



PANAGA CLUB

MCM MEETING MINUTES

Meeting Name:	MCM07/20	Time:	1000hrs – 1300hrs																																		
Date of Meeting:	Wed, 13 th Nov 2020	Location:	Pelangi																																		
Meeting Objective																																					
Discussion and raise issues to improve efficiency of the Club.																																					
Attendees																																					
<p>Present:</p> <table border="0"> <tr> <td>Andrey Shuvalov</td> <td>CP, Club President</td> </tr> <tr> <td>Sheldon Harrison</td> <td>CT, Club Treasurer</td> </tr> <tr> <td>Emma Dato Hj Jemat</td> <td>CM, Club Manager</td> </tr> <tr> <td>Wenny Chong</td> <td>FM, Finance Manager</td> </tr> <tr> <td>Geoffrey Sim</td> <td>OM, Operation Manager</td> </tr> <tr> <td>Safrin Kamis</td> <td>MM, Maintenance Manager</td> </tr> <tr> <td>Nor Yap</td> <td>MSM, Member Services Manager</td> </tr> <tr> <td>Wijnand Hoitinga</td> <td>SCDC, Social Division Chair</td> </tr> <tr> <td>Marten Adema</td> <td>KBBC, KBBC Commodore</td> </tr> <tr> <td>Eva Van Der Poel</td> <td>FBR, F&B Representative</td> </tr> <tr> <td>Julia Wotton</td> <td>HFDC, Health Fitness Division Chair</td> </tr> <tr> <td>Marco Bonato</td> <td>SDC, Sports Division Chair</td> </tr> <tr> <td>Effie M. Polatos</td> <td>PDCT, PDC Treasurer</td> </tr> </table> <p>Apologies:</p> <table border="0"> <tr> <td>Roslie Bakar</td> <td>GC, Golf Captain</td> </tr> <tr> <td>Wendy Thompson</td> <td>PADC, Performing Arts Division Chair</td> </tr> <tr> <td>David Hughes</td> <td>HM, House Member</td> </tr> <tr> <td>Javaria Said Adeel</td> <td>CDC, Culture Division Chair</td> </tr> </table>				Andrey Shuvalov	CP, Club President	Sheldon Harrison	CT, Club Treasurer	Emma Dato Hj Jemat	CM, Club Manager	Wenny Chong	FM, Finance Manager	Geoffrey Sim	OM, Operation Manager	Safrin Kamis	MM, Maintenance Manager	Nor Yap	MSM, Member Services Manager	Wijnand Hoitinga	SCDC, Social Division Chair	Marten Adema	KBBC, KBBC Commodore	Eva Van Der Poel	FBR, F&B Representative	Julia Wotton	HFDC, Health Fitness Division Chair	Marco Bonato	SDC, Sports Division Chair	Effie M. Polatos	PDCT, PDC Treasurer	Roslie Bakar	GC, Golf Captain	Wendy Thompson	PADC, Performing Arts Division Chair	David Hughes	HM, House Member	Javaria Said Adeel	CDC, Culture Division Chair
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Agenda, Notes, Discussion and Issues																																					
Topic		Discussion																																			
1.	Welcoming Remarks	Meeting was chaired by Andrey.																																			
2.	Previous Minutes	Minutes held in October, 2020 was reviewed and adopted.																																			
Committee Updates			Action By																																		
3.	CLUB PRESIDENT																																				
3.1.	Reflections	<ul style="list-style-type: none"> - 3 principles to be observed: <ul style="list-style-type: none"> o Safety and well-being of the members, staff and community o Customer/members experience in the Club o Long-term development of the Club - Walkabouts <ul style="list-style-type: none"> o With Club maintenance team to prepare maintenance plan for 2021 within budget. Eg. fences, etc. 	INFO																																		



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		<ul style="list-style-type: none"> - Resolution with IFM <ul style="list-style-type: none"> o Routine maintenance work to be done by the Club maintenance team. o Structural issues such as roofing to be done by IFM. o Club can engage a 3rd party to complete the work within Club budget. - KBBC Way Forward <ul style="list-style-type: none"> o KBBC still working on the plans to sustain activities at the Boat Club. - 2021 Scorecard to be shared in the next MCM. 	
3.2	Volunteers	<ul style="list-style-type: none"> - Volunteers <ul style="list-style-type: none"> o Requested MC to assist Panaga Club Management team with their area of expertise. - Schedule a date for Volunteers Recognition Day <p>MCM highlighted to limit the number of activities that a volunteer can participate eg. 1 or 2 activities.</p>	INFO
4.	CLUB TREASURER		
4.1.	Financial Performance	<p>YTD cumulative surplus primarily due to Hammerhead engine insurance claim, no major project expenditure and reimbursement from BSP.</p> <p>2021 budget will be presented for approval in December MCM and the contract for Lotus Lounge caterer will be formalized.</p>	INFO
4.2.	Key Projects for 2020	<ul style="list-style-type: none"> - Pelangi room refresh - Old finance office refurbishment - Lobby refurbishment (including toilets) - AHU unit removal - Playground tree planting 	INFO
5.	MAINTENANCE		
4.1.	KPI Dashboard	<p>IFM Work Orders</p> <ul style="list-style-type: none"> - Big reduction in numbers for Top Priority and Past Due since the work is due for cost estimate eg. gutters. <p>e-WRF</p> <ul style="list-style-type: none"> - Work requested by Club staff, members, and sections. - Top priority and past due are work to be done by Club maintenance. - Total raised include those requests made into e-chits. 	INFO
4.2.	Golf Maintenance Areas	The building is in really bad condition. IFM has started with removing the damaged gutter at the main building, replacing girder at the wash bay, etc. Petroleum Room is also in their scope of work.	INFO
4.3.	Repairing Works	A number of maintenance and projects will start on Friday 20 th Nov 2020. It is listed based on safety eg. the leak in Archive room has damaged the ceiling in Kenyalang.	MM / OM



