

CASTLEREAGH BOROUGH COUNCIL

Minutes of the proceedings of the Castlereagh Hills Golf Club Board held, in committee, at Castlereagh Hills Golf Club, on Friday, 15th September 2006 at 10.00 a.m.

PRESENT:- Councillor G Robinson (in the chair)
Councillor Mrs M Chambers
Councillor Mrs J Cochrane (until 11.30 a.m.)
Councillor T Jeffers (until 12.15 p.m.)
Councillor J Spratt
Councillor J White

IN ATTENDANCE:- Director of Technical & Environmental Services,
Acting General Manager for Leisure, Business
Manager, Operations Manager and Assistant
Members' Services Officer

APOLOGIES:- Apologies were recorded on behalf of Councillor
Hanvey and the Director of Finance & Leisure
Services.

GCB/2006/151 : MINUTES

Tabled:- Amended minutes of the following Castlereagh Hills Golf Club Board meetings (copies previously circulated).

Members went through the minutes in detail, however, following a request from Councillor Chambers, it was

RESOLVED:- That, the minutes of the 18th August 2006 be referred back to the next meeting of the Board to ensure the accuracy of the content.

MATTERS ARISING FROM THE MINUTES

**GCB/2006/152 : MEMBERSHIP BREAKDOWN
(Minute No: GCB/2006/95 refers)**

Councillor Robinson referred to his previous request for a breakdown of Club membership by postcode and asked if this information was available.

RESOLVED:- That, the Acting General Manager would arrange for the breakdown figures of Club membership by postcode to be available for the next meeting of the Board.

REPORT FROM THE BUSINESS MANAGER

GCB/2006/153 : PROVISIONAL TRADING ACCOUNTS TO END OF PERIOD 5 (APRIL 2006-AUGUST 2006) copies previously circulated

The Business Manager expressed her disappointment at the trading result for August and reported that, despite expenditure remaining steady, the under achievement of income had resulted in a deficit for the month.

She went on to outline the accruals/adjustments which had been applied to the year to date figures.

Councillor Robinson commented that as the trading accounts in relation to the new menu had only taken effect since the 22nd August 2006, it was therefore difficult to comment on one week's performance figures. However, he concurred that there was an urgent need for an improvement in the income figures.

Councillor Chambers referred to the recording of financial information and felt that the installation of a POP system at the Golf Club would provide a more accurate reflection of the costs incurred to date.

The Acting General Manager responded that the Golf Club already had a Purchase Ordering Book system in place. Furthermore, she referred to a previous Council decision whereby Members had agreed to change the POP system to a new fiscal policy whereby purchase orders were raised when an order was initially placed.

The Operations Manager referred to the Management information that should be available from the EPOS system.

Councillor Cochrane offered to assist the Officers to get the Restaurant's EPOS system underway.

Councillor Chambers referred to the trading accounts for the vending machines and suggested that these should be omitted from the figures.

Following discussion, it was

RESOLVED:- that, the Chairman and Councillor Chambers would liaise, following the Golf Board meeting, to discuss the benefits of the EPOS and POP

systems with a view to raising the matter with the Chairman of Finance & General Purposes.

GCB/2006/154 : MAN HOURS/COSTS REPORT TO WEEK 23 (W/E 3 SEPTEMBER 2006) copies previously circulated

Members discussed the man-hour costs outlined in the Business Manager's report and asked for an explanation of the reasons for their increase.

Councillor Robinson expressed his concern at the figures and reiterated that Members had been told at the outset, that the commencement of the new shift pattern rota would cease the need for overtime/additional hours.

The Acting General Manager referred to the fact that August was a 5-week month and there was usually a perceived 25% increase in the figures.

Following discussion, it was

RESOLVED:- That, the Acting General Manager of Leisure, in liaison with the Business Manager will look at the breakdown of the man-hours/costs report to Week 23 to ascertain why there was a perceived increase in the figures and to clarify the reasons for the next meeting of the Golf Club Board.

REPORT FROM THE ACTING GENERAL MANAGER OF LEISURE

GCB/2006/155 : LOCK UP PROCEDURE

The Acting General Manager referred Members to her report and outlined the current lock up procedures in operation at the Golf Club.

She advised that, on those occasions where it was necessary to use staff who did not have this duty as a requirement in their job description, it was cheaper to pay them for an extra hour, rather than paying an overtime rate. She informed Members that these occasions should not exceed more than 3 times per week, and there would be some weeks whereby this practice would not be required at all.

Councillor Spratt proposed that Members accept the Officer's recommendation as he felt it was a very reasonable way of dealing with the situation and it could be reviewed in the future.

Councillor Jeffers seconded this proposal.

Councillor Chambers asked if the Officers could ensure that this requirement of duty was included in any future Golf Club employee's job description.

The Acting General Manager stated that it was a requirement for contracted staff.

