

GENERAL MANAGER STATEMENT

Since my appointment as General Manager in November 2018 I am very clear of my objectives for the first year in the role.

- 1. Oversee the introduction of a new web site and put in place a continued upkeep of that site.*
- 2. Work with the TC and seek to complete the lighting project to the astro courts.*
- 3. Improve and promote the gym/studio in order to increase membership and income.*
- 4. Liaise with the tennis and squash sections in order to improve and build more efficient/profitable junior/adult programs.*
- 5. Put in place a staffing structure that represents efficient and professional day to day running of the club, bearing in mind that the club seeks to always have value for money.*
- 6. Maintain and improve the facilities within the scope of the financial limitations of the club.*

Items 1 and 2 are complete and my thanks go to Martin Zinkin the tennis secretary who undertook a massive amount of work in driving these projects forward. The updated web site is already proving a valuable tool for membership/coaching enquiries. The new lights have received 100% positive feedback from the tennis section. The full benefits of their installation will not be felt until next winter when there will now be the opportunity to increase evening play.

Items 3, 4, 5, & 6 are on-going with a continual drive to improve what already exists.

As the year moves forward I will continue, with the support of the GMC, tennis and squash committees, to work towards positive changes and improvements. I echo the comments of the club chair in his Chair's Statement, evolution rather than revolution.

I would like to thank all those members that volunteer their time and expertise in helping with the running of the club. They are too numerous to mention individually but their help is invaluable in running the tennis social and squash club nights, those that organise and help with various club tournament, meeting and greeting new and prospective members, legal, surveying and architectural advice, gardening duties, IT and lighting issues and the 101 things that a club needs to continue updating/keep working.

I have always had a great respect for our club, it is unique and does many things exceptionally well. I tell potential members that we have very good facilities but our greatest achievement is the membership. It is the members who make a club what it is.

Not last, my thanks to the staff, bar, administration, coaches, housekeeping and grounds who are all an integral part of what the club represents.

Sarah