
b) Planning continues for the 2026 renewal strategy, including a payment structure adjustment and incentives for early renewals.

**• Point of Sale Evaluation**

a) POS system issues continue to affect our Food & Beverage and Pro Shop operations. Bryan has now met with three vendors to evaluate options for a comprehensive POS replacement ahead of the 2026 season. A recommendation will be brought to the board during today's meeting.

**• Strategic Planning and Internal Collaboration**

a) Weekly senior management meetings continue to provide alignment across departments.
b) Department managers have been asked to begin in-season performance reviews of their staff members.

**• Community & Tourism Engagement**

a) Ongoing collaboration with Destination Osoyoos and regional golf partners continues. A preliminary draft of a South Okanagan Golf Trail campaign is under review.
b) Bryan has also reconnected with Thompson Okanagan Tourism Association to explore additional marketing support and package integration including hosting their tournament here on June 5th.

**• Events and Programming**

a) May feature several successful events including the **Spring Mixed Scramble** (120 players), which received exceptional feedback. Over $540 was raised for junior golf through the 50/50 draw.
b) Bryan and Executive Chef are working on a Chef's 3 Course menu on Fri, July 4th, including entertainment by Andrew Christopher from the Lower Mainland.
c) Planning is underway for **Father's Day promotions**, including a special lunch/dinner menu.

---

### 2. Grounds Maintenance Report

• **Course Conditions**
a) Both courses are in excellent condition. Member and guest feedback has been overwhelmingly positive, particularly around early-season greens quality.

• **Staffing and Equipment**
a) Grounds crew staffing is stable, with a strong seasonal team in place. Ryan and team continue to stay ahead of key maintenance tasks.
b) Equipment repairs have been minor and remain within the maintenance budget.

---

**3. Golf Operations Report**

• **Tournaments & League Play**
a) May marked the return of regular league play and several well-attended events. Advanced planning is underway for the Club Championships and other summer tournaments.
b) The Golf Shop team is preparing competition formats and scoring tools to ensure efficient execution of upcoming events.

• **Staffing and Customer Experience**
a) Pro Shop and Outside Services teams are fully staffed. Continued focus on customer service has resulted in numerous positive comments and member feedback.

• **Cart Fleet**
a) The new batteries installed in March/April continue to improve fleet reliability. Staff have implemented a tracking system to monitor fleet condition and usage.
b) Cart staging and cleaning procedures have been further refined for weekend and event play.

• **Retail and Merchandise**
a) Golf Shop retail sales in May exceeded budget projections. Apparel lines and accessories are performing well, with additional inventory arriving in June.
• **Golf Instruction**
a) OGC has partnered with Wayne Hachey, from the Desert Golf Academy, to provide onsite golf instruction.
b) In addition to hourly and group lessons, Wayne will also be providing Junior and Women clinics and camps.

---

**4. Food and Beverage Report**

• **Greenside Bar & Grill**
a) May was a strong revenue month, aided by high event turnout, regular league play, and patio traffic.
b) New menu items, including seasonal specials, have been well received.
c) The GSBG team delivered exceptional service for the Spring Mixed Scramble and recent group bookings.
d) F&B management is working on Father's Day lunch and dinner offerings, with additional promotions being marketed online and in the clubhouse.

• **POS Workflow**
a) Interim steps have been taken to reduce inefficiencies and downtime in the current POS, while long-term system review continues.

---

**5. Administration & Marketing**

• **Communications and Member Engagement**
a) The Member e-News continues to be well received, with increased open and click-through rates reported in May.
b) Emilio has expanded social media content with a focus on short videos, behind-the-scenes staff features, and user-submitted content.

• **Staffing Update**
a) Office and administrative support staff are functioning well. Emilio has assumed lead responsibility for local digital campaigns and in-house promotional signage.

---

**Summary**

May represented a strong step forward for the 2025 season, with improvements in revenue, course conditions, and member satisfaction across the board. Our team is executing well, and early-season challenges—particularly around systems and staffing—have been addressed effectively. With solid momentum heading into the summer, our focus now turns to peak-season performance, cost containment, and delivering exceptional members and guest experiences.

## GM Added Agenda Item
## Booking system Transition 2025
## Current challenges:

At present, we operate with two separate point-of-sales (POS) systems: GG Golf in the Pro Shop and Veloce in the Food & Beverage department. While these systems are semi-integrated (manual process), the Veloce platform has presented increasing operational issues, most notably:

- Multiple instances of complete daily sales being dropped from the system, requiring hours of manual re-entry.
- Loss of connectivity to system printers including prep printers in the kitchen and bar.
- High volumes of time spent troubleshooting with technical support, detracting from staff's ability to provide timely service to members and guests.
- Disruption to front-line service delivery, especially during peak times.

These issues are not sustainable. From both the staff productivity and member service perspective, our current setup is no longer meeting operational standards.

Strategic Solution:

After a thorough review of several cloud-based POS and booking platforms — including Club Unity, Club Caddy, Club Essentials, and fore UP — we are recommending a transition to **Lightspeed Golf**. This system offers a fully integrated, web-based solution across Pro Shop and Food & Beverage operations. It is designed to reduce system failures, improve data accuracy, and streamline member and guest service. Lightspeed is a reputable platform that started as a Food and Beverage POS system and acquired the golf division several years ago. Currently Lightspeed Golf has over 100,000 customers, including 2,000+ golf clients.

We have vetted this solution through conversations with industry colleagues and peer facilities, including Predator Ridge in Vernon, who report a high level of satisfaction using the Lightspeed platform in tandem with **GolfBack** for online member and public bookings. Several other golf courses in our marketplace are satisfied with the Lightspeed POS, including Kamloops Golf Club, and Vernon Golf Club to name just a few.