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4.4.	Work Request Form	Reminded that it is available in the Club website – this form can be used to share any concerns involving works requested eg. recycle bins, and grass cutting at the Padang. It will be shared with the relevant staff or departments.	INFO
5. MEMBERS SERVICES			
5.1	Ranged & Tiered Discounts	<p>Offering 2 tiered group discounts in January 2021:</p> <ul style="list-style-type: none"> ● Group of 3 applying together entitled to 10% discount ● Group of 5 entitled to 15% or standard rate at \$90 but reduced rate is not available. <p>Terms and condition applies – discount only applicable for 3 months then back to normal rate. Must join at a minimum of 6 months or 1 year membership.</p> <p>MC agreed to the tiered discounts and agreed on the standard rate of \$90 with reduced rate available. MC mentioned that employment contracts are confidential and might be difficult to obtain. Non-BSJVs local and non-locals should only provide relevant employment documents as proof that they are working in the company.</p> <p>CP emphasized to share this discount to Single Activity Passes and reminded that these passes are offered to attract members to join the Club. This includes Day passes or Week passes.</p> <p>There is no limit to the number of members since the Club has never reached more than 1,200 members for many years.</p> <p>Activities with limited capacity should inform members the number of participants allowed eg. Tri-Fit in Dance Hall. Tennis is capped at a certain number with bookings being monitored by the section.</p>	MSM
5.2.	December Holidays	<p>The theme was initially Winter Wonderland but due to decorations not approved, it is changed to Carnival Week.</p> <p>MC would like to see the December calendar and instructed to advertise it out as early as possible so that the community is aware and can arrange their schedule to fit the Club holiday event. Also, informed that Club can advertise through BFBS for events like the Mini Padang Festival that is open to the public.</p> <p>Queried whether Arts and Craft or Library will offer any activities during the holidays.</p>	MCM



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6. OPERATIONS			
6.1.	Mini Padang Festival	7 Club sections with 30 vendors in total joining the festival. Sections will be placed near the padang entrance and all necessary measures have been taken into account including safety briefing with vendors and it will also be announced several times a day to inform all incoming attendees.	INFO
6.2.	Room Rates for Members & Non-Members	<p>There has been many bookings through caterers held by members for private events at the Beach Hut, Kenyalang, and many others which limits the use of the facility to other members.</p> <p>Pros: Caterers gain more revenue and beneficial for the hosting member.</p> <p>Cons: Club does not benefit especially when non-members are invited to attend the event.</p> <p>Room rates is proposed to gain more revenue. This can be used ideally for maintenance purposes or future improvements of the room.</p> <p>MC reminded that customer satisfaction is part of our 3 key principles and to be cautious of the rates. To be discussed further with SDC. Apart from room rates, the Club can rent out assets eg. piano, speakers, etc.</p> <p>Highlighted for Laser Tag to start after 11am since the MPH is normally booked for other activities.</p> <p>The Club should benefit from engaging with Brazilian Football Club.</p> <p>Next MCM to discuss the business/customer satisfaction and demand.</p>	SDC OM
7. AOB			
7.1.	Staff Emblem Night	MC asked if it's possible to have it at the V Plaza Roof top.	INFO
7.2.	Spring Cleaning	MC took note of the date for Section Spring Cleaning and advised to extend it to one week to give sections enough time or request for staggered dates for the skips to be placed.	MM FM
7.3.	MC Minutes	Reminded that it is available in the google drive. Any comments or changes to be made in the minutes should email to CM.	INFO
7.4.	Lotus Lounge	No bookings in the mornings.	INFO
7.5.	Single Activity Pass	Reminded that 1 st week Dec single pass activity will commence. The MPH should be manned and ensure that all users have their valid passes. The time in the cards should be limited and according to the section's activity times only.	INFO



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7.6.	Beach Logging	Request for permanent bins. However, these bins can get stolen since the beach is open to the public.	INFO
7.7.	Golf balls	Golf section have no response to the flying golf balls towards Pool side balcony which is dangerous for diners. It was mentioned that it is difficult to reroute the entire course and too expensive for the golf nets to be installed in front of the Pool side balcony facing the course.	INFO
7.8.	KBBC	Temporary jetty is up for river cruising or fishing trips.	INFO
7.9.	Lawn Bowling	Invest in non-professional equipment for kids to make use of the Lawn Bowl area more.	

Next Meeting

The meeting was closed at 1300hrs. The next Management Committee Meeting will be held on Tuesday, 15th December, 2020 at 1100hrs. Any changes will be notified in advance.