



PANAGA CLUB

MCM MEETING MINUTES

Meeting Name:	MCM02/20	Time:	1100hrs – 1230hrs																																				
Date of Meeting:	Wednesday, 19 th February, 2020	Location:	Main Hall, Panaga Club																																				
Meeting Objective																																							
Discussion to raise issues to improve efficiency of the Club.																																							
Attendees																																							
<p>Present:</p> <table border="0"> <tr> <td>David Hughes</td> <td>CP, Club President</td> </tr> <tr> <td>Emma Dato Hj Jemat</td> <td>CM, Club Manager</td> </tr> <tr> <td>Nor Yap</td> <td>MSM, Members Services Manager</td> </tr> <tr> <td>Wenny Chong</td> <td>FM, Finance Manager</td> </tr> <tr> <td>Geoffrey Sim</td> <td>OM, Operations Manager</td> </tr> <tr> <td>Safrin Kamis</td> <td>MM, Maintenance Manager</td> </tr> <tr> <td>Ramon Van Dijk</td> <td>HMR, House Member Representative</td> </tr> <tr> <td>Triin Barrow</td> <td>MR, Marketing Representative</td> </tr> <tr> <td>Wijnand Hoitinga</td> <td>SCDC, Social Division Chair</td> </tr> <tr> <td>Javaria Said Adeel</td> <td>CDC, Culture Division Chair</td> </tr> <tr> <td>Marco Bonato</td> <td>SDC, Sports Division Chair</td> </tr> </table> <table border="0"> <tr> <td>Apologies:</td> <td>Representative:</td> </tr> <tr> <td>Hj Roslie bin Hj Bakar</td> <td>GC Robert VCG, Vice Captain Golf</td> </tr> <tr> <td>Graham Wotton</td> <td>HFDC Warmerdam</td> </tr> <tr> <td>Kipshogie Green</td> <td>Julia Wotton TC, Trifit Chairperson</td> </tr> <tr> <td>Sheldon Harrison</td> <td>Nil</td> </tr> <tr> <td>Eva van der Poel</td> <td>CT Nil</td> </tr> <tr> <td></td> <td>FBR</td> </tr> </table>				David Hughes	CP, Club President	Emma Dato Hj Jemat	CM, Club Manager	Nor Yap	MSM, Members Services Manager	Wenny Chong	FM, Finance Manager	Geoffrey Sim	OM, Operations Manager	Safrin Kamis	MM, Maintenance Manager	Ramon Van Dijk	HMR, House Member Representative	Triin Barrow	MR, Marketing Representative	Wijnand Hoitinga	SCDC, Social Division Chair	Javaria Said Adeel	CDC, Culture Division Chair	Marco Bonato	SDC, Sports Division Chair	Apologies:	Representative:	Hj Roslie bin Hj Bakar	GC Robert VCG, Vice Captain Golf	Graham Wotton	HFDC Warmerdam	Kipshogie Green	Julia Wotton TC, Trifit Chairperson	Sheldon Harrison	Nil	Eva van der Poel	CT Nil		FBR
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Agenda, Notes, Discussion and Issues																																							
Topic		Discussion																																					
1.	Welcoming Remarks	Meeting was chaired by Club President																																					
2.	Previous Minutes	Minutes held on January, 2020 were reviewed and adopted.																																					
Committee Updates			Action By																																				
3.	Club President Remarks																																						
3.1.	COVID-19 Outbreak	Normal activities to proceed.	INFO																																				
3.2.	Security Access	Issues: <ul style="list-style-type: none"> - Entry ways through the back entrance from the beach and golf course, and padang entrance. - Vandalized lockers in male pool changing room. - Entrance into pool is left open for others who 	CM/ OM																																				



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		<p>didn't bring their cards.</p> <p>CP informed the following:</p> <ul style="list-style-type: none"> - Any security breach to inform Management Committee - Tighten security control in the Club. - Circulate the information in newsletter to keep members informed and emphasize of the importance of the ongoing improvements to the security provisions. <p>Solutions:</p> <ul style="list-style-type: none"> - Card access at changing rooms - CCTV outside changing rooms - Lock the gates at the padang (call security when entering) <p>OM requested to give recognition to the security and ISS for being able to catch the trespasser. CP agreed that they should be given credit.</p>	
4.	House Member		
4.1.	Scorecard	<p>HMR presented the scorecard. It measures and monitors the Club's progress towards strategic targets:</p> <p>Operations</p> <ul style="list-style-type: none"> - Restaurant Commissions - Meeting Room revenues - Membership Feedback form <p>Maintenance</p> <ul style="list-style-type: none"> - Delivery against maintenance activities - Delivery against maintenance cost - Electricity consumption <p>Members Services</p> <ul style="list-style-type: none"> - Average revenue per member - Merchandise Sales Profit - Number of Members - Member Engagement <p>Financial/C&P</p> <ul style="list-style-type: none"> - Delivery of business plan - Monthly reporting <p>MCM approved to proceed.</p>	HMR
5.	Members Services		
5.1.	New Section	<p>Panaga Environmental Club (unincorporated and non-constituted section)</p> <p>Date established: January 2020 Chairperson: Heather Ptak Treasurer/Secretary: Jenna Anand Current no. of members: 2</p>	MSM