**Booking System Considerations**

A key consideration in this transition is a change in the member tee time booking model. Our current GG Golf ballot system offers lottery-based bookings weighted by membership category. The Lightspeed alternative uses a different model that allocates tee times based on a member's recent success in obtaining bookings. It also requires members to choose either Park Meadows or Desert Gold when entering the draw — it does not currently allow selection of both.

Additional limitations at this time include:

- No buddy list functionality (though Lightspeed has confirmed this feature is slated for 2026).
- Potential loss of familiar GG Golf-specific workflows.

*Recognizing this, Head Golf Professional Matt Vincent and I have also explored an alternative approach — the elimination of the ballot/lottery system altogether. This model would allow members to book tee times up to 14 days in advance, significantly increasing transparency, flexibility, and personal autonomy. Designated member-only blocks and public tee times would be clearly defined to ensure fair and balanced access.*

**Timeline & Financials**

We are targeting a go-live date of July 1, 2025 (no later than July 15). From a financial standpoint, Lightspeed's pricing is in line with our current system, and we anticipate no material increase in annual costs. However, we expect meaningful operational savings through reduced downtime, improved efficiency, and lower support overhead.

**Recommendation & Request for Support**

In summary, we are confident that the operational and strategic benefits of Lightspeed — including a unified system, improved reliability, and better service delivery — substantially outweigh the minor limitations or learning curves during the transition.

At this time, I am seeking the Board's support and endorsement of our decision to transition to Lightspeed and phase out our current systems. I also welcome any feedback or concerns you may have — especially regarding the implications to the membership experience — so that we can address them proactively in our implementation plan.

Thank you for your ongoing support and dedication to the future of Osoyoos Golf Club.

Sincerely,

**Bryan Ewart | General Manager**

**Osoyoos Golf Club**

## Moved and Seconded

## THAT: OGC will transition the POS system to Lightspeed Golf in tandem with Golfback for online member and Public bookings

## 5. Treasurer's Report

**Finance Report for the Month ended April 30, 2025**

**Balance Sheet**

Cash and cash equivalents were $9K compared to $209K for the same period last year. The cash flow forecast was for $-211K at April month end.

Current Liabilities were $569K, which is $243K higher than same period last year. The increase is due to the Prepaid Capital Improvement of $109K which represents the funds raised by the $300 levy for the practice green. Accounts Payable were up $112K due to continued management of cash position.

**Income Statement**

Revenue for the month was $439K; $56K over budget and $106K higher than the same period last year.

YTD revenue was $1,750K; $18K below budget but $216K higher than same period last year. Membership dues were $80K below budget but $50K above last year. Green Fee revenue was $8K over budget and $77K over last year. YTD green fee rounds are 3,274 compared to 2,375 for the same period last year. F&B revenue is $53K over budget YTD.

Wages for the month were $216K; $20K below budget but $8K over the same period last year. Wages YTD were $466K; $125K below budget and $26K below 2024. Grounds wages account for most of the savings ($78K), however, as it is early in the year the savings will be used during peak season.

Expenses for the month were $240K; $2K under budget but $19K over the same period last year. YTD expenses were $596K; $9K over budget and $60K over the same period last year.

Administration is over budget $36K due to:

- marketing expenses ($11K) starting earlier than planned,
- additional bank fees and interest ($7K) related to temporary increase in the operating credit.
- Utilities ($11K) which is the water/sewer bill to the end of March. This was previously included in the property tax bill and paid in July.

F&B expenses are $33K over budget, which relates to increased revenue (COGS over $15K) and addition of bar equipment (R&M Equipment over $6K) which will be partially recovered from suppliers.

Net Income for the month was -$16K; $78K over budget and $80K over 2024. YTD Net Income was $689K; $98K over budget and $184K above the same period last year.

**6. <u>Committee Reports</u>**

a. Building: No

b. Club Captains: Nothing further

c. Finance None

d. Food & Beverage Nothing further

d. Greens adding additional sprinklers and GRU on one park will be leveled, Practice hole is playable.

e. Health & Safety one incident reported but ok.

f. Human Resources None

g. Long Range Planning None

h. Marketing covered.

i. Membership:

Went over the TOR and Retainer membership status we need to clarify a retainer status and medical leave status. A draft policy has been developed and will be discussed later. NO refunds for unplayed rounds. Incentives for early green fee payments. A monthly charge for members for F&B was discussed.

j. Nominating

We would encourage people to run for the Board.

**7. <u>Business Arising</u>**

1. The By Law Review

Alan Gow is working to streamlining the bylaws will be reviewed in the next couple of months.

**8. <u>Other Business:</u>**

1. 1.3 Update the Member Refund Policy for clarity and comprehensiveness

2.. Policy 1.9 to be removed.

**MOVED AND SECONDED**

THAT: Policy 1.9 to be removed as is no longer valid

**CARRIED**

3. Draft Medical Policy

The policy has been modified but still needs work. Several points needs discussion and clarity.

**9. <u>Other Items/Questions/Comments</u> (**open to GM & all Directors**)**

**1.** Update on Cyber Security

Making progress with a company from Chilliwack called Myriad 360 solutions and spent the day monitoring our network. One of the users was hacked from March 22 to end of May. Myriad 360 is doing everything pro bono to get us protected We will be paying them a monthly fee going forward. We will have 24/7 monitoring of our network to stop the breach and multi-factor authentication for all our users. Security system Firewall was not set up properly and will be worked on during their next onsite visit.

2. Update on Cheque Fraud
   We have had to change banks as our cheques were being replicated and could not stop the fraudulent request. Fortunately, all were stopped accept one cheque for $300. The bank has covered us for all other attempts.

**10 Future Meeting**
**June 26th, 2025**

**11 Adjournment 10:24**