

New Seabury Members Association Board of Managers

New Seabury Club Members Associates, LLC *New Seabury Board of Managers Meeting Minutes of New Seabury Board of Managers Meeting April 13, 2023*

The following are the minutes of the board meeting held on April 13, 2023. The Board Chair presided over the meeting.

Attending Board Members: Richard McGrail, Rick Russo, Dave Tacelli, Doug McHale, and Michael Bonacorso, Ralph Lepore, Marliese Zafiroopoulos and Jyl Dunne.

Additional Attendees: Chris Card, Club President & CEO and Jim Clay Senior Director of Club Operations

The meeting was called to order by Chair Ralph Lepore at 6:00pm. The first order of business was a review of the Board Minutes from the November 14, 2022 meeting. After a brief discussion, **a motion was made and seconded to accept the meeting minutes.** The minutes will be posted on the NSBOM website <https://nsbom.com/>

Treasurer's Report

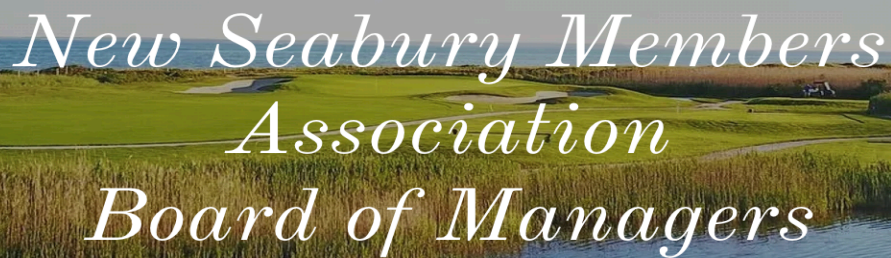
Ralph Lepore reported that the balance in the NSBOM account is \$366.41.

A motion was made to accept the Treasurer's report. The motion was seconded and unanimously approved.

Communications Committee

Richard McGrail provided an update on the NSBOM's communication efforts since the November meeting. Richard reviewed the recent communications sent to members. The aeration process video with Kevin Taylor, a video with Kathy and Cody Hunter displaying the racquet dome, and an email blast sent with golf updates from the club. Richard explained all were well received with 79-81% open rate which represents approximately 1100-1200 members opening the messages.

Kathy is in the process of working on another email update with Cody regarding upcoming racquet programs and events. A re-post of the golf "maintaining the Course" video will be sent in May to remind members on various course etiquette. Ralph Lepore and Chris Card are also working on a welcome back video planned to be sent in late May. A waterfront video is also in the works which will highlight the new updates to pool area.



New Seabury Members Association Board of Managers

Food & Beverage Committee

Rick Russo provided the Committee with the F&B update. Rick and Mike met with Jim Clay and Ramone Duran last week, and discussed the survey results. They felt that there were five areas to focus on: menu rotation, each restaurant to have its own identity with each having a unique menu, theme driven menu at each venue, enhancing the grill and salad menu at each venue and an allergen and a dietary menu. Allergies will be addressed at each venue. They will continue with wine dinners and special events as they had last year. Rick is looking forward to reviewing all venue menus.

Rick noted that food for the golf tournaments needs to improve. Rick will meet with Jim and Ramone to review tournament menus. Doug suggested themed menus at golf events. Jyl discussed her experience with women's tournaments and explained that needs and expectations were met.

The Club will be opening outside bar upstairs this during the season. It will open July 4th for about 6 weeks. Lunch and drinks will be served outside.

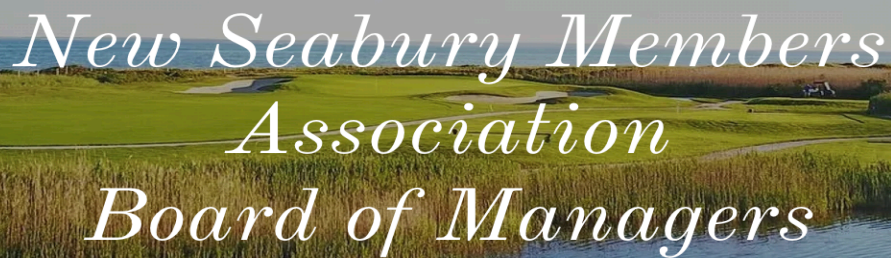
Dave Tacelli explained that Ramone has been great at the club communicating with members and receptive to menu feedback.