Councillor Robinson asked if there was CCTV coverage in the restaurant, to which the Operational Manager responded that there are a number of cameras covering the restaurant with a clock timer facility.

Following discussion, it was

RESOLVED:- That,

- (a) the Golf Club Board agree to continue with the present arrangement whereby any Member of Staff who is required to lock up the Golf Club and who does not have this duty as a requirement of their job description, should be paid an additional hour as remuneration.
- (b) the Acting General Manager be instructed to provide the Chairman with the CCTV coverage of the restaurant for the past two weeks to obtain a review of the closing times of the restaurant for that period.

GCB/2006/156 : CUSTOMER COMMENT CARDS

Following discussion, it was

RESOLVED:- That,

- (a) the wording of the proposed Customer Comment Cards be agreed as per the Officer's report.
- (b) Officers be instructed to place a box at the entrance/exit of the restaurant for cards to be deposited when customers are leaving.
- (c) The key for the Customer Comment box to be the responsibility of the Chairman of the Golf Club Board, to be opened on the day of the Golf Board Meeting and made available at the meeting for Members' information.

GCB/2006/157 : PRIVATE FUNCTION

The Acting General Manager referred Members to her report in relation to a request for private exclusive use of the restaurant to hold an engagement party on the 7th October 2006.

Councillor Robinson stated that the Board needed to review charges for exclusive use of the restaurant and to look at the corporate catering menu.

The Acting General Manager commented that even if exclusive functions were being held, she would like to ensure that “walk-in” diners were accommodated. She stated that she would ask the booking party if they would allow use of the restaurant area in front of the bar to accommodate other diners during their function. However, if the party organisers were not happy with this suggestion, she would arrange for the antechamber of the restaurant to be adequately heated and make use of this area.

Councillor Cochrane suggested that there was merit in preparing a booking sheet specifically for this area, when private parties were being held in the restaurant.

Members discussed appropriate charges and the Acting General Manager advised that corporate catering prices had already been modified to include a mark up clause for exclusive use of the restaurant.

Members then discussed the minimum number that should be accommodated to facilitate exclusivity of the restaurant, and following discussion, it was

RESOLVED:- That,

- (a) The Acting General Manager of Leisure be instructed to prepare a Business Case for a future meeting of the Board in relation to the exclusive use of the restaurant and corporate catering prices, minimum number ratios, and anticipated profit margins. However, in the interim, all existing private function bookings will be honoured until such times as new terms and conditions are agreed and approved by the Board.
- (b) The Golf Club Board approves the exclusive use of the restaurant for an engagement party on the 7th October 2006, and instructs the Acting General Manager for Leisure to contact the party organisers to ascertain if they will be willing to let the area in front of the bar to be used for “walk in” diners. If not, that the antechamber be adequately heated and made available to accommodate casual diners during the timing of the event.

GCB/2006/158 : CATERING CONSULTANT’S REPORT – CORPORATE CATERING

At this point in the meeting, Councillor Jeffers declared an interest.

The Acting General Manager referred Members to the Catering Consultant's report and his comments therein.

Councillor Robinson referred to the types of steak being served and asked that Officers ensure that catering staff are familiar with all aspects of the menu.

The Acting General Manager pointed out that the Catering Consultant had felt that there was no requirement for a BBQ menu, however, she stated that should a request for a BBQ function be received, she would bring it to the Board for re-consideration.

Following discussion, it was

RESOLVED:- That,

- (a) Further consideration of the Catering Consultant's report be deferred to the next meeting of the Board.
- (b) In the interim, the Acting General Manager for Leisure prepare a trading accounts report following the private function of the 7th October 2006 and bring the information to the next Board meeting.
- (c) The BBQ menu be omitted from the corporate catering menu, unless a specific request is received, in which case, Officers will bring it to the attention of the Board for further consideration.

GCB/2006/159 : GRATUITY & TIPS

The Acting General Manager referred Members to the content of her report in relation to this matter.

Members discussed this matter in detail, and following consideration, it was

RESOLVED:- That the issue of gratuity and tips be deferred for further review at a later stage and that the current arrangement continues as is. However, in the interim, the Officers check out the Inland Revenue website to ascertain the taxation issues.

GCB/2006/160 : ENVIRONMENTAL HEALTH INSPECTION

The Acting General Manager referred to a recent Environmental Health inspection of the Golf Club restaurant premises, which had identified a number of works to be carried out.

Councillor Robinson expressed concern that the works listed in the Officer's report should have been carried out as part of a routine cleaning maintenance programme.

Members discussed the required repairs to the Blast Chiller and asked Officers to progress these through the manufacturer's warranty.

The Acting General Manager informed Members that the Contractors had agreed to repair the defective floor to the kitchen.

