



*Minutes of New Seabury Board of Managers Meeting  
September 9, 2021  
Location: New Seabury Country Club*

The following are the minutes of the board meeting held on September 9, 2021. The Board Chair presided over the meeting.

Attending Board Members: Richard McGrail, Ann Marie Beasley, Ralph Lepore, Mike Bonacorso, Kathy Griffin-Mayo, Doug McHale, Rick Russo, Dave Tacelli, and Marliese Zafiroopoulos.  
Additional Attendees: Club President Chris Card

Note: Motions/resolutions are in **red bold type**; Action Items are **highlighted in yellow**. Copies of reports or presentation notes, when available, are noted in *italics*.

The meeting was called to order by Chair Richard McGrail at 6:05 pm. The first order of business was the **review and approval of Board Minutes from the August 12<sup>th</sup> and August 24<sup>th</sup>, 2021 meetings**. Following a brief discussion, **a motion was made and seconded to accept both the August 12<sup>th</sup> and August 24<sup>th</sup> NSBOM Meeting Minutes**. The minutes can be found on the NSBOM website <https://nsbom.com/>.

### **Treasurer's Report**

Ralph Lepore provided the Treasurer's report. There was no activity in the account since the last meeting. The balance in the NSBOM account as of 8/31/21 is at \$4,484.36. There are no expenditures anticipated during the month of September. Signatories will be changed for the bank account in the upcoming days to give Ralph Lepore, the new treasurer, appropriate authority.

Ralph and Richard will work together to build a list of Board expenses to have line of sight into upcoming expenses for the coming year.

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

### **Annual Meeting Update**

Richard McGrail reviewed the final plans for the upcoming, rescheduled Annual Meeting. Annual Meeting is scheduled to be held 11:00am on September 26, 2021, and it will be a combination of in-person and virtual. Zoom info will be sent out to the full membership on September 18<sup>th</sup>, a week prior to the meeting, and a final reminder two days prior.

The Board asked if the tent was available to do member hesitancy to be indoors. Chris confirmed that only the ballroom at Club is available on the 26<sup>th</sup>.



The Board reviewed the meeting agenda and NSBOM presentation. After discussion the board agreed to and finalized the agenda and presentation.

### Communications Committee

Richard McGrail reviewed the September communication plan. Current open rates for email blasts have dropped to 65%. The Board will be working to improve the accuracy of the email distribution list, content, and the open rate.

The Board also reviewed and confirmed 2022 Board contact information.

### Food & Beverage Committee

Rick Russo shared feedback from recent conversations.

- Guest access to member-only venues: To minimize non-member access to the Lure and Beach Bar Chris Card agreed to review options over the winter months.
- 95-Shore Reservation Availability: The Board expressed concern over the lack of available reservations. Chris shared that the seating maximums have been hit, and the challenge of people not showing for reservations remains.
- 95-Shore Experience: Mike shared the highlights from his meeting with Peter Brattander.
  - Peter is working on a 2022 season improved member experience based on feedback received to date.
  - Implementation of an improved training program for restaurant staff for 2022 is underway, including product trainings, steps of service, wine sommelier training. The program will include a pass/fail testing upon completion
  - Menu – approximately 30% of the menu has changed in the last ten days
  - Exploration of seasonal events (Oktoberfest, Thanksgiving) for members is underway. Chris Card confirmed that the current plan for Thanksgiving is take-out vs dine-in as was done in 2020.
- Chris shared that staffing remains a challenge. The Club is actively recruiting, attending job fairs etc. The lack available housing adds to the complexity.

### Golf Committee

Doug McHale shared highlights from Dave Tacelli's meeting with Jim Clay.

- As part of the golf committee charter, there is the objective of establishing a member driven handicap committee. Will you support this? - Jim indicated that he supports a member driven handicap committee made up of (3) representatives, (1) woman volunteer, (1) male volunteer, and Golf Committee Chair, Dave Tacelli. He has also committed to using Foretees to match up rounds played with rounds entered.
  - **Golf Committee ACTION: Determine who should be on the handicap committee.**



- Are there any enhancements planned to improve the overall member experience, (e.g., GPS in carts, weekend games for pro shop credit etc.)? - Jim shared that they are bringing in new carts next year but there are no plans for GPS. However, the plan, (pending), is that these carts will be equipped with a tracking system so the club can monitor two items:
  - Pace of play (They can then dispatch people to try and expedite play to where there might be bottlenecks on the course.)
  - Monitor cart movement throughout the course. This will give Jim and his team the ability to monitor where all the carts are being driven so that we can preserve all the good work that has been done on the course. (Ex. If someone is consistently driving the carts in marked off areas, Jim can discuss the proper cart rules with that person.)
  - There will be weekend games starting next season for all players to participate.
- Review of the hole-by-hole handicaps that were changed this year, Jim had already agreed to do a complete review following this season. Jim committed to complete this review after the season and he is open to making changes based on the data and input from the committee.
- A concern was raised about twosomes on the golf course weekend mornings. Chris agreed to address.

## Youth and Fitness Committee

The Committee provided an update on two areas

- Fitness: Amy Warr's last day was Aug 20th. Since then, Jim Clay has taken on the basics of the position in the interim: scheduling of staff, point of contact for trainers, general oversight of the facility, etc. There have been three Zoom interviews to date, with more this week and next. Two candidates are coming to New Seabury for second interviews. The Board made a request to open the athletic center at 6am vs 7am. Unfortunately, current staffing
- Youth Program: The Board will be speaking with Amy Buckley to determine what additional programs can be held. The Board is specifically interested in expanding Tween/Early Teen activities and is suggesting a survey to membership to explore ideas.
- Chris shared that a member has volunteered to help with a Turkey Trot for the Thanksgiving holiday.
- The Board requested that with the growing members, now at 700+, the Club explore hiring a Social Director
- Waterfront: Cabana Club is closed for the season. Fall beach access is available via the Beach Club, and the restrooms are available. Members will need to bring their own chairs during the week, but chairs are available on the weekends.

## Tennis Committee

Kathy Mayo provided an update on based on discussions with Cody.

- Fall court enclosure project: Cody reported that the Bubble project on the Hard Courts, but all is moving in the right direction. This project is slated to be completed and open in December. When we have a final date from the installer, we plan to send out a timeline to members.



- Tennis Assistant: A job posting is on the USPTA website for Cody's assistant. A few resumes have come through that Cody would like to speak with. Now that we are on the other side of Labor Day, things have slowed enough for Cody to be able to focus on hiring
- 2022 Junior Program: Cody is continuing to review to option for a flat rate program for next season but is still concerned about participation and due to weather challenges.
- Tennis Travel Team: Cody indicated that he is open to establishing a tennis league. He reached out other clubs last year and will continue to explore options
- Adult Drill & Play and Cardio Clinics: these activities will be kept going during the fall. The clay courts will remain open if the weather will allow, hopefully we will make it to November again, fingers crossed we have weather like we did last year.

### Club Management Update

Chris again reiterated that this was the most challenging year in his career for treatment of staff. Two experienced, qualified staff resigned due to member treatment of the staff. The Board asks all members remember to treat all the staff with the respect they deserve.

### Next Meeting Date

The next scheduled meeting is the annual meeting which will be held on October 14, 2021, at 6:00 pm.

**With no further business, a motion was made and seconded to adjourn the meeting at 8:07pm.**

Respectfully submitted,

Ann Marie Beasley  
Secretary

Commented [AMB1]: What do we want to say here?