Chris Card said he is confident on staffing for the season. There are no J1's this year due to housing. He noted staffing has been strong with many new employees. Chris Farley will take over Bobby Smith bartending position at the Inn.

Rick asked if we can add an instant feedback to the app for members. This would provide real time feedback to be addressed. Rick also suggested establishing a program with "Member of the month." This would display member's experiences with staff. The goal is to recognize the staff achievements and positive experiences. This is a way to build staff morale and remove the hostility aspect. The message to the member is you talk and we listen. Jim Clay is looking into a way to add something to the current platform. The data can be displayed at the annual meeting and could replace the annual survey.

Golf Committee

Dave Tacelli provided the group with a golf update. Jyl and Dave met with Andrew Stolze on 2022 survey data. Some topics that were discussed were handicap system and a plan for driving range. Dave and Jyl reviewed the handicap system and explained that there will be a manual look with a pro and member to review handicap before tournaments, it will not be done on a day by day basis. The goal is to identify any issues prior to tournaments. Jim stated if members are trying to work the system they are doing it by posting. The club does not have a specific plan for the driving range at this time.



New Seabury Members Association Board of Managers

Doug McHale asked if we could use registered fertilizer products at the driving range, suggesting those products would do better with the summer heat. Chris Card explained one of the issues is the irrigation and that they are establishing a plan to install a new system.

Dave reported on the next video to be sent. Kevin will introduce his dream team, Sean Lucey and Liam Doherty and talk about what they are doing on the course. He will discuss improvements and explain the reason why they made the various changes on each hole. This video is planned to go out late May.

Rick mentioned that there has been member frustration with new app. It has been confusing and hard to register for events. Jim Clay is reviewing the process and going to change the registration process to a simpler way. He did report that 200 members have already signed up for Bufflehead tournament. Rich explained that the other feedback was that no one was in working in the pro shop to deal with issues.

Racquet Committee

Marliese Zafiropoulos provided an update on racquet sports. Marliese spoke with Cody Hunter and he explained they are transitioning to outdoor play this month so a lot of juggling between the dome coming down and opening clay courts. They will start pushing summer programming out later this month. Cody is going to keep building and adding more pickle programming, and planning for two nights of social evening play this summer while making use of the fire pit area for drinks/food. Tennis programming will be very similar. They are hoping to get more under age 8 programming and add on a clinic for kids camp attendees, this would be in addition to the "fun games" session they already do.

Waterfront

Michael Bonacorso reported on the waterfront. He met with Scott Mullen and Jim Clay and they discussed the issues around limited chairs, umbrellas and towels. He reported that they had 400 + applicants for waterfront and hired a new beach supervisor and an assistant to take over waterfront. They plan to add an extra shift in the evening to do laundry at night time and clean up after members if they choose to stay at the beach late. They are working on a towel return policy. Last season they started out with 3000 towels ended up with 800 at the end of the season.

Mike said a video will be going out in May displaying improvements at the pool deck. They hope to bring various activities/events to pool this season like a sunset swim with a buffet dinner. They will try do events four times over the summer season. This season they will permit the diamond members to enter early at 9am on weekends.

Scott said they will continue to maintain offerings as last season. They are going to change up the music entertainment and gear it toward more themed driven (i.e. 80's night). They are also looking into happy hour entertainment.



New Seabury Members Association Board of Managers

Mike explained that Scott is considering opening venues on Thursdays and Fridays between Memorial Day- July 4th if weather is good but may be last minute add on and an email blast will go out to members with extended hours.

Chris Card Update

Chris Card provided an update. He reported that they hired new staff and have existing staff in different roles around the property. All staff have great ideas and are enthusiastic for the upcoming season. He is hoping to provide housing in the future and re-staff the J1's. They have and continue to participate in local job fairs. Jim Clay said he met with some great prospects and will be hiring a new golf pro with great experience and this will be announced to membership in the near future.

Next Meeting Date:

The next regular meeting is scheduled for May 11, 2023 at 6:00 pm.

A motion was made and seconded to adjourn the meeting at 7:22 pm with no further business.

Respectfully submitted,

Marliese Zafiropoulos
Secretary