 **Management Report July 2017**

**Training/Office**

* Training is almost complete however training will be ongoing for Sporty HQ/Jeggysoft as I learn booking procedures and rules.
* Procedures for both staff and office/administration will need to be implemented. Documents will need to be updated and organized, including purging of old files and old unusable stock.

**Internet**

* Internet access to the clubhouse is very poor. Staff are having difficulties booking courts due to the slow speed. I had contacted Telus to come up with a solution, however, it was unsuccessful. They advised that the clubhouse is in a ‘dead zone’ and were surprised that we were given the service in the first place (both Bell and Shaw advised that they are not able to provide service). We only receive 1 mpbs upload and 1 mpbs download.
* I requested that Telus compensate the club since we have not been able to fully access the internet. They will be providing a 6 month credit for internet ($48x6 months =$288) and have provided promo rates for our phone and internet in a package. Currently, we are paying $226.44 per month. This will bring the cost down to $58.24 a month for the next 12 months and then $85.12 thereafter.
* I contacted Chris Ratcliffe, Network Architect at the City of Burnaby. They will be installing a micro radio link from CG Brown pool to our clubhouse. This will provide WIF to our tennis courts 100mbps down and 100 mbps up, with separate access for Public, Members, and Staff use at no cost to the club! Estimated completion of WIFI will be within the next week or two.
* We will also be getting an Ethernet cable installed to the clubhouse for office use. The club will be responsible in paying for the installation and wiring costs, however, after it is installed, internet will be paid by the City of Burnaby, again, no cost to the club! We will be canceling the internet service with Telus which will eliminate the monthly costs.
* Future growth coming later this year: City of Burnaby has a project in place to run conduit from the Burnaby Lake Pavilion to Bill Copeland and will add a leg of that conduit to the clubhouse. This will provide faster internet access and the possibility of telephone service paid for by the City.

**Computers**

* Two new computers have been purchased, one for the front desk staff and one for the back office. My husband Chris has volunteered his services to assist the club with computer support. He is highly qualified and works in the IT industry as a Systems Architect for Scalar IT Solutions. Both computers will be set up by end of the week.

**Staff**

* I have confirmed that Luka Chen will be working Tuesday and Thursdays from 4-8 for the remainder of summer. (email to be sent to members to clarify booking rules for Tuesday and Thursday Doubles)
* Audit of last seasons’ staff is in progress. Once completed, I will be moving forward in hiring staff for the upcoming season.
* David Yang will remain part time in the Fall.
* Meeting this week with potential candidate, Barb Crowley, for Assistant Manager role.
* Meeting this week with Errol (janitor) regarding expectations, duties, compensation etc…

**Social Media**

* Twitter and Facebook pages have been set up. An announcement will need to be included in the upcoming newsletter.

**Cams**

* 2 out of 4 cams are not functioning. Unfortunately, Peter from ProNet advised that the equipment is too old and would be too costly to fix. We will need to revisit updating the cams after office renovations.

**Clubhouse Chairs/ Tables**

* Looking into suppliers to purchase foldable chairs and rectangular tables. Source Office Furnishings pricing is competitive and will deliver. I am also looking into auctions.