

Newsflash No 1 – July 2023

Please circulate to:

Club President, Club Chair, and Club Board Members.

Club General Manager, Manager, Club Administrator,

PGA Professional, Golf Operations Manager, Course Superintendent,

Food and Beverage Supervisor

In this issue we cover

- GMA NZ Summit August 28, 2023, Lower Hutt "Partnering beyond the green"
 Registrations now open
- GMA NZ Education Programme 2023

BMI Club Management – 19-23 June 2023 -completed 9 graduated.

BMI Food and Beverage Management – 24-28 July 2023 - registrations open

- GMA NZ 2023/2024 Subscriptions
 - GMA NZ Club Car 2023 Club Manager of the Year Award. Registrations now open.
- GMANZ Resource Centre
- GMA NZ Member News
- GMA NZ Branch news
- GMA NZ Golf Club Executive Recruitment Service

Vacancies:

Thank you - Sponsors

GMA NZ One Day Summit On-line and in person "Partnering beyond the green"



Boulcotts Heritage Farm Golf Club August 28, 2023





GMA NZ CLUB CAR SUMMIT AND GOLF DAY

SUNDAY AND MONDAY, AUGUST 27, 28 2023

The GMA NZ Club Car Golf Day and Summit are set down for Sunday 27, and Monday, 28, August 2023 at the Boulcott's Farm Heritage Golf Club in Lower Hutt.



Programme

Day 1 Sunday 27 August 2023 Summit Golf Day

Event managed by Boulcott's Heritage Farm Golf Day Entry fees payable to the Golf Club



REGISTER VIA EMAIL TO AMY SIDFORD GM@BFHGC.CO.NZ

Event managed by Boulcott's Heritage Farm Golf Day Entry fee payable to the Golf Club

Day 2 - Monday 28 August 2023

GMA NZ "Partnering beyond the green" Summit.

Summit Club Car Dinner and Awards.

Summit Registrations

Location: Boulcott's Farm Heritage Golf Club

Principal Partner:

Golf New Zealand

Platinum Partner:

Club Car - Power Turf

Gold Partners:

Dot Golf

Parkland – Toro

Asahi

Silver Partners:

Dot Golf

N3

FlexiPlay - NZ Specialized Coatings

GMA NZ Summit Club Car Dinner and Awards

Summit Timetable and Venue

Farm Café Boulcott's Farm Heritage Golf Club

Day one

Sunday 27, August 2023	
12 noon	Tee-off -rolling start
5.00pm	Prizegiving and refreshments

Day two

Monday 28 August 2023	
8.00 am	Registration opens
8.00am - 8.15am	MC Ross Bond GM Shandon Golf Club
	Opening addresses
	Richard Nauck CCM Chair GMA NZ General Manager Titirangi Golf
	Club
	CEO Golf NZ
	Dean Murphy CEO Dot Golf Ltd
8.15 am – 9.15 am	Liz Perkins - Perkins Coaching
	The Importance of Building a Positive Work Culture for Ensuring
	Long-term Staff Retention.
9.15am – 10.15am	Lyncia Podmore – You Coaching Ltd
	A Balancing Act: Juggling my Board and Staff Responsibilities with
	my Home Life
10.15 am – 11.15 am	Morning tea
11.15 am – 12.15 pm	Kerry Topp – The KDT Collective
	Facilitator
	Unleashing the Power of Artificial Intelligence: Exploring the
	Advantages and Opportunities of Chatbots in Today's Golf Club
	Management World

12.15 pm – 1.30 pm	Lunch
1.30 pm – 2.30 pm	Jeff Blunden – GBAS Melbourne
	Facilitator
	Maximizing Performance: Understanding Universal Key Club
	Performance Indicators for Effective Club Management
2.30pm – 3.00pm	
3.00pm – 4.00pm	John Spraggs Course Manager – Royal Wellington Golf Club
	John Woodham – Chief Executive Power Turf
	Toro
	Facilitator Leo Barber: GM Paraparaumu Golf Club
	The use of Artificial Intelligence to revolutionize turf management.
4.00 pm – 5.00 pm	Panel discussions - details below
5.30 pm – 6.30 pm	Hospitality Hour
7.00 pm	GMA NZ Summit Club Car Dinner
8.30 pm	GMA NZ Club Car Club Manager of the Year Award
8.40 pm	Guest speaker
11.00 pm	Close

Panel discussions

4.00 pm - 4.15pm	Engaging young people in golf	Facilitator: Claire Beuvink – Golf NZ Amy Sidford – GM Boulcott's Heritage Farm Golf Club
4.15pm - 4.30pm	Cost saving options for consideration	Facilitator: Ally Shadbolt – n3 Darcy Pye-n3 Mike Hadley - GM Christchurch Golf Club
4.30pm-5.00pm	Hospitality tips and treats	Facilitator: Rydges Hotel
5.00pm – 5.30pm	Technological advances in the golf industry	Facilitator: Matt Smith – Dot Golf Chris Davies CCM – GM Remuera Golf Club Richard Nauck CCM – GM Titirangi Golf Club

Speakers

Liz Perkins

"The Importance of Building a Positive Work Culture for Ensuring Long-term Staff Retention."

