

# BTC- Manager's Report Nov 12, 2014

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Reporting period: October 9<sup>th</sup> – November 12, 2014

A word to the board of directors,

It has been a pleasure to work with all of you dedicated directors. A special thanks to those who were heavily involved in clearing up booking violations and system related issues. As the manager and on behalf of the staff, we have encountered quite a number of unexpected challenges within a very short duration of time. For example, there were numerous accounts of flooding in our courts, booking system glitches, and members who were actively violating booking rules. Nevertheless, we overcame those issues through collaboration, active management, and with full support from the directors and volunteers. I am very satisfied with majority of my team of staff's learning progress, attitude, and work ethics. I strongly believe this team will continue to overcome challenges, and be able to provide exceptional customer service for our members.

David Yang, Acting Club Manager

## **General Items & Members Relation**

- No formal or major complaint of any unacceptable social behaviour
- Few members were consistently reporting illegal bookings to the staff and management to assist us with enforcement
- At least 7 out of 10 of all prospects who received offer to "try-out" Men's and Mixed Nights became a member
- Ball machine was out of order for two weeks starting October 9<sup>th</sup> - repair done by Tom Gomez
- Office security cameras to be repaired by mid-November

## **Staff Management**

- Morning no-show: 0
- Active Staff Wages breakdown:
  - Senior staff: Nathan, Matt, Kevin, Peter
  - Junior staff: Grace, Eddie, Joshua, Patricia, Nick
- Next season, I plan to put a full-time senior staff during weekday mornings to improve on delivering consistent level of quality service and communication.

## **GigaSports**

- Overbooking issued fixed
- New: Display of full names on booking sheet
- New: Display of guest names on booking sheet
- New: Junior is now able to book with adult during prime time

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- New: Display of club courtesy notice in both English and Chinese
- TO DO:
  - GigaSport to set up Singles Ladder (expected completion by mid-November)
  - GigaSport to adjust Wait-list feature to avoid overbooking.

### **Bubble Status**

- Bubble had gone through at least 4 major floods (more details in my e-mails on bubble flooding )
- Barry and Graham built a cement dam along court #3, #2, & #1, which temporary fixed leakage along the north side
- Leaves pile around the bubble were cleaned up by Barry. Second round of cleaning will commence in mid-November
- TO DO:
  - Two lights are out in the bubble. Expected to be fixed by November 14
  - Continue to monitor leakage on court #5 (north side) and find solution with Barry

### **Booking Rule Violations**

- At least 15 violations incidents occurred to date.
- Most commonly violations:
  - 48-hour name change
  - un-registered players
  - 24-hour cancellation.
- Issued verbal warnings, collected one penalty payment, issued one warning letter to David Ho.

### **Office related purchases to date**

- BTC Letter head paper & envelopes
- FOB cards
- Stationary
- Office chair to replace a broken one

### **Upcoming Shopping List**

- Cash register
- Laser printer