OSOYOOS GOLF CLUB

BOARD MEETING MINUTES – August 28, 2025, 9:00 am

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

1. Call to Order 9:00 am

a. Agenda Changes or additions.

Matt has been invited to speak regarding the turf situation and Club championship.

b. Adoption of Agenda

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

1.2. Consent Agenda

Consent Agenda Items

a) Board Meeting Minutes – July 30th, 2025
b) F & B Committee Meeting August 25th, 2025
c) Greens committee Meeting Minutes – August 21,2025
d) Adoption of the Consent Agenda

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

DRAFT

2. Matt Vincent is the Head Professional and Pro Shop Manager for OGC

Thank you for giving me the opportunity to attend this morning's meeting, it is an honor to be here.

To manage the tee sheet, we have implemented a reversal of nines on the Park Meadows course, now referred to as Meadows Park. This allows us to offer nine holes in good condition following the recent resodding. All guests opting for a nine-hole round are charged the standard rack rate, while we aim to maximize revenue on the back nine. Due to current conditions, we have applied discounts to 18-hole play and communicated updates to the public through messages on the tee sheet. Although our intention was to return to full rates, this was not possible.

Effective Thursday, September 11, we will resume full rates on the Park Meadows course, though minor discounts may still apply. We have informed all players listed on the tee sheet about current temporary greens and encouraged use of the Desert course, where additional availability exists. Mass emails have also been sent offering transfers to the Desert course.

Additionally, hotel operators have been contacted to move reservations to the Desert Gold course, allowing us to maintain standard rack rates there. We appreciate the membership's cooperation in utilizing Park Meadows and supporting guest play on the Desert Golf course.

2025 Club Championship update

The club championship is set for September 27–28, with both courses currently in use. We hope to play all holes at Park Meadows but will confirm by September 11. Details will be finalized once course access is confirmed, as several options are available.

3. Presidents Report

Update on the Board Nominations Status. There are 2 people at this time interested in joining the board.

4. GM Report

Osoyoos Golf Club | Board of Directors Meeting

General Manager's Report
August 27, 2025

---

1. Operational Update

- **Cash Flow Management**
  a) We remain within our authorized line of credit usage, with no additional drawdowns required in August. Cash flow has been closely monitored, ever increasing operating costs, overall expenses remain on budget.
  b) Payroll continues to track ahead of budget. Seasonal staffing levels are stable in most

DRAFT

departments as we approach the shoulder season.
c) Work continues with BMO on our 2026 operating forecast and credit planning review, with positive initial feedback from the bank.

- **Membership Update**
  a) Interest in membership continues, with a few new members joining in July/August. Inquiries are steady.
  b) The 2025/6 Snowbird membership renewal campaign is on track for October, March & April, with pricing tiers available.

- **Point of Sale Transition**
  a) Lightspeed is now fully operational across departments. Duplicate accounts and house account transfers have largely been resolved, with only minor clean-up still in progress.
  b) Member feedback has been constructive, and Emilio has developed "how-to" guides for Chrono Golf and account management to further support adoption.
  c) Reporting capabilities are proving useful for revenue tracking and forecasting.

- **Planning and Internal Collaboration**
  a) Weekly management meetings continue to keep department heads aligned, particularly around course recovery updates and fall/Christmas event planning.
  b) Preparations for 2026 capital planning are underway, with department input sessions scheduled for September.

- **Events and Programming**
  a) The Summer BBQ & Bocce Party for staff was a success and helped strengthen team culture. We had 60+ attendees, with staff attending from all departments.
  c) League participation remains strong, and planning has begun for fall events and year-end celebrations.

---

2. Grounds Maintenance Report

- **Course Conditions**
  a) Turf recovery efforts continued through August, with progress visible on some greens. Cultural practices (venting, light topdressing, and targeted nutrition) have been prioritized.
  b) Member updates were issued August 7 and August 21, and another will follow this week to outline recovery progress and expectations for fall.
  c) Irrigation challenges remain under discussion with the Town of Osoyoos. A joint meeting is being scheduled to explore both short-term relief and long-term solutions.

- **Staffing and Equipment**
  a) Grounds team morale remains positive despite the extra workload.
  b) Routine maintenance and inspections have kept equipment in good condition, with no major breakdowns in August.

DRAFT

3. Golf Operations Report

- **Staffing and Customer Experience**
  a) The Golf Operations team continues to receive excellent feedback for service quality and professionalism.
  b) Matt has begun outlining fall staffing adjustments as seasonal volumes taper.

- **Cart Fleet**
  a) The fleet continues to hold up well under peak summer usage. Batteries and chargers are being closely monitored.
  b) Minor repairs are being completed in-house.

- **Golf Instruction**
  a) Junior programs wrapped up with strong participation. The "Parent-Child Fun Night" in mid-August was a highlight.
  b) Fall lesson packages are being marketed for September and October.
  c) Summer Junior Camps were a success, lead by Wayne Hachey and Pro Shop staff members.

---

4. Food and Beverage Report

- **Greenside Bar & Grill**
  a) August was another strong month for F&B revenue, with patio business benefiting from favorable weather.
  b) Daily specials continue to attract members and guests.
  c) Staff morale remains high, with strong teamwork between front and back of house.

