



March 25, 2022

Good afternoon, I hope everyone is getting excited about golf season, we are getting closer by the day, the weather has switched, and we are seeing warmer weather coming. Lots of wonderful things going on at the CGC that we would like to make everyone aware of.

Three themes that we noticed when reviewing the Member survey last year included the concern with geese poop, the Food and Beverage operation (F&B), and Tee-times. We have commencing working on these items and more information on the survey will be released through the Long-range Planning Committee when ready.

Matt our new Superintendent and our Greens/Grounds chair David Harvey are trying out ways to address the geese issue. We have purchased "Bird Bangers" if you are on property going for a walk you might hear something that sounds like fireworks. That is pretty much what they are, no geese will be harmed, this is just to spook them and give them the nudge they need to leave the property and find a new home. This is something that we will continue to work on throughout the season.

The F&B operation was noted in the survey as needing improvements, we recently hired HIVE Hospitality, a third-party consultant focusing in restaurant operations who has been working with us and assessing our F&B operation. Through this process we will be introducing improvements to overall operation including but not limited to developing policies and procedures, defining clear roles and accountabilities for staff, providing thorough training on systems/service execution, enhancing inventory controls, and ensuring a positive member experience at the Club. Improving the overall success of our F&B operation is a priority for us and is something we will be working extremely hard at.

Many of the F&B staff will be returning this season and Ceilidh Gaylor, our Interim F&B Manager, is heading the crew and is extremely excited about working with HIVE to improve the operations. Patty DeWinter will be back as well in the kitchen leading the back of house crew and turning out great food.

The final hot topic from the survey that we saw was the issue of accessing tee-times, we will be adapting to make this a better experience for our members. To help ensure we have equitable access to the tee sheet for all members, will be using a Lottery System which is available

through Chronogolf. As we get closer to season opening, additional information will be provided to ensure everyone is comfortable with how it works. Below are highlights of the benefits and how it works.

How it works - Members

- Member's book tee-times 7 days out as they do today. Members will be asked to book 3 times that work for them.
- On the sixth day out, the Proshop will run the draw and when they finalize it, tee-times will be emailed to all players that received a time.
- DRAW, this is done randomly with a formula that Chronogolf has established. This random draw will give everyone the same opportunity to receive their preferred times.
- You might not receive the exact time that you asked for, the draw will give you the closest time available within a half hour of the three times you have chosen.
- After lottery is ran and tee-times established, any unused times are available for booking as you have done previously.

Advantages

- No need to get up early
- Fair for everyone
- Stress of getting tee-times is gone
- Challenge of Proshop employees managing calls and guests is significantly reduced

Frequently Asked Questions

- What happens if I did not get my time or anytime?
When you get a tee-time, you will receive a confirmation email, if you do not get one, you will not receive an email.
The three times you choose – the system will book you within a half hour before or after requested times.
- Will this affect the league times? No this will not affect leagues. All Leagues times will be excluded from the Lottery.
- How to make changes to my lottery times? Same process as before, you can call the Proshop or alter times online and see what is available.

As you can see from the above, a Lottery will definitely help improve access to the tee sheet for all members. Again, closer to opening date we will have a more in-depth information sheet issued to the membership. If you have any questions in the meantime, please let us know.

We are happy to announce that Dan "The Man" will have an Assistant/Associate Golf Professional this season to help him out with the Proshop and Junior Program. The new Assistant/Associate Golf is Jake Ward, he is from Fredericton and is a Class A PGA of Canada Professional with lots of experience in the industry and is great teacher and club fitter, we have received our Cobra Fit Cart and Jake can help you out with that if interested.

You can see from all the above there is a lot going on at the CGC. We are all excited to get the season started and hopefully with the COVID restrictions lifting we will have a little bit of normal back in our lives.

Cheers,

Team CGC