

## General Manager Statement

May 2021

*Since my appointment as General Manager in November 2018 my aims have not fundamentally changed. I continue to strive towards the smooth day to day operational running of the club with regular attention to updating and improvement of facilities coupled with strong financial foundations.*

*I remain mindful that as membership numbers and income streams grow there are tough decisions to be made in keeping the balance between trying to increase revenue whilst remaining as a member's club run for the benefit of its members. It is a testament to the hard work of the Treasurer Bob and Chair Steve that in a difficult year for accurate cash forecasting and balancing of the books, they diligently monitored and oversaw the club's financial health.*

*2019 was an exceptional year with a surplus 100k above that of 2018 with many improvements to club facilities. 2020, despite the challenges and adversities of the pandemic, has again proved exceptional.*

*To keep my report short I refer you to the recent Chair's Personal Statement and club accounts which detail the strong financial position and continued improvement to the facilities.*

*The new patio area was a difficult project to complete and thank you to Adam de Winter who, with his construction industry background, oversaw the works to completion within budget figures and during the worst of the winter weather.*

*Thank you to the tennis committee headed by Martin Hearn who all gave an enormous amount of time and effort in steering the club through a year of uncertainty and adversity. Membership numbers reflect the excellent job they did. Martin is standing down this year but I welcome Jonathan Stephens as the new tennis secretary and look forward to working with him. Further thanks to the squash secretary Charlie and the squash committee /coaches who had the difficult job of keeping squash members engaged when there was very little squash to play! Renewal numbers show what a good job they did.*

*Last but not least thank you to all staff, bar, grounds, administration, housekeeping, kitchen, coaching and gym together with volunteers and committee members, who give their time and energy in helping with the running of the club. You are too numerous to mention individually but you know who you are and what a good job you have done. You all play a part in making Coolhurst the outstanding club it is.*

*Sarah*