

# AGM 2018

## CLUB MANAGER'S REPORT

### INTRODUCTION

We have reached the end of another Summer Season here at Newburgh. I have settled into my role and have been delighted with the positive comments that I have received from everyone at the Club. It is a job that I am really enjoying, and it helps to have a such a friendly and welcoming Club. I would like to thank everyone at the Club for their continued support and a big thank you goes out to all those have been involved in helping with various things that we have had on this season from Open desk duty to on course maintenance.

### THE COURSE

Our Green keeping staff have had their work cut out this season with the amazing summer that we have had. Who would have thought that the North East of Scotland would go a few months with hardly a drop of significant rain? The dry summer meant that the course got bare and a lot of time needed to be spent watering the greens to keep them in good shape. I think that Dale and Forbes, along with their band of helpers, have done a terrific job in keeping on top of the various issues the dry summer has brought with it. I don't think that anyone could argue that we have some of the best greens in this area. The Rabbit population was probably at its highest level in years this year and the dry conditions made it almost impossible to sort out the damage that they caused. We are delighted with the work that has been put in by the green keepers and especially the volunteers, without whom it would take a lot longer to sort. We have also got a more reliable group of people dealing with the pest control aspect and this is ongoing. As I have stated before, in our newsletter, we are not alone when it comes to the Rabbits. I have had various conversations with officials at other clubs this season who have had similar issues. We have a terrific golf course, and this is recognised nationally with us featuring in the Top 100 Scottish courses in Today's Golfer Magazine's Travel 2019 Guide where we were one of only 9 North East Clubs that featured in this publication. We have also been recognised by another national magazine. (more on this later in the report)

### MEMBERSHIP

Our golfing membership numbers this year have stayed the same as last season. There have been movements or changes among the categories. However, the actual number of golfers has remained the same. This is a real positive for the Club as a lot of clubs are on the slide membership wise for various reasons. I am hopeful that with the New AWPR on the verge of fully opening we will be able to attract people from further afield to join our Club. We already know that it takes 15 minutes to get here from Bridge of Don and about 20 minutes from Dyce. We will get more information on the time taken from other points when the road opens fully.

I will be organising a New season membership drive very soon where we can target some areas where potential members may stay. What form this takes has yet to be decided but a Flyer drop could be an option as this type of thing has worked in the past.

We need to do more for the Junior membership of the Club. I am hoping that with the help of some parents, or willing and able volunteers, that we can organise some small competitions for the Juniors this coming season. Andrew Cooper has held Junior coaching sessions in his time at the Club. However, Andrew is now moving away, and the onus must come back to the Club to encourage youth development in the game. There will be rules and regulations that need addressed initially before we could do anything, but it would be good to involve the local school as there could be budding golfers right under our noses.

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Corporate Membership and sponsorship are still something that we do not have in abundance. An up to date Brochure has been produced this year and we have some very good and well-priced offers available regarding sponsorship from Individual hole sponsors to Gold corporate members. We still have the support from our current crop of Sponsors. Thanks go to them for their continued support:

- Trac Oil & Gas
- AB200/Ellon Plant Hire
- Quensh
- Mile End Motors
- Headlam (Scotland) Ltd

### RECOGNITION

As I stated earlier in the report we have been recognised by 2 national Golf publications this year. The first one being Today's golfer, who has a pull out in their magazine highlighting places to play in 2019. We were not only listed in the top 100 (No. 82) but we were also one of the featured courses that they elaborated on with a bit more information.

We also have been awarded the "North East Scotland Golf Club of the Year" courtesy of Your Golfer Magazine. We have a trophy in our possession. There has also been a Press release regarding this accolade. They will continue to promote the Club and anything that happens here over the next 12 months each time stating that we are their "North East Golf Club of the Year" for 2018.

### CLUB COMPETITIONS

We have had another successful year on the course and my congratulations go to all our trophy winners during 2018 across all the sections. In the Gents section our Club Champion was Brain Harper with Graham Nicol collecting the handicap Champion prize. The Ladies Champion for 2018 is Lynda Carnie and our Senior Champion is Scott Cooper.

