

**YORK GOLF & TENNIS CLUB**  
**BOARD MEETING**  
**MARCH 8, 2011**

The meeting was called to order at 600 PM. Attending were

Ellen Baldwin	Bob Martel	Brent Merritt	Sandy Petrovich	Kirk Todd
John Buckless	Jeff McConnell	Brent Mohr	Hal Stanwood	Greg Villa
Dave Emery	Mark McGreevy	Carla Robinson	Dan Muccio	

Absent were Fern Phillips and Mark Cartier

First and Foremost President Mohr wanted to thank Fern Phillips for her hard work and dedication to see that the survey went out to the membership and for compiling the results and getting them back to the Board post haste. He then went over the results of the survey as follows:

1. Survey Results- 233 Responses to the Survey
  - The golf course is a jewel. Most critical – John and crew do an excellent job.
  - The staff is friendly but the service and quality of food in the bar/grille could be better.
  - The members like each other.
  - The atmosphere is friendly and comfortable
  - The club is affordable
  - Communication between the Manager and Board of directors needs improving. This is already being worked on by Dan.
  
2. Question #2 – If you could change anything- and 3 Additional Comments
  1. Lack of space in the restaurant is causing severe issues with
    - \_ Service
    - \_ Food variety and quality
    - \_ Overall dining experience
    - \_ Overall Club enjoyment
  2. The Old Clubhouse is loved by the members and they want to improve It and use it.
  3. The Family atmosphere has been compromised by the change in billing and should be revisited, as this is the future of the club.
  4. The membership is very fiscally conservative.

Fern also noted there may not be a need for an additional survey. A proposed second survey will include data on pricing and methods of financing for the new proposed cart barn- kitchen addition.

There was much discussion on these topics. Director Emery and Buckless felt we should get numbers on enhancing the kitchen at the Old Clubhouse to make it more functionally useful. Manager Muccio discussed staffing at the Old Clubhouse and the expenses associated with running it. It may not be financially feasible at this time. There was much discussion on this matter. Brent Merritt added it would be ideal to run both places but we need to get the bar/grille perfected first.

#### UPDATE FROM COMMITTEES:

Bar Grille Committee Chair Brent Merritt – Quite a few of the survey results were directed to the kitchen. This season Mike will only be responsible for the kitchen. The committee has changed the menu to incorporate some healthy choices. Brent noted a change he would like the Board to consider concerning adding the gratuity to the bar tabs and having that gratuity come out of the Food assessment each member pays. By doing this the club is paying FICA and Medicare on these tips which also take \$42,000 out of the Bar Grille Food Budget. A motion was made by Treasurer McConnell, seconded by Director Martel and unanimously voted to no longer automatically add gratuity to the check and have it come off the food assessment each member pays. In the future it can still be added but will be billed to the member on a monthly basis to be paid or a member can leave a cash gratuity.

Building Committee- Harold Stanwood- Hal had available an architectural drawing of the proposed Cart Barn, Kitchen space and office space for the Board to Review. The next step is to get more specific details on the project so it can be sent out for bid. It will be a question for the next survey. The Manager and Building Committee will take the plans to the York Country Club and Town of York for preliminary approvals. The Manager will also get pricing for the rehabilitation of the Old Clubhouse Kitchen to bring it to today's standards and codes.

Treasurer Jeff McConnell was advised to

Dan Muccio- New Club Manager 90 day Report- The Search Committee and Consultant David Mazur asked Mr. Muccio to present a 90 day Action Plan to the Board after he was hired.

Dan thanked the Board for the opportunity to be Manager of the York Golf and Tennis Club. He also wanted to thank Former Manager Robert Todd for help during the transition period, in which Bob was informative and professional.

Dan based his plan on basic and core concepts, Listen, Observe, Communicate and Act. This is the approach he believed was essential to gain the necessary information to have a successful 2011 season. Dan was able to meet and attend various committees in December. He also noted members and been gracious and made him feel welcomed.

He noted he has met with all of the club's key personnel. He has established strong working relationships in a short period of time. Membership has been a challenge. Dan has communicated with members

with letters, email and phone calls to improve the membership and waiting list. He sent a personal information sheet out to get correct addresses, phone numbers and emails to go into the club directory. He is working on a New Member Orientation to introduce new members to the club and will work with Kyle and Lisa on this.

Dan stated the following goals and objectives for the 2011 Season to the Board.

**TENNIS-** To build a stronger relationship between Tennis Members and the rest of the club. He plans to be more visible and active at the Tennis complex. He will improve communications with the Pro and staff to enhance member experience.

**GOLF-** He plans to work hard to promote more participation in the club tournaments and will inform the membership of upcoming tournaments and formats. He hopes to improve the Food and Beverage at events such as The Men's 3 Day Member Guest. He respects the excellent job done by Kyle and Staff but will help promote more participation.

**FOOD & BEVERAGE-** He has set a new standard of excellence for food and beverage. He will promote a positive atmosphere and energy to the members. He has met with Mike and set clear expectations and a new job description for the coming season. Mike's focus will be on the back of the house and member functions. Laura Tretter will be the front of the house supervisor and report directly to Dan. There will be weekly meetings with kitchen staff to review upcoming events, etc. Dan will work with Laura on hiring and evaluations of the staff.

**OLD CLUBHOUSE-** He has booked 7 events since January. He has 3 save the dates for 2012. There are 11 events for 2011 already. He has recruited and interviewed outside caterers to establish a business relationship for the club going forward. He raised the price for an onsite wedding from \$250.00 to \$600.00. He will work as the wedding coordinator at the events. He has hired all new bartenders for the Old Clubhouse. He is remodeling the Bridal room, basic TLC that is much needed. The Board also authorized Dan to have French doors installed to replace the door in the sunroom on the river side not to exceed \$6,000.00. Dan was also asked by the Board to get numbers for a stone patio on the river side of the Old Clubhouse. He has joined the Chamber of Commerce, to promote the Club, Membership and events at the Old Clubhouse.

The Board accepted Dan's report and thanked him for a job well done.

**CORRESPONDENCE:** - Brent read a letter from Chuck Palmer asking to have the Emeritus status age changed from 80 to 75. He feels there are members who at that age struggle to pay their dues. Brent instructed Membership Committee Chair Kirk Todd to look at this issue and what impact it may have on the budget for 2012 and report back to Board.

Brent also read a letter from Chuck and Jan Goller who were upset with changing the demographics of the membership of York Golf and Tennis Club. The Board voted in December prior to our new manager coming on board to rescind the requirement to live in York County. The restriction was put into place originally because the club had a lottery system whereby people that lived here could not get into the club unless their name was picked. Our wait list is such now that we do not need this restriction. Prospective members can request an application and be put on the wait list at any time. This has helped with the decline in Tennis Memberships whereby we can draw members for Portsmouth and so forth.

GENERAL DISCUSSION- Manager Muccio brought to light that in bringing in new members this year and working on the Membership list the club has fewer families than singles as members this year. This is due to the poor economy. This also affects the operating budget. This will be looked at by the Membership Committee to see what action should be taken to make up this deficit.

A motion was made by Director Petrovich and seconded by Director Baldwin and unanimously voted to adjourn at 8:17 PM.

Respectfully submitted by

Carla Robinson for  
Fern Phillips, Secretary.\