

### MEMBERSHIP

|              |            |             |
|--------------|------------|-------------|
| Adult        | 172        | 63%         |
| Senior       | 60         | 23%         |
| Intermediate | 10         | 3%          |
| Junior       | 31         | 11%         |
|              | <b>273</b> | <b>100%</b> |

- Summer membership forms available on our website and office

### WEEKLY LIMIT REVIEW ON 20 MEMBER PROFILES

- 5 people received 1<sup>st</sup> warning letters
- 2 people received 2<sup>nd</sup> warning + suspension

### STAFF

- Staff duty check-list implemented
- New Hire: Kelly Pan
- Daytime FT staff candidates for next season: Jack Xiao, and Peter Sowinski
- Duties reinforced
  - Public booking (1 hour at a time)
  - 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
  - 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

### ONE-TIME BLOCK BOOKINGS

- Tennis BC – Junior Tournament Jan 29-31 Rev: \$2772 (paid)
- SFU January booking invoice \$1400 (outstanding)
- SFU February bookings being finalized

### COURT UTILIZATIONS

- October: 62%
- November: 81%
- December: 89%
- January: 87%
- **February: 84%**

### MISC. ITEMS

- Manager's desktop computer replaced.
- Tennis BC Gold Membership Application completed.
- 4 league teams' fee paid
- Last Day of Bubble: May 1<sup>st</sup>
- Ladies DIV 4 indoor home matches courts booked (April 20&29, 7-9pm 4crts).
- Tennis BC Club Insurance application deadline March 31<sup>st</sup>.

### PROJECTS

- Max Pellizzarro's in-house booking system under initial development
- BTC Facebook group page under planning stage to boost social media presence and allow members to get connected with each other.