



PANAGA CLUB
MCM MEETING MINUTES

Meeting Name: **MCM07/2023**
Date of Meeting: **23rd November 2023**

Time: **1030 - 1300**
Location: **Pelangi Room**

Meeting Objective:

Ensure the effective functioning of the committee and its ability to carry out its role. Raise issues to improve the Club operations.

Attendees:

Present:

Michael Lampp	CP, Club President
Nor Yap	CM, Club Manager
Aran Testa	CDC, Culture Division Chair
Gareth Trevor Turner	GC, Golf Captain
Rosalind Garfield-Barkworth	GLR, Garrison Liaison Representative
Mico Peric	KBBC, KBBC Commodore
Peder Elfving	MKR, Marketing Representative
Marc Ripoché	SDC, Sports Division Chair
Geoffrey Sim	FAM, Facilities Manager
Janice Lim	MSL, Member Services Lead

Apologies:

Alper Zika Celik	CT, Club Treasurer
Marten Adema	HM, House Member
Julia Wotton	HFDC, Health & Fitness Division Chair
Wendy Dawn Thompson	PADC, Performing Arts Division Chair
Wenny Chong	FM, Finance Manager
Salami Hj Jakuran	GM, Golf Manager
Fifie Abdullah	PEMM, Project cum Event & Marketing Manager

#1: Updates from Club President

- Warm welcome to our new committee member, Mico as the new KBBC Commodore, succeeding from Terry. Julia has also formally stepped down as Health and Fitness Division Chair, so current open vacancies on MCM are:
 - Food and Beverage Representative
 - Health & Fitness Division Chair
 - Maintenance Representative
 - Social Division Chair
- Many thanks to team for organizing the Volunteer Appreciation Night event – great event with positive feedback. For volunteers who did not attend, they will also get their certificates and tumblers.
- BSRC has major issue with their pool due to pipe failure and have requested if we can lend them our swimming pool for 2 – 4 weeks. Authorized by CP.
 - MKR raise difficulty with proposal as 3 lanes are usually booked by swim coaches for lessons and remaining 3 lanes for members' leisure swimming.
 - CP will connect with Swim section to look into the schedules.
 - CP offers support to BSRC – CM to reach out to them and offer advice and support wherever required

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- Business plan workshop is scheduled in 2nd week of January 2024 to be facilitated by MKR.
 - 2 half day sessions
 - CP will invite few guests not on MCM to give advice.

#2: Finance Update (not discussed in detail as both CT and FM are away)

- CP follow up with pool reimbursement – CM informed that due date to make payment is on 8th December 2023, will follow up if non-payment received by due date.
- Sub-staffing committee is looking at staff costs and business performance (score card).

#3: Membership Figures by Janice

- KBCC suggest to look at maximum accommodation of our facilities before setting the target for paying members to achieve in the future.
 - MKR comment: this can be taken into consideration when looking at the business plan
 - CP delegate task to MKR to look into maximum accommodation of all club facilities
- MSL informed that November 2023 day pass are mainly driven by non-members playing golf, have observed less day pass (by about 50% in comparison with previous months) since opening dine-in and takeaway for public without day pass.
- Proposed December Membership Promotion → MCM approved and to extend promotion period until second week of January (i.e. end 12th January 2024).
- Collaboration with Si Manja → MCM approved.
 - CP will look at other opportunities with MKR.
 - CDC suggest to look at collaboration with sports apparel shop such as Run Trail Nation (Supa Save Seria); GLR suggest collaboration with day spas.
- CP raised a recommendation to lower upfront payment for new membership applications
 - MSL has advised non-promotional upfront payment is B\$480.00 (for standard rate), which includes:

An advance payment of B\$480.00 is required when joining, which you can pay using cash or bank card.

