

MANAGER ACTION PLAN (Starting Feb 20)

- Manager to be at the club 100% of the time (25 hours per week) to improve customer service, improve operational efficiencies, and reduce wages.
- Staff hours to be reduced by 14 hours per week (approx. ~\$160 in savings)
- Manager's office hours:
 - Monday 6:30-closing (5hrs) *staff leaves at 7:30
 - Wednesday 6:30-closing (5hrs) *staff leaves at 7:30
 - Thursday 9:00-closing (2.5hrs) *staff leaves at 9:30
 - Friday 6:30-closing (5hrs) *staff leaves at 7:30
 - Saturday 2-6PM (4hrs)
 - Sunday 2-5:30PM (3.5hrs)

MEMBERSHIP

Adult	167	63%
Senior	60	23%
Intermediate	9	3%
Junior	31	11%
	267	100%

- 6 families (12 adults and 13 juniors)
- 30 Pay & Play Memberships
- Men: 75% Ladies: 25%
- 7 on-injury claims so far this season (projecting \$1000 in membership dues credits for next season).

SFU Tennis Team (P&P member)

- \$1000 credits are used up in beginning of December.
- \$345 extra court fees invoiced on January 02, 2016 (paid)
- SFU booked and played 70 hours of court time in January. That's a total owing of \$1220. Checked with Patrick to see if they're within budget. Patrick confirmed that they're within budget.

STAFF

- Duties reinforced
 - Refresh browser before making a booking to avoid double-booking
 - Check court activity every hour to ensure booking legitimacy
 - Check guest's ID to ensure same guest doesn't come twice a month
 - Public booking must pay in advance using credit card
 - Guest must have a profile in order to be on a booking



Manager Report – January 2016

- 24-hour booking – pick up phone call precisely on the hour. Staff will not pick up phone calls 5 minute before the hour.
- Wearing uniform is mandatory

PERMANENT BOOKINGS

- Yoshi - Sunday 9-11pm (4 courts), Revenue: \$5525 (paid)
- Makoto - Saturday 11-1pm (2 courts): Rev: \$2525 (paid)
- Paul Siddoo - Wednesday 6-8pm (1 court). Rev: \$1625 (paid)

ONE-TIME BLOCK BOOKINGS

- Tennis BC – Junior Tournament Jan 29-31 Rev: \$2772 (outstanding)
- QE Tennis Club – Feb 06 Rev: \$300 (paid)

SportyHQ on-going issues and missing functions from Admin side:

- Missing Doubles Night Online Sign-up. Singles ladder.
- Multiple scrolls to view booking page. Need one full-page court booking view
 - Requirement for booking display monitor
- Lacks 24-hour booking ability for staff
- Guest profile can book more than 2 times a month
- Last minute booking hours does not get released right away after play??
- Statistical reports lack customization functions.
- Cannot export membership list, missing address field (Complete)
- Lacks court booking detailed history: who made what booking at what time.

COURT UTILIZATIONS

- October: 62%
- November: 81%
- December: 89%
- **January: 87%**
 - Monday: 85%
 - Tuesday: 89%
 - Wednesday: 90%
 - Thursday: 97%
 - Friday: 78%
 - Saturday: 83%
 - Sunday: 85%

MISC. ITEMS

- Manager's desktop computer needs replacement.
- Court cleaning machine battery replaced (costs \$855).
- Working on booking system-transitioning plan for admin/staff. List of features required for the new system.
- Tennis BC Gold Membership Application completed.