This year saw the introduction of the Sandy Penny Eclectic competition which took place on 6 consecutive Sundays during the summer. Next season the Gents version will be played in conjunction with the six Saturday competitions after the Dunn Challenge 2<sup>nd</sup> round. This will be more popular than the original format it took this season. The Ladies version will remain the same as it did this year.

The Club Manager v Captain match moved to October this season to work alongside the prize giving. This couldn't really have gone any better. 66 golfers took part in the shotgun event with the vast majority staying back to be part of the prize giving along with those who came along for the prize giving itself. Thank you very much to all those who attended on the day to make it a success.

### VISITORS

Our visitor numbers continue to rise. The introduction of the comment cards has given us an idea of what our visitors make of their experience when they come to Newburgh. Our visitors are very rarely disappointed and are pleased with everything from the Welcome in the Shop to the refreshing pint at the bar. We will continue to try and grow the visitor numbers. With self-promotion, coupled with recognition that we have received nationally, I am convinced that we will see more new faces at the Club in the coming months/years.

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### CLUB PERSONNEL

Most of the things that go on in and around the Club would not be possible without my dedicated team of Staff. We all work very well together to make sure that each one of our members is looked after.

Shona has continued in her role of Club Administrator at the Club. It is important that we continue to have two personnel working downstairs as there is a lot to cover from day to day.

Colleen and her Bar Staff of Arline, Louise and Lesley have kept us all well lubricated over the course of the season. Staying with Food and Beverage, Martin and his Kitchen staff have, again, this season been on hand to make sure that no one goes hungry once they have finished golf. The addition of theme nights this year has been a welcome one and something that I hope can be continued into next season.

Pauline has, again, kept the Clubhouse spotless this year.

We had a change of personnel in the shop this year with the departure of Oliver. I am pleased to say that both Scott and Calum have been excellent replacements. I am delighted in the way they have settled into their new roles in the shop. Russell and Bobby have again continued to do their bit in the shop on a Tuesday which is very much appreciated.

Dale and Forbes have had a big job on this season and have dealt with this really well. The golf course is the most important thing at the Club. This season has been a challenging one indeed. We have also had the additional help of several volunteers this year. I would again thank each one of them for giving their own time to help when the call has gone out.

Maureen McFarland and Donald Wood have again been on hand for raking bunkers throughout the season. This again is greatly appreciated.

Don, Dougie, Fred and the Ladies have continued to keep the surroundings of the Clubhouse looking great.

All this work, done by volunteers, in their own time is to make your golfing experience a good one and must be applauded.

### THE SURVEY

175 People took part in our survey during September/October. This gave us a good look at how we are doing as a Club in the eyes of the Members. Each question was marked out of a score of 10. Sometimes you are looking for a high score but in some of the questions you are looking for or expect a lower score. It was a very good exercise. We now have a good benchmark from which to work. We also have the addition of seeing the scores per the various areas. We can compare ourselves to Aberdeenshire, Grampian and Scotland as a whole. The scores are available at the back of my report where you can see how we fair as a Club. There is always room for improvement. By the time we have had the same survey next year we will look for those improvements to be reflected in the scores.

Thanks to all of those who took time to complete the survey. I have spent some time responding to most of the comments that were made and I hope that I have given a satisfactory explanation to them all.

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### THE OUTGOING CAPTAIN

It has been my pleasure to have had the support and advice from our out-going Club Captain, Don Hawthorn, since I took over this job in May 2017. Don has done a lot for the Club in the time he has been involved as Captain and secretary before that. He is leaving this role with the Club in a good place. I would like to thank Don for his support over the last 18 months or so and I wish him all the best as he steps down. He can now concentrate in getting his handicap down a wee bit on the golf course.

I look forward to working with the new Club Captain.

We will also have a couple of new faces on the committee itself for the new season so I also look forward to working along with them.

The current committee have been supportive throughout this season and my thanks goes to all of them for their input throughout the year.

### FINAL THOUGHTS

I have been really pleased with the way this year has gone personally. The members of this golf club are fantastic. It is very refreshing to be able to come here and play golf without having to deal with the "Day Job" stuff. This is appreciated and makes even more of a pleasure to serve this Club.

Paul Manson /Club Manager