No	Description	Standard Rate
1	Processing Fee	B\$20.00
2	Non-refundable Joining Fee	B\$100.00
3	Refundable Deposit – Two (2) months Club Subscription	B\$240.00
4	An advance one (1) month Club Subscription	B\$120.00
	Total	B\$480.00

If member would like to sign chits (optional), they will need to pay an additional B\$500.00 Credit Facility Deposit, totaling to upfront payment B\$980.00.

- CP suggests to offer pro-rata deposits for both refundable and credit facility, such as asking members to pay additional B\$50 per month on top of monthly membership fees so can pay lower upfront payment.
- CM does not agree with proposal as by significantly reducing their refundable deposit and credit facility deposit will lead to increase in bad debts. It does not make sense to allow members to sign chits of up to \$50 - \$100 per month to their account only and might still require them to pay by cash or card if exceeding credit limit amount.
- MKR suggests to look at bad debts rate after implementation.
- CP would like to support lower fee structures spread across time and take on risk of bad debts.
- MCM did not reach an agreement regarding the proposal – will require further discussion with CP, CT, CM, MKR, and GLR.

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#4: Maintenance & Safety Highlights by Geoffrey

- With regards to priority parking used by others:
 - CP suggest security to do random check (e.g. every 30 minutes)
 - FAM has already arranged with security to check parking during peak times
 - CP request for security currently stationed at swimming pool to move people waiting in front car park area (do not allow to park at the side) especially during peak times 4.00 p.m. – 6.00 p.m.
 - GC suggest to make dead end for first road with bicycle parking bay to reduce cars turning in illegally against one-way road direction. FAM suggest can do a 3 months trial period to see if it works, CP in favour of suggestion.
- With regards to using MPH for personal use during booked activity:
 - MCM suggest to have few hours where the hall is not booked, so we can make it into general member use.
 - CM and FAM will look into roster for Big Hall with PEMM, MSL and Razali.
 - To replace current timetable on notice board to A3 size thereafter.
- With regards to unaccompanied children below 14 years old accessing pool by climbing gate:
 - CP informed that the pool gate is not working, needs to be prioritized and resolved as soon as possible. CM and FAM will look into installing safety lock (requiring 2 ways to unlock).
- GC query: Why do we get a security to control the swimming pool but not a life guard?
 - FAM query – do we require a life guard or a pool warden?
 - CM to check on regulation for employing life guard and to update MCM.
 - CP suggests to have someone who can swim, do CPR etc.
 - MKR volunteers to take charge of this via Swim Section and to identify critical times when a life guard is required (8 hours per day).
 - MKR is interested to know how Garrison controls their pool, GLR will look into it and provide update.
 - MKR to also look at providing justification if a life guard and/or pool warden is required.

#5: Project Updates by Geoffrey (on behalf of PEMM)

- Project to build new gazebo in front of pool area not approved by MCM and to put on hold first.
 - CP would like to discuss this project further with CT to check if it is really required and if we can afford to build both gazebos at the beach as well as now at the pool?
- CP query: Are people utilizing the tables and chairs inside pool area well?
 - MKR suggests to allow all 3 caterers to deliver inside pool area.
 - CDC highlights the use of Pool Round Bar by Serikandi and suggest to set date for them to start utilizing. CP agrees with suggestion and informed that if Serikandi is not using the area, it will be offered to Floradina / Santuari.
- CP appreciates work done on pool refurbishment – still getting positive comments regarding the pool, well done to the team!
 - Query on grout issue – FAM advised that probably the grout has not dried enough before we started refilling the pool, now in the process of removing all grout affected.
 - CP has taken note as very limited to what we can do to fix the issue now.
- Tennis lighting issue – FAM advised that we will lock the fusebox for now and repairs can wait until next year.
- BSM has come for site visit to install EV charging at no cost to Club.

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#6: Division & Sections Update by Division Chairs

Updates from Cultural Division by Aran

- Library expresses their thanks especially to Fifie and Jessie in helping to replace their computer.
- With regards to PPS, CDC will talk to CP separately regarding concerns faced.
 - CM is currently looking into who has attended DAM or done SAM if was not present during DAM as well as who are currently active and inactive.

