



## **General Manager's Report – AGM Aug. 26, 2020**

Let me begin by thanking all members of CGC for the incredible support they have shown during this very strange and difficult season of 2020. The overwhelming theme has been the Covid-19 pandemic, and the many affects it has had upon our Club.

Due to the many restrictions placed on society, the delayed opening of golf by the NS government was announced on May 15, and after hurried preparations, Chester GC was opened for play on May 22. We began the year under very tight guidelines regarding the use of the golf course, and all facilities. As these limitations gradually loosened, we began to move to our new business reality here at CGC. Perhaps the most immediate change we noticed, was the increased level of play, both member and green fee, with total rounds being up in excess of 30% from this date in 2019. This has resulted in a full tee sheet on a daily basis. This has in turn brought up many questions from our members regarding our new Chronogolf booking system. It is important to point out that our new booking engine operates exactly the same as the previous GolfNow system, in that members have a 7-day advance booking window, with the system being activated at 6:30 AM each morning. When numerous people are ready to push the “book” button simultaneously at 6:30AM, the tee times get taken at an amazingly fast rate. The point is that people are quite simply golfing more!! More people are golfing across the province, and indeed the country due to the facts that many other activities are still not an option, people are travelling far less due to the Covid restrictions, and the very nature of golf allows people to play while maintaining social distance. We have responded to many members regarding access to our tee sheet. With this in mind, the BOD and management will continue to monitor this situation and will look into any and all options to try to alleviate this problem.

As we continue through this very busy 2020 season, I would like to thank the members of staff from all 3 departments at the Club. Our pro shop team, under the direction of Head Pro Dan Fraser, has performed admirably under often very trying conditions. The back shop staff led by Bruce Bond have once again done a great job this year. The Clubhouse team led by Megan Sheppard, has worked extremely hard through a very hot summer, while maintaining the high level of food and service we have all come to enjoy. Last and certainly not the least, our Maintenance crew has kept the golf course in top notch condition all season long, and they deserve our praise. As a business the CGC has had to adopt and implement many operational changes to comply with Covid-19 legislation this year. Our staff has done a fantastic job adapting to these changes to their workplace and doing everything possible to ensure the health and safety of our members and guests. Thank you and well done!!

In closing, I would like to sincerely thank our membership for their continued support, and for their patience in what has become a difficult year for all of us. I feel that when the Covid-19 pandemic is finally behind us, we can look back and say that the spirit and resilience of the Club's membership helped greatly to hold us together through this crisis.

Yours sincerely

Dave MacMillan  
General Manger & Superintendent

**Appendices:**

Appendix A – Sales Report

Appendix B – Clubhouse Report

Appendix A  
Sales Comparison Report  
YTD August 11, 2020

**Sales Report  
Aug. 11, 2020**

	<b>2020</b>	<b>2019</b>	<b>2018</b>
<b>Green Fees</b>	\$ 252,237.00	\$ 193,615.00	\$ 264,301.00
<b>Cart Rentals</b>	\$ 77,032.00	\$ 74,650.00	\$ 88,610.00
<b>Pro Shop (Merchandise)</b>	\$ 51,706.00	\$ 72,436.00	\$ 74,587.00
<b>Food and Beverage</b>	\$ 173,165.00	\$ 393,652.00	\$ 427,071.00
<b>Rounds total</b>	20,444	15,693	19,358
<b>Revenue per Round</b>	\$ 12.34	\$ 12.34	\$ 13.65

% diff	<b>2020-2019</b>	<b>2020-2018</b>
<b>Green Fees</b>	30%	-5%
<b>Cart Rentals</b>	3%	-13%
<b>Proshop (merchandise)</b>	-29%	-31%
<b>Food and Beverage</b>	-56%	-59%
<b>Rounds</b>	30%	6%

Appendix B  
Clubhouse Report  
Megan Sheppard, Food and Beverage Manager

Though things are quite different this year at the Chester Golf Club, we are very pleased with the way operations have been running on the Food & Beverage side. On Friday, June 5, we started the season by debuting our Snack Bar, which now operates through our long-forgotten bar window. It has been a definite success, providing convenience and safety for customers and staff. We were happy to be open in any capacity, but were itching to expand our operation, and opened for take-out and dine-in services on Saturday, June 20. Father's Day provided an early surge of guests and sales on opening weekend. It was a great way to encourage us and get us back in the groove right away!

Upon opening, we implemented numerous COVID regulations to allow staff and customers to feel comfortable and safe. We have received several compliments from customers (and the Liquor Inspector!) regarding physical set-up of the restaurant space, and the protocols we have in place. It is evident in the number of customers we see a day – especially returning ones – that what we are doing is working! Our reservation book is full on a regular basis, and the Snack Bar window is thriving!

Our biggest struggle has been with the new entrance and seating system. We have posted signs and try to have a staff member at the host stand to greet customers, but many still walk right through, violating our current procedures. Old habits are tough to break! We are constantly reminding customers of our protocols and are politely directing them to respect our new regulations. This is a learning curve for all of us, and we are doing our best to keep on top of it.

At this time, it is very important to highlight the Clubhouse staff. They have risen to the occasion and have gone far beyond what we could have hoped for during a season with so many challenges. They have adapted quickly to the various regulations we have implemented. They have demonstrated positive attitudes and work together effortlessly. The kindness and respect they have shown each other is truly something to be proud of. The dedication and hard work they put into their shifts is something to admire. We are incredibly lucky to have the team that we do in our Clubhouse.