She outlined that both she, and the Business Manager, had spoken with kitchen staff to ensure the cleaning of the overhead canopy was carried out, and she sought additional hours to carry out the work, if they were required.

Councillor Cochrane concurred with Councillor Robinson with regard to a cleaning schedule, which should list those cleaning projects taking 5/10/15 minutes and could be carried out when the facility was not busy.

At this point in the proceedings, Councillor Cochrane left the meeting at 11.30 a.m.

Councillor Spratt asked Officers to ensure that it was impressed on the kitchen staff, the need to keep the overhead canopy clean at all times, and to make them aware that the Golf Club Board will not tolerate further incidents of this nature.

RESOLVED:- That, Officers pursue the repairs to the floor to the kitchen through the contractor, and the repairs to the Blast Chiller, under the manufacturer's warranty.

In addition, that Officers be permitted to allocate additional hours, if required, for the cleaning staff to be allocated additional hours to conduct the cleaning of the overhead canopy and associated work.

Officers to also ensure that the kitchen staff is made aware of the need for a cleaning rota to be drawn up to ensure that the kitchen equipment is kept clean, and this to be carried out during times whilst the restaurant is not busy. Furthermore, that the kitchen staff are made aware that, should the next Environmental Health inspection identify any problem areas, that the Golf Club Board will not tolerate any further instances of this nature.

SUPPLEMENTARY REPORT FROM THE ACTING GENERAL MANAGER,
LEISURE

GCB/2006/161 : STAFF TRAINING – REQUEST TO COMPLETE NVQ LEVEL 2 IN CATERING

The Acting General Manager reported that a member of staff had requested to undertake the above-mentioned course.

Following consideration, it was

RESOLVED:- That, the member of staff, currently employed as a kitchen porter, be granted approval to complete the NVQ level 2 in catering, at a cost of £149, on the basis that she does the course during her own hours, and not during the course of her duties.

GCB/2006/162 : OPENING/CLOSING HOURS – GOLF CLUB RESTAURANT

The Acting General Manager referred to the Catering Consultant's comments in relation to core times for serving food, and in tandem with these suggestions, she had devised rotas on the basis of fulfilling the needs of the menu and contracted hours to accommodate the dinner menu in its entirety, whilst reducing the costs for overtime.

She stated that it had been her interpretation that the serving of food would only take place between 12-2.30 p.m. and 5.00 – 9.30 p.m. (last orders) and this had been communicated to staff to support the new menu and Business Plan.

Councillor Robinson advised Officers that the purpose of the new shift pattern system was to prevent any gaps in manning.

The Acting General Manager responded that if Members wanted to keep the restaurant open all day, she would have to look again at the staffing rotas and assess if there was a need for overtime/use of agency staff.

Councillor White commented that many of the golfers were looking to eat mid-afternoon, following their game of golf, and especially in the case of Saturday/Sundays.

Councillor Robinson suggested that the Chefs could commence their shifts from 11.00 a.m. to ensure that cover is provided and to prevent any breaks in service.

Councillor Chambers referred to an incident which had caused her concern, in relation to the Golf Club's operating times.

The Acting General Manager asked for specific details in order that she could take the appropriate action.

RESOLVED:- That,

- (a) the Acting General Manager for Leisure, in liaison with the Business Manager will look at the staffing shift pattern rotas to ascertain if cover can be made available to ensure meal provision throughout the day.
- (b) the Officers to ensure that the wording of the marketing sign is amended to include all day serving of meals (to be carried out before Monday (18th) and to ensure that menus are subsequently amended and re-typed.

Furthermore, to ensure that staff are made aware of the new serving times for food, which will now operate on a 7-days per week basis.

- (c) Councillor Mrs Chambers to forward details of the incident that had been brought to her attention to the Acting General Manager of Leisure for her information.

At this point in the meeting, Councillor Jeffers left at 12.15 p.m.

GCB/2006/163 : GOLF CLUB MENU

The Operational Services Manager referred to the Golfers Menu and felt that it should include more basic fare, i.e. single portion of chips, bowls of stew etc. and suggested that the back room could be reserved for the sole use of the Golfers.

Councillor Spratt concurred with these comments.

The Acting General Manager asked Members for their thoughts on the Christmas fare menu, as people booking the Golf Club around this time were asking about the Club's Christmas menus.

Members considered the Christmas menu options as put forward by the Catering Consultant and following agreement, it was

RESOLVED:- That,

- (a) the Golfers menu should be modified to include more basic fare
- (b) the following amendments be made to the Catering Consultant's Christmas Menu, namely:-
 - The Roast Tomato & Ginger Soup be replaced with Vegetable Broth
 - The Slow-cooked Lamb Shank to be replaced with Roast Lamb
 - Christmas Pudding to be added to the list of desserts

- A vegetarian option to be included on the menu
 - The Christmas Lunch menu to include tea/coffee & mince pies
- (c) A £5.00 deposit per person is required to be paid at the time of booking.
- (d) The Golf Club Board approves the prices as suggested by the Catering Consultant in respect of the Christmas Lunch and Dinner menus, i.e. £16.95 for 2-courses & £21.95 for 3-courses.
- (d) The Christmas menu to be available from the 1st December 2006 in addition to the normal menu

GCB/2006/164 : CATERING CONSULTANT'S REPORT – SET PRICE & SUNDAY LUNCH MENUS

Following agreement, it was

RESOLVED:- That, further consideration of these matters be deferred to the October meeting of the Board.