Updates from Garrison Liaison by Rosie

- Will be a busy year in 2024, Garrison will be holding more events between March and April
- More people will be deployed next year
- Suggestions and feedback from current Garrison members:
 - Looking for opportunity to work with KBBC on sailing and scuba diving activities (in search for BSAC courses). Garrison has internal instructors and is looking to use Club equipment and space (with rental fee). **GLR will connect with KBBCC more on this matter.**
 - Golfing app – where people can book tee times, read about events and news on Golf section, track members' performance and scores online.
 - Course condition is getting better.
 - To improve on golf handicap system – GC informed that the committee is working on it.

Updates from Golf Section by Gareth

- With regards to golfer who suffered a heatstroke:
 - CP informed that the First Aid Room is almost completed – now waiting for the bed to be ready. Much appreciation and thanks to FAM for refurbishing. The purpose of this room is to give people the opportunity to have some privacy. Understand that golf course is a distance away from the room; member can use the room only if they are comfortable to be transferred there.
 - GC suggest that all First Aiders, especially Club staff, are familiar with the First Aid Room and well trained should any emergency occur.
- New equipment purchased are efficient to mow trees.
- Golf Course Superintendent will start work on 1st December 2023. CP expresses appreciation and thanks to GM, CM, GC, and team to assist in getting permit approved.
- GC confirmed that have received additional budget from BSP this week as advised last MCM meeting.
- A new path will be created from Golf Shop to Hole 9 and Hole 18 as current path is muddy and rubber mats are worn out.
- In relation to Golf Course Construction Company visit, they will provide a report to Golf section to identify maintenance issues to concentrate on.
- GC expresses appreciation for Golf Contractor workers' commitment to their jobs. Last week there was a BSP tournament, so the contractor was requested to mow lawns form hole #1 to hole #18; workers came in earlier at 3.30 a.m. to commit and complete to job on time.

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Updates from Health and Fitness Division by FAM/CP

- With regards to member's request:
 - CP will have a discussion with GLR regarding the matter.
 - CP has connected with Wim, Fitness Centre Chairperson who is sympathetic to the situation, but the request is a step too far.
 - CP will write up a response back to member, to be reviewed by GLR.
 - CP expressed appreciation for Korn's efforts to stop member.
 - Request not approved by MCM as danger and risk to baby is too high.
 - GLR suggest to consider having more activities for babies and mothers (demographics in Garrison also shows that there will be an increasing trend for newborns from Garrison community in recent years and years to come).
- GC suggests that in the middle open area to have full length mirrors to the ground as current ones are not full length.
 - MKR suggests to consider lowering the mirrors down to ground level instead.

Updates from KBBC Division by Mico

- Currently in the process of handover with Terry – looking into financials and core activities.
- Look forward to revamping KBBC club, to focus on sailing a bit more and diving is doing well.
- Look at opportunities we might have and expand people's interest in watersports activities (including local community other than expats only)
- KBBC has assets, Panaga Club has heritage – positive look forward in the future
- KBBC requested for a few weeks to come up with strategy to revive KBBC. CP will look into this together offline.

Updates from Marketing by Peder

- Non-member Instagram survey is qualitative, MKR will summarize and analyze suggestions.
- The main purpose of the Strategy workshop is to look at and identify who we are and where do we want to be in the future?
- MKR will do a poll on MCM WhatsApp group to see who are able to attend the sessions. There will be a pre-read before the first session and MCM can bring in any own ideas. For the second session, we will look into actions to take.
- In relation to opening a separate Instagram account for members-only, to take this up another time to see suggestions on marketing – how can we reach members only effectively without compromising their privacy?
 - KBBC further query on Instagram only suggestion: How does this affect religious(?) events (such as Halloween, Santa's Grotto etc) as we also have club members who are Muslims?
 - MSL query: will verification of member's social media identity lead to dissatisfaction?
 - GLR concern: social media life could invade privacy, especially for those working in the army.