---

5. Administration & Marketing

- **Communications and Member Engagement**
  a) Member communication regarding turf recovery and irrigation challenges has been transparent and timely, with regular updates appreciated by the membership.
  b) The August newsletter highlighted POS tips, and upcoming events. Engagement levels remain strong.
  c) Emilio's digital content continues to showcase club activities, with real-time updates and storytelling boosting member interaction online.

- **Marketing and Promotion**
  a) Par 6's campaigns for group and destination play remain active, with August showing strong mid-week visitor play.
  b) Shoulder season promotions are being finalized to capture fall golf tourism.

- **Staffing Update**
  a) Office coverage and cross-training have ensured smooth operations during peak vacation

DRAFT

periods.
b) Emilio continues to expand his role in internal branding and marketing materials, including signage and tournament collateral.

Summary

August brought continued momentum in both member engagement and revenue, while course recovery remained a central focus. The partnership with the Town of Osoyoos on irrigation challenges is progressing toward collaborative solutions. Lightspeed is now fully embedded in operations, enhancing both reporting and service delivery. With the busy summer season winding down, the focus shifts to fall events, capital planning, and 2026 budgeting, all while maintaining transparent communication and a positive member experience.

Susan Henry, our Finance Manager, has announced her retirement. The search for a new Finance Manager with human resources experience will start immediately.

5. Treasurer's Report

Finance Report for the Month ended July 31, 2025

Balance Sheet

Cash and cash equivalents were $26K compared to -$38K for the same period last year. The cash flow forecast was for a cash position of $12K at July month end.

Current Liabilities were $374K, which is $132K higher than same period last year. The increase is due to Prepaid Capital Improvement of $113K which represents the funds raised by the $300 levy for the practice green and.

Income Statement

Revenue for the month was $620K; $13K below budget but $85K higher than the same period last year.

YTD revenue was $3,783K; $110K over budget and $620K higher than the same period last year. The main impact on revenue was:

- *Golf Operations* – YTD Green Fee revenue was $168K over budget and $331K over last year. YTD green fee rounds are 15,302 compared to 12,646 for the same period last year.
- *F&B* - revenue was $13K below budget for the month of July but remains $83k over budget YTD and $168K over the last year.

Wages for the month were $267K; $33K below budget and $146K below the same period last year (which included severance payout). YTD wages were $1,355K; $57K below budget and $29K below 2024.

DRAFT

Expenses for the month were $256K; $2K over budget but $86K below the same period last year. YTD expenses were $1,365K; $75K below budget and $35K below the same period last year.

Administration is over budget $23K due to:

- marketing expenses ($13K) starting earlier than planned,
- additional bank fees and interest ($12K) related to the temporary increase in the operating credit.
- Credit Card charges ($5K) due to transition to new POS system which lead to additional charges for month of July.

YTD F&B expenses are $34K over budget, which relates to increased revenue (COGS over $13K), supplies ($4K) and Promotions and Staff Disc ($18K). The discount for staff purchasing meals was increased from 25 to 50%. Gross margin has declined from 32% to 34% year to date but remains ahead of last year at 42%.

Net Income for the month was $97K; $18K over budget and $317K over 2024. YTD Net Income was $1,063K; $242K over budget and $684K above the same period last year. The net result for Golf Ops was net profit was $90K over budget and $516K ahead of last year and F&B was $67K over budget and $126K over last year.

6. <u>Committee Reports</u>

a Club Captain: Concerns regarding Tuesday Men's Night. Skill Prizes are not good. There was a survey, and the suggestion was to have more little door prizes not big skill prizes. There are changes to happen next Season. Club Championship is booked for September 27th and 28th and will make discission closer to the date weather we play one Course. Comments regarding moving the Senior Men's back to Thursday.

b. Finance Covered in the report

c, Food & Beverage Covered

d, Greens Covered

e, Health & Safety None

f, Human Resources No report

g, Long-Range Planning: We postponed our Strategic planning until the Spring. There will be an internal Strat plan and would like to have the current board in that meeting. Early to mid-October for that meeting. Information meeting is Monday October 20th at 6:00 pm. Monday September 29th Planning session starting at 5 pm Regular Board meeting for the first hour followed by a three-hour planning session.

h, Marketing: Meeting with Par 6 each month and the videos with Matt playing a hole and a head-to-head with Alana and Bryan along with the video's portraying the Desert Course receives most views.

i, Membership: By-laws just need some minor changes. Will wait till Spring AGM

DRAFT

J, Nominating: as above

7. <u>Business Arising</u>

1. Park Meadows conditions and How it will affect the Club championship**.**
   This was covered in Matt's report

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

1. Discussion regarding Town of Osoyoos and Sewer treatment plant
   Memo to go to the Town from OGC

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

A local newspaper suggested we write an article for the Times Chronicle and requested Bryan's comments on the water treatment conflict between the Town and OGC. Rod Risling and Bryan acknowledged the importance of continuing open communication and working collaboratively to address any concerns that may arise. This mutual understanding reinforces the positive relationship between the Town and OGC moving forward

10 Future Meeting
September 29th from 5 to 6 pm Regular Board meeting and 7 to 9 pm planning meeting

9. **<u>in Camera</u>**

Bev Newton Stepped out
In camera (with and without GM)
Minutes recorded by Alan Bajkov

10 Adjournment 10:52 am

DRAFT