

Members Liaison Committee

Meeting 9th November 2019

1.00pm in the Clubhouse

1. Present

E. Raistrick, C. Lannin, I. Clark, D. Mennie, G. McGill, D. Scott, J. Porteous, Martin Andrews, Duncan Thomson, G. Smith

Apologies

2. Course

DS said that the coring work had been successful however the staff had only managed to get two top dressings down due to the weather. When the weather and play allows staff would look to apply another dressing brushing the sand in this time to fill in the cores.

DS went on to report that winter work was underway with some tining of tees and the whole site would be tined starting Monday 18th (weather dependant). Some bunkers would be re faced starting on the 10th, DS added that the bases would be raised and sculpted to allow for roll back as per information on previous minutes. Work would also be carried out on the 18th Tee. Roping off would continue this year.

Duncan Mennie asked about the possibility of flattening the practice putting green. DS confirmed that was something that was discussed in a recent meeting with Course Architect Tom McKenzie.

Tom McKenzie visit

DS went over the initial visit made by Tom McKenzie and confirmed he was still awaiting the proposals from him. It was hoped that this would arrive at the end of the month. DS said that he was happy with the initial meeting and once he had the proposals he would circulate to the MLC and then the wider membership.

3. Clubhouse

DS informed the group that plans had been approved to develop the upstairs function room into 5 more bedrooms. Work would be due for completion around May 2020. Whilst this work was going on and other work to toilet areas etc was being completed the club will communicate any closing off of areas in a timely fashion.

DS asked Chris Lannin to go over the points he raised with Jonathan and himself re clubhouse food. CL explained that he felt that the quality of the clubhouse food in particular breakfasts were not good, examples were stale or off rolls, overcooked food/food being deep fried and a feeling the food was from a previous breakfast buffet. Staff had informed CL not to order a particular item on a particular day as it would not be good. DS asked the group for other comments, George McGill said that one of his group had been served a bad breakfast roll after handing this back a replacement was served and was fine. Gordon Smith said he felt the quality of the rolls was not as good as it had been but did say he felt the time to deal with this was at the point it has been served.

DS confirmed he would be speaking to John and Anne Burns and would cover the issue of consistency of items produced by the kitchen and staff training. DS said that the clubhouse food was a crucial and integral part of the business and whilst much of the feedback from customers, guests

and secret shoppers had been positive he took the comments made by the group seriously and would ensure this is better in the future.

Evlyn Raistrick said that she felt the service in the members lounge was sometimes lacking with a focus on the main lounge, she also felt the atmosphere was inconsistent and felt it would be helpful if staff had badges or perhaps staff pictures and names on the wall in the members lounge.

4. Events and Handicaps

Christmas Shotgun

JP & ER to meet to discuss ideas for the Christmas shotgun. ER suggested through the December period to run a donation for the East Lothian food bank, box to be supplied at the entrance for donations.

Medal Times

DS informed the group that demand for medal times was now lower than in previous years and as such suggested reducing the block out times for medal days back to 11.00 (this is typically when demand slows down) after this members can still play in the medal but would be playing within normal play. The other suggestion was to make all normal medals (excluding meetings and Championship Qualifying) optional medals so members can book to play a normal game or compete. All felt that with the World Handicapping coming in Nov 2020 things would change anyway and that there should be a change in time but not to make all medals optional yet.

Scottish Seniors Open

DS confirmed that the SSO would not be retuning to Craigiellaw in 2020 it is unlikely to go ahead at all due to a lack of sponsorship.

World Handicapping

DS said that Scottish Golf had announced that they would now look to supply handicapping software to all clubs in preparation for the WHS implementation in Nov 2020 this would meaning the clubs software would not be used for handicapping. DS said this move meant that all members would now have to look after their own handicap (club staff would be on hand to help).

Inter Club Matches

DS confirmed that GM had heard back from 2 clubs re the inter club matches, the suggestion going forward is to contact clubs in the area to arrange friendly matches for the 2020 season and perhaps some of the matches, if they continue could form a new version of the event in 2021.

5. AOCB

Bag Tags

DS said there had been approx. 50-60% of the bag tags collected from renewal this year, DS asked if the issuing of tags was worthwhile. Note after the brief discussion and considering this point after the meeting DS will order a lower amount of tags taking into account the number not collected this year as the deadline was looming.

Date of Next Meeting TBA

Meeting closed.