REPORT FROM THE OPERATIONAL SERVICES MANAGER

GCB/2006/165 : BREAKDOWN OF COMPLIMENTARY TICKETS ISSUED 2005/06

The Operational Services Manager drew Members' attention to the detailed breakdown of complimentary tickets included in his report of tickets issued during 2005/06 and advised that 29 tickets had been issued to date in the current financial year. He asked if the Golf Board would like to set aside a total amount of complimentary tickets for issue on an annual basis, or if they would prefer to consider each request individually, through the Board, as they were received.

Following discussion, it was

REOSLVED:- That, the Operational Services Manager be instructed to bring this matter back to the next meeting of the Board for further consideration.

GCB/2006/166 : MINUTES OF THE LAST GENERAL COMMITTEE MEETING

The Operational Services Manager advised Members that these minutes were unavailable for perusal.

The Chairman commented that there would be no meeting of the General Committee until the Gilnahirk Club Council meeting had taken place.

The Director of Technical & Environmental Services commented that, following the outcome of the above meeting, it was important that an agreed date in the month be specified for the General Committee meeting, that the minutes of the General Committee meetings be made available within an agreed and acceptable timescale after the General Committee meeting to allow proper consideration of any relevant business at the next Board meeting and Members to plan and programme their meetings.

Noted.

GCB/2006/167 : GILNAHIRK GOLF CLUB

The Operational Services Manager stated that the old Gilnahirk Golf Club held an EGM on 30 August 2006 when they passed the resolution that the GGC would be automatically dissolved when CBC agree on the proposed new constitution but that they did not consider the two resolutions as set out by the Council's legal advisers and forwarded to the Club on 4 May 2005. The Operational Services Manager continued that he had again written a letter to the Captain of the Gilnahirk Golf Club pointing out that the two resolutions set out by the Council's legal advisers needed to be passed by a majority at their EGM. The officer continued that he had attended the meeting as an observer but that he had spoken to the Club Secretary before the meeting took place and again pointed out the need to pass these resolutions.

Following agreement, it was

RESOLVED:- That, the Chairmen of the General Committee and the Golf Club Board attend the next Club Council meeting to ascertain why the two resolutions had not been passed.

GCB/2006/168 : UPDATE OF MEMBERSHIP NUMBERS

The Operational Services Manager referred Members to his report, which outlined, in detail, the number of members joining and leaving each month since the course opened in April 2005.

He advised that 10 members had left the Golf Club in August and that exit questionnaires had been sent out and that the Chairman had requested that

these be returned to him for his information, as part of the new procedures for complaints handling at the facility.

He continued that, as previously advised, the total membership now stood at 361. This level of membership is less than that anticipated in the 2006/07 estimates, which had an anticipated membership level of 420, a potential shortfall in income of £56,000.

He continued that, as had previously been reported, he was still working on reducing the overspend but reiterated that there was still some months to go before the end of the financial year and that further reductions in expenditure may be necessary to ensure that the course remained within budget.

The Officer continued that the current uncertainty over the future of the Golf Club was having an impact on the uptake of membership and that returning the course to a fully municipal course would have major financial implications in terms of membership uptake and potential refunds of membership and joining fees.

Noted.

GCB/2006/169 : SALES OF “COCA-COLA” AROUND THE GOLF COURSE

The Operational Services Manager stated that “coca-cola” products were now being sold at various locations around the Golf Course. He reiterated that Golf Club members had requested this service, and it was operating at no cost to the Council.

Noted.

GCB/2006/170 : MARKETING REPORT FROM THE PR & MARKETING MANAGER

Members agreed that it be

RESOLVED:- That, further consideration of this report be deferred to the next meeting of the Board.

ANY OTHER BUSINESS

GCB/2006/171 : SAND QUALITY – BUNKERS

Councillor Chambers commented that it had been brought to her attention that the sand being used in the Golf Club's bunkers was of a different composition to the usual type of sand used in other clubs.

The Operational Services Manager responded that the Course Manager had advised that the new bunkers should use the same sand as was used in the construction of the new greens, as it could create problems if the sand consistency in the bunkers was different to the root zone of the greens.

Noted.

As there was no other business, the meeting concluded at 1.00 p.m.

CHAIRMAN

CHIEF EXECUTIVE