

General Manager's Report FY21-22

AGM 2022

Firstly, I would like to thank the Board, Management, staff and members for making me feel so welcome. We are extremely lucky to have such a great group of people involved in the club, and in one of the best locations for golf.

We've had a very tough start to the year. For the first few months the clubhouse was closed due to Covid 19, although golf was still being played in a limited capacity. Our industry experienced labour shortages never seen before, in addition to the economic difficulties that followed, which continued to impact throughout the year. Just when we saw the light at the end of the tunnel, we had a fire in the cellar. This resulted in the closure of the club for an additional week with all activities being conducted within a marquee on the first tee. Then the rain came, delivering levels not seen in the history of the club.

My tenure commenced in February 2022, well after the most difficult period of the year had passed. I would like to thank the previous General Manager Scott Armstrong for all his hard work and guidance through those difficult shutdown periods. I would also like to thank our President Malcolm Sheldon who volunteered his time to stand in as our Temporary General Manager for what could be described as one of the most difficult periods the club has experienced. The staff shortages across the industry made Malcolm's job extremely challenging. He just couldn't get the head count to the levels required to open all the club's outlets and provide the service that Shelly Beach Golf Club is known for. His work during this period provided the stability and leadership the club required to get back on its feet.

This year's financial result directly reflects the disrupted year the club has endured. Revenue of \$6.9 million is a solid result, and with your support we have been able to achieve a net profit of \$255,769. This result may be compared to the record result achieved last year; however, the 2020 -2021 Financial Year result was unprecedented and may not be achieved again for some time.

On a positive note, the club has continued to work on the Strategic Plan that was presented to the members some years ago. We have maintained our position in the Top 100 Public Access Courses in Australia for a second year. We aspire to make the Top 100 Golf Courses in Australia (not just public courses) and have engaged Perrett Webb to help us on this journey. Perrett Webb are a leading golf course architect team which provide a mix of Australia's most experienced course architects with the knowledge of arguable Australia's greatest living golfer.

While shutdowns, Covid and the weather have made life difficult for the team, the following projects have been either completed or nearing completion.

- Steps to 6th and 13th tees including handrails
- Path for the 11th tee including seating area, rubbish bin and sand bin
- Drainage adjacent to 9th green and apron turf
- Additional sand in bunkers
- 8th Tee completely rebuilt
- 5th Tee irrigation



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This is in addition to the repair work and course maintenance required because of the damage caused from the endless amount of rain.

Although the clubhouse improvements have not progressed as fast as we would have liked, we have engaged a new architect who is a specialist in the hospitality field. BSPN have completed numerous iconic venues including the Star Gold Coast, Treasury Casino Brisbane and the Brisbane Broncos Leagues Club.

Upgrades to our IT infrastructure have been completed including all Point of Sale, servers, desktop and laptop computers. Although these upgrades are not obvious to the naked eye, they will have a huge impact on the club's efficiencies, and let's not forget the new big screen.

On a final note, I would like to once again thank our President Malcolm Sheldon, the Board of Directors, the Management Team and our amazing staff for their support and friendship. We certainly do have an amazing team of people here at Shelly Beach, and we look forward to sharing another exciting year ahead.

Peter Ehlen

General Manager