Updates from Performing Arts by Janice (on behalf of Wendy)

- Not discussed as CP would like to communicate with Wendy and MCM in person. If require an urgent decision, PADC to send email to all MCM.

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Updates from Sports Division by Marc

- With regards to Football Academy, MCM approval to Option #1
 - Football Academy fees will be raised to B\$17.00 per child per month effective January 2024.
 - MCM support Option #1 as a trial and see how it goes before considering taking on additional professional coaches.
 - SDC will check if require Professional Coach to arrive 30 mins earlier, will there be any additional charge?
- With regards to Lawn Bowls, MCM approval to Option #1
 - CDC queried if the Club has anyone who is well-trained in the sport and can advertise activity for team building and/or away day?
 - MCM does not support to remove facility (lawn bowl green) and will work on repairing Lawn Bowls store.
 - MSL to remove all charges to Lawn Bowls for members effective 1st December 2023.
- With regards to Swim & Tennis:
 - MKR informed that in some situations coaches get penalized, other situations members get penalized. Can we look for a win-win solution?
 - MKR prefers a system where coaches do less admin work and is fair for all members and coaches.
 - MKR is currently looking into different plans to develop an app or software, costs ranging between USD50 – USD150 per month to help manage club services. CP would like to look at something consistent. GLR suggest to add tracking events with the app too. CM will lead the development in liaison with MKR.
 - CDC raised concern: PDC also has no replacement class offered when lessons are missed due to illness and teacher on personal leave. For instance, Teacher Chris will be away this weekend as it is his birthday, no ballet for higher levels on Friday and Saturday – essentially missing whole week of lessons with no replacement class and it is unfair for JIS students.
 - CP suggests to look into and apply consistent approach across the board with standards and make it transparent.
 - SDC will work with CM to look into what scenarios to allow for refund and what scenarios should be included in calculation of monthly fee – not to be discussed during MCM meeting and take offline.
- With regards to proposal for Paddle Tennis:
 - MKR query: do we want to diversify tennis? Or do we want to improve current tennis offerings (e.g.: installing a roof/shade over tennis courts)
 - CP would like to understand full cost and financing plan of project. If it is really popular, how fast can we reach breakeven and become profitable?
 - SDC to share with FAM the scope of work, FAM will assist in getting quotations.

#7: Events & Marketing Updates by MSL (on behalf of Fifie)

- Staff Party reschedule is approved.

#8: Future MCM Meetings

The following dates are confirmed for 2023 remaining MCM meetings:

- Thursday, 14th December 2023



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Summary of Action to take by MCM and Team Leads post meeting:

