

MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS OF THE CLUB AT COBBLE CREEK, INC.

A meeting of the board of directors of THE CLUB AT COBBLE CREEK, INC. (the "Club") was held on January 27, 2021 at 1pm. Those present and participating at the meeting:

Christine Collin, President
John Szyfer, Vice President
Lisa Hylton, Treasurer
Randy Griffin, Director at Large
Betsy (Betty) Willy, Secretary

Approval of Agenda: It was moved, seconded and approved unanimously to accept the agenda as distributed with the addition of two items: rumor control and General Manager recruitment

Approval of Minutes: The minutes from this meeting were approved electronically by the board members on February 2, 2021. Point of order – It was decided that the secretary would maintain a physical copy of the minutes of meetings as well as post them on the web site once approved by the board for member access.

Safety Message: Today's reminder brings attention to icy winter conditions. Slips, trips, and falls can be an increased hazard with winter conditions.

Old Business:

Directors and Officers Insurance: There was further discussion regarding directors and officer's insurance. Current insurance for The Club includes property and liability coverage from Westfield. Directors and Officers insurance was not available to The Club in 2020. Randy and Christine are completing an application for coverage through Selective. This insurance would include property, liability, and directors and officer's insurance. Current directors are also researching personal coverage through homeowners' policies and umbrella policies.

2020 Financials: There remain several outstanding items that need to be clarified before closing the 2020 financial report. A discussion of these items followed. Christine will continue to research this and take appropriate corrective action the assistance of Jean Leeper (accountant).

John Szyfer has developed a working budget using the 2020 financials as a baseline and distributed this to the board. The 2021 budget will be updated with actuals as we progress through the year. The forecast months will also be updated as we build out the business plan and add more detail.

ForeUp: This newly installed computer system will be more versatile and provide more comprehensive reporting for staff to manage the golf course business. Christine will be meeting with Trevor Nash to correct the mapping of accounts from Quick Books. There is an ongoing learning curve for staff and members.

Staffing:

Golf Pro: John Szyfer and Betsy Willy reviewed their meeting with Gerard Lanser. The purpose of the meeting was to establish their relationship with him as liaison to the board. They will meet monthly to provide support and communication to and from the board.

Gerard had prepared an extensive report detailing his accomplishments during the past year and his goals for the coming year. He had multiple ideas for increasing the revenue stream of the Golf operation.

He expressed a desire for routine quarterly performance reviews and ongoing monthly meetings with John and Betsy. He reviewed areas upon which he will focus in regards to his own professional development and addressed concerns that last year's focus group brought to his attention.

He outlined his commitment to superb customer service as well as the growth and development of his golf staff. He welcomes input from the members and the board as he works to make the golf program the best on the Western Slope.

He also provided the board with information regarding competitive salaries and benefits offered by Black Canyon, the Bridges and information from the PGA. This information was provided to the board to be considered in relation to hiring and retention of golf personnel.

Accountant: Jean Leeper has expressed the desire to retire March 4th 2020. There was a discussion of the recruitment process to find a replacement. Ideally, the board would like to see an overlap to provide time for appropriate training. Randy will reach out to his contacts and if this is not fruitful, the board will proceed with posting the position. Temporary staffing agencies may produce someone who, once oriented, could become permanent.

Office Manager: Madie Freismuth will be requesting maternity leave sometime in July. It is hoped that we will have a General Manager hired by this time to help absorb her duties.

General Manager: The recruitment of a GM is a priority. Discussion of this process will be taken up during next week's board meeting.

Goals for personnel management between now and the hiring of a GM include:

- Development of department manuals to insure consistency within each office as personnel change. Included among other items will be
 - Policies and Procedures (how to do the job)

- Position Descriptions (already developed)
 - Training tips
- Support for all current staff
 - Assist each department head to document the status of their department, their quantifiable goals and plans for reaching these goals. This will provide the new GM a base from which to work as well as focus for the individual department heads.
 - Develop performance-based reviews for each department head and provide periodic reviews which can be used as a base for annual reviews and salary adjustments.
- Fitness Center manual
 - Work to develop a manual for the fitness center has already begun

New Business:

COVID monitoring, 2021 goals and Quick Win Member Benefits Opportunities were postponed until next week's meeting due to time constraints.

Members are encouraged to bring rumors to the attention of board members so that accurate information can be provided.

Next board meeting will be Wednesday February 3rd at 1pm.

There being no further business, upon motion duly made, seconded and unanimously carried, the meeting was adjourned.

Betsy Willy

Secretary