

Operations Report 18/5/20 - GDTA trading as Gosford Tennis Club

Given COVID-19 impacts a more abbreviated report is to be provided for this meeting:

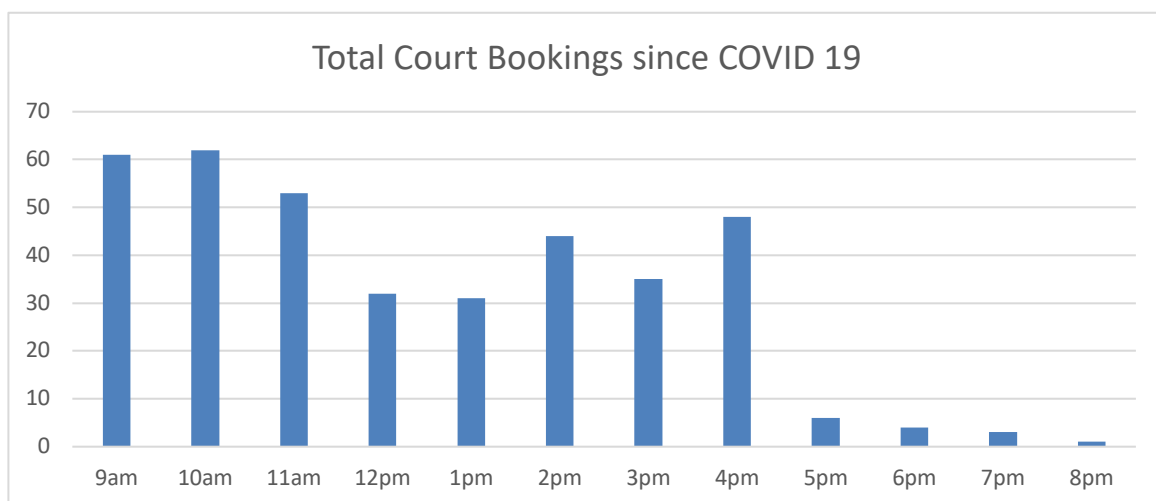
1. Coaching Report

Looking forward into May, the coaches will be returning to squad and hot shot coaching the week of the 24th May. As per new guidelines issued 14 April, coaches will be able to return to squad training on a 1:4 ratio per court.

Alex & Jono have also advised that they will be splitting their roles within the business with Alex to take responsibility for all hot shots' programs, and Jono to lead on high-performance.

2. Participation Numbers – COVID-19

Our court bookings are averaging 92 per week following the Easter break and the following chart provides the times of the day with court usage. It is interesting to note that mornings between 9am-11am are our more popular times. This should provide some food for thought when we look at promotions, court opening times etc.



UTR hit outs has attracted 76 members with average matches scheduled over the past 3 weeks hitting 64 played over 2 timeslots per day. This also means that the same players may enter 2 or 3 times per week, however it is pleasing that we have seen UTR membership increase from 55 in week 1 to now 76. I have attached for your reference a current ranking of players, which will help us identify where players should be placed for competitions, and our super series. We have also extended this for Wednesday evenings to expand our product.

3. Pro-Shop, Café & Catering & Gym

Jackie has reported the following:

- All Honour Boards will be moved into the main clubhouse by June. We are currently organising 4 new boards (Men's' Open Doubles, Ladies Open Doubles, Mixed Open Doubles, a new World Ranked Players from Gosford Tennis Club board.
- Aussie Signs are quoting on our pro shop signage, refer to mock-up of image for feedback
- Cubes have been ordered to finish the pro display
- Acrylic holders have been ordered to put up on the wall for our new information sheets. Information Sheets on our products are being worked on by Jenny.
- New POS System called "IN Tennis" is currently been set up and will replace the current Vend and Coaches Tennis Biz systems. Refer to link <https://sportlogic.com.au/intennis/>