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		MCM approved to proceed.	
5.2.	Gift Vouchers	<p>\$10, \$15, \$20 and \$25 gift vouchers</p> <div style="border: 1px solid blue; padding: 5px;"> <p>Purchase Date: \$25 Voucher <input type="checkbox"/> Family Week Pass PC0001 <input type="checkbox"/> Food & Beverages <input type="checkbox"/> Merchandise</p> </div> <p>T&C include: Definition of family: Husband, Wife and Children age below 21 years</p> <ul style="list-style-type: none"> - Only applicable for Panaga Club - Not exchangeable for cash and will not be replaced if lost - No change is given if the purchase amount is less than the voucher amount - VOID if altered without approval of management if obtained fraudulently - Valid for 1 Month from purchase date <p>MCM advised the following:</p> <ul style="list-style-type: none"> - Stamp & signature at the back of the voucher - Valid for 3 months instead of 1 - "Admission not included" for non-members 	CM, MSM, FM
5.3.	Panaga Club Tumblers	<p>Use of Club tumblers will be entitled to discounts on drinks at F&B.</p> <p>Objective:</p> <ul style="list-style-type: none"> - spread environmental awareness - encourage to reduce use of paper cups - reduce merchandise inventory <p>Price reduced from B\$25 to B\$18 per tumbler. Date to commence: 1st March 2020</p> <p>MCM approved.</p>	CM, MSM, FM
5.4.	Customer Service Rating	HMR commented to have a rating system similar to BSP's HR token rating.	MSM and FM
6.	Golf Section		
6.1.	Smoking and Cigarette Butts	<p>Issue: Littering around PGC fields.</p> <p>Suggestion: Small penalties (\$5 or \$10) after 2nd warning by PGC staff.</p> <p>MCM disagreed and approved of placing rubbish bins at several areas for Golfers to dispose of their rubbish.</p>	VCG
6.2.	Golf Shop	Contract ends in May 2020. Only on Golf Shop and not on Buggy.	VCG



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		<p>Option: take in-house, employ current caretaker from SM Tan and operate internally.</p> <p>MCM responded there's no quota for the Club to employ foreigners and it's a difficult process to employ non-local. It would also be a burden on the Club's finances. CP suggested for the Golf Section to decide.</p>	
7.	Health & Fitness Division		
7.1.	Outdoor activities	<p>TC have contacted http://oneglobal.ph/products/pro-builder for the outdoor fitness system but they have not replied.</p> <p>CM took note and will advise Contract and Procurement to contact One global for the quotes.</p>	FM
8.	Sports Division		
8.1.	Netball Training Event	<p>TC presented the following:</p> <p>Inviting Bruneian National netball Coach for 2 weeks training repetition.</p> <p>Objective:</p> <ul style="list-style-type: none"> - Attract more players to join section - Attract players to join as PC members - Strong connection and collaboration with local teams and enhance participation in tournaments <p>Dates: Every Tuesday (3rd March 2020 until 19th May) Time: 7pm to 9pm</p> <p>Fee structure:</p> <ul style="list-style-type: none"> - Netball section: Free - Bruneian participants: Free - Panaga members: B\$20 - Non-Panaga members: B\$50 <p>CP approved to charge B\$30 for non-members during the entire event. B\$20 goes to section and B\$10 for their day-pass.</p>	TC
8.2.	Padang activities	<p>No clarity on use of padang for non-members.</p> <p>Options:</p> <ol style="list-style-type: none"> 1. \$5.00 to the section per activity 2. Monthly padang access fee <p>CP mentioned to get feedback from the sections.</p>	SDC



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<i>Previous Minutes</i>			
8.1.	Swimming Section	Members resigning due to the limited availability of the swimming pool. Mostly filled by Panaga School students and does not provide any financial benefits to the Club. HMR will engage with the school and the section and ultimately with the constructive criticism.	HMR with Panaga School
8.2.	Swimming Schedule Lessons	CP mentioned to get club staff involved in scheduling the lessons other than volunteers. CM waiting for section to set a meeting to discuss on this matter.	CM
9.	Marketing		
9.1.	Brochure	MR presented the revised brochure. MCM approved the details but suggested to improve on the pictures and colors. It doesn't look attractive.	MR
Next Meeting			
The meeting was closed at 1230hrs. The next Management Committee Meeting will be held on Wednesday, 18th March, 2020 at 1100hrs. Any changes will be notified in advance.			