CP, Club President	<ol style="list-style-type: none"> 1. If BSRC confirms to use our pool, to connect with Swim section to look at schedule. 2. Invite few guests to Panaga Strategy Days who are not on MCM. 3. Look into other opportunities of collaboration to offer better value for our members with MKR. 4. Look into lowering upfront payment/fee structure to be spread over time with CT, CM, MKR and GLR. 5. Discuss Gazebo project inside pool area with CT. 6. Discuss with GLR regarding member's request to allow babies in the gym and write up response (to be reviewed by GLR). 7. Come up with strategy to revive KBBC in liaison with KBCC.
CT, Club Treasurer	<ol style="list-style-type: none"> 1. Look into lowering upfront payment/fee structure to be spread over time with CP, CM, MKR and GLR. 2. Discuss Gazebo project inside pool area with CP.
CM, Club Manager	<ol style="list-style-type: none"> 1. Ensure that pool reimbursement is paid no later than 8th December 2023, if not to follow up. 2. Look into lowering upfront payment/fee structure to be spread over time with CP, CT, MKR and GLR. 3. Look into MPH Big Hall schedule to find time suitable for general member use (not booked activity) with FAM, PEMM, MSL and Razali. 4. Look into installing safety lock for swimming pool gate with FAM. 5. Look into laws and regulations on hiring life guard for swimming pool. 6. In liaison and discussion with PEMM, set date for Serikandi to start utilizing Pool Round Bar, if not meeting expectations to reconsider letting area go to other caterer. 7. Look into developing a Panaga Club app in liaison with MKR. 8. Look into what scenarios to refund for lessons missed and what scenarios to be inclusive in monthly fee charged in liaison with SDC.
CDC, Cultural Division Chair	
GLR, Garrison Liaison Representative	<ol style="list-style-type: none"> 1. Look into lowering upfront payment/fee structure to be spread over time with CP, CT, CM, and MKR. 2. Liaise with MKR to understand how Garrison manages their swimming pool and how we can apply to our pool. 3. Look into opportunities for sailing and scuba diving activities between Garrison and Panaga Club & KBBC in liaison with KBCC. 4. Discuss with CP regarding member's request to allow babies in the gym and review response written by CP before sending off to member.
GC, Golf Captain	
HFDC, Health & Fitness Division Chair	
HM, House Member	
KBCC, KBBC Commodore	<ol style="list-style-type: none"> 1. Look into opportunities for sailing and scuba diving activities between Garrison and Panaga Club & KBBC in liaison with GLR. 2. Come up with strategy to revive KBBC in liaison with CP.



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Summary of Action to take by MCM and Team Leads post meeting (con't):

MKR, Marketing Representative	<ol style="list-style-type: none"> 1. Look into maximum capacity to accommodate members with current club facilities. 2. Look into other opportunities of collaboration to offer better value for our members with CP. 3. Look into lowering upfront payment/fee structure to be spread over time with CP, CT, CM, and GLR. 4. Provide justification on whether we need a pool warden or a life guard to control pool. 5. Liaise with GLR to understand how Garrison manages their swimming pool and how we can apply to our pool. 6. Summarize and analyze qualitative results from non-member Instagram survey. 7. Send WhatsApp poll in MCM group to check how many attending Strategy Day sessions. 8. Look into developing a Panaga Club app in liaison with CM.
PADC, Performing Arts Division Chair	<ol style="list-style-type: none"> 1. If require urgent decision on proposal, to send email to all MCM regarding proposal.
SDC, Sports Division Chair	<ol style="list-style-type: none"> 1. Check if additional payment required if ask professional hired football coach to arrive 30 minutes earlier before practice starts. 2. Look into what scenarios to refund for lessons missed and what scenarios to be inclusive in monthly fee charged in liaison with SDC. 3. Share with FAM scope of work for Paddle Tennis Court to get quotations.
FM, Finance Manager	
FAM, Facility Manager	<ol style="list-style-type: none"> 1. Look into having a dead end (no entry) for first road with bicycle parking bay – 3 months trial. 2. Look into MPH Big Hall schedule to find time suitable for general member use (not booked activity) with CM, PEMM, MSL and Razali. 3. Look into installing safety lock for swimming pool gate with FAM. 4. To get scope of work for Paddle Tennis Court from SDC and get quotations.
GM, Golf Manager	
MSL, Member Services Lead	<ol style="list-style-type: none"> 1. Look into MPH Big Hall schedule to find time suitable for general member use (not booked activity) with CM, FAM, PEMM, and Razali. 2. Stop all charges for Lawn Bowls effective 1st December 2023. Last date being charged 30th November 2023.
PEMM, Project, Events and Marketing Manager	<ol style="list-style-type: none"> 1. Look into MPH Big Hall schedule to find time suitable for general member use (not booked activity) with CM, FAM, MSL and Razali. 2. In liaison and discussion with CM, set date for Serikandi to start utilizing Pool Round Bar, if not meeting expectations to reconsider letting area go to other caterer. 3. Make necessary arrangements for Staff Party on 15th December 2023.