- IN Tennis will allow us to co-ordinate all aspects of running a tennis facility across one platform making it easier to manage from our retail area. It will also provide us with more accurate reporting to Council and TNSW for participation numbers. We are currently paying \$118.00 per month for Vend, with the coaches who will contribute 50% of all costs, which should save GTC in the order of \$73 per month. The coaches will also be paying for 50% the set-up costs of the new system which will total \$899. All information has now been exported from Vend and Tennis Biz, and we hope to have it up and running by the 27th May. We have also ordered a scanner, printer and new till draw that all automates with the new system.
- Merchant facility change – the centre is currently looking at changing the facility that will integrate with our new POS system, this will mean that all Eftpos sales will automatically update in the system without the hassle of trying to marry up receipts. Tyro has pitched to us and it would be an extra \$10.00 per month. However, we have approached Jono and Alex to cover 50% of the costs which will save GTC a further \$100 per month in bank fees.
- When we run tournaments at bottom complex, we can request another Eftpos wireless facility for the bottom courts for a cost of \$39.00 per month.
- Rex has been kind enough to fix the window that was currently closed in the office, we now have lovely natural light and fresh air

We have had a few issues with Brian Turton pestering us once again, we have reported all calls to the police particularly the threatening ones to the police email that was provided, his most recent call was Wednesday 13th May looking for Mike Phillips and Tony Haworth. Alex Silcock has been advised

4. Competitions (Products)

- Refer to TNSW Level 1-3 staged return to business matrix.
- Looking forward into May, we would like to continue running UTR hit out and add to doubles play, Senior Comp and Ladies midweek doubles whilst formal LMW competition is not being played.
- Super Series to be up and running by the 22nd May, this will be confirmed after committee meeting.

5. **Court-hire** – Refer to participation numbers.

6. Membership

- Membership Numbers for the 2019/20 year to date totals 1346 which is a 50% increase on last year, an excellent result.

7. **Marketing** – refer to separate marketing report from Jenny.

8. **Social Media** – for the month 18/4 to 15/5, a summary of our Facebook page showed:

- 1239 people who like our page up by 3.6% on last report.
- 926 post engagements, down 52% and we reached 1,299, down 403 from previous month.

9. Website

- Our on-line Pro-Shop is up and running. It has been a little disappointing we haven't marketed this more aggressively – daily specials – and we have asked Jenny to ramp this up given the investment that has been made.
- We have created a "Hall of Fame" on our web page which will recognize members who have had outstanding tennis results plus our life members. Currently these will include Mark Edmondson, Nathan Healey, Melissa Dowse and Mary Gordon.

10. **Tournaments** – no updates at this stage with upcoming tournaments and if they will be played

11. Maintenance & Capital Works

- **Infrastructure & Maintenance** – defer to Mike Phillips for the maintenance report
- **Maintenance Person** – defer to Mike Phillips
- **Kitchen** – Refer to Lynne Buchanan & Mike Phillips.
- **Garden Club** – defer to Mike Phillips
- **Masterplan** – Defer to Lee Spencer
- **Court Re-surfacing** – No further updates
- **LED replacement of courts** – LED lights to be installed late June or early July. Note we received a further quote from another supplier at a cost of \$36,788 for only courts 3 & 4.

12. Sponsorship

- Sheds N Homes has taken up a yearly signage sponsorship, located next to our GTC sign positioned near court 5. Payment has now been made and the company is organizing the sign at their cost.

13. **Central Coast Squash Association** – No updates to be provided.

14. Council –

- Retaining Wall. Awaiting on council response
- Tree and lower car park maintenance – fencing/grass verge responsibility. Awaiting on council response.

Other Items

15. Grants

- Central Coast Council Grant - lighting submitted Feb 2020
- Volunteer Grant - Lucy Wicks submitted Feb 2020 for box trailer/chainsaw & blower
- ANZ Hotshots LED lighting applied 20 March 2020
- NSW Govt Infrastructure - lighting submitted 17 April 2020 (preference given to bushfire impacted communities)

16. **Insurance Claim** – all up to date.

End of Report