Kerry Topp

"Unleashing the Power of Artificial Intelligence: Exploring the Advantages and Opportunities of Chatbots in Today's Golf Club Management World"

Lyncia Podmore

"Balancing Act: Juggling my Board and Staff Responsibilities with my Home Life".

Jeff Blunden

"Maximizing Performance: Understanding Universal Key Club Performance Indicators for Effective Club Management"

John Spraggs - Course Manager Royal Wellington Golf Club John Woodham - Chief Executive Officer Power Turf

"Using Artificial Intelligence to revolutionize turf management."

Dinner speaker

Koro Carman Managing Director Green Waste Products

Hard out golfer, Entrepreneur, Storyteller

"The story behind the mission to turn gorse into golf tees".

Delegates' Registration Form

Please return this completed form by email to:

Des Topp – Golf Managers Association of New Zealand

T: +6421392007 E: <u>eo@gmanz.co.nz</u>

GMA NZ/NZPGA PO Box 39 272, Howick, Auckland, 2145

	DELEGATE
PARTNER	
YOUR DETAILS	
Title (Mr. / Mrs. / MS etc.)	
First name	Surname
GL LIG	
Club/Company	
Position	
Dietary / Special Requests	
The Privacy Act 1993 requires that before we can publish your nam sponsors, you must give your consent. Tick here if you DO NOT w	, , ,
HOW DO WE CONTACT YOU:	rant your details to appear on a delegate list.
Club/ Company	
Postal Address	
Suburb, City & Postcode	
Daytime & Mobile Number	
Email Address	
MY REGISTRATION <u>CAT</u> EGORY	<u></u>
Delegate - member Delegate – non-membe	r Delegate partner
Day guest Monday Dinner Guest	
REGISTRATION FEES*	DELEGATE DELEGATE
	EARLY BIRD STANDARD
GMA NZ Member (and additional Club Delegates)	\$200.00 + GST \$250.00 + GST
,	
Extra delegate	\$200.00 + GST
Summit – extra dinner guest	\$120.00 + GST

PAYMENT OPTIONS Total amount to be charged to my a Option 1: On Invoice: Please f	account: \$	payment.
Option 2: Direct Credit: Account Name: Golf Club Managers As: Account No: 02-0404-0203840-000 Transaction Date:		ence Used:
		from my credit card plus a 3%
transaction fee.		
Card Number:		
Card Type:	Expiry Date:	CSV Number:
Name on Card		Signature:

ACCOMMODATION:



The Sebel Lower Hutt, as the preferred accommodation supplier, provides a 15% dynamic rate code for the conference dates. The 15% dynamic rate code discount can be actioned by Summit delegates by directly booking from our hotel website.

GMA NZ Summit 2023 - Accor Meetings & Events (accorevents.com)

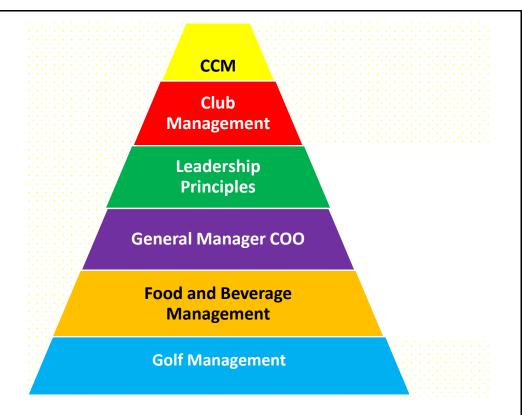
<u>Please note</u>: The room rates are dynamic in nature, 15% discount will be applied to the rates at the time of you making the reservation.

TERMS & CONDITIONS

- 1. All prices are in New Zealand dollars and are exclusive of NZ GST which will be applied at 15%.
- 2. Payment by credit card incurs a 3% card fee.
- 3. Registration will be confirmed in writing, upon receipt of the total payment due.
- 4. Cancellation is required by written notice to the Organiser and will result in the following:
 - a) Prior to 20th July 2023, a full refund on the Registration Fee will be made less an administration fee of NZD \$75.00 + GST. After 20th July 2023, no refund will be provided for any / all Registration Fees
- 5. Accommodation is subject to availability and is the delegates responsibility.
- 6. The Host and Organiser reserve the right to alter the programme if required.

2023/2024 BMI Educational Programme

The Golf Managers Association of New Zealand's stated goal is to improve the standard of club management here in NZ through continuing education and by offering the Club Management Association of America's internationally recognized BMI Educational Programme, which leads to Certified Club Management (CCM) status, to its members.



2023 BMI Educational Programme

- BMI Club Management Feb 13-17, 2023. Completed
- BMI General Manager/ Chief Operating Officer May 1-5, 2023. Completed
- BMI Leadership Principles –.
- <u>BMI Joe Perdue Certification Review Course and Final CCM</u> examination.
 Completed. Four CCM graduates Richard Nauck PGA CCM GM Titirangi Golf Club, David Herbert GM Waitemata Golf Club, Dylan Lindstrom PGA GM Royal Wellington Golf Club and Terry Yacyshen to give 15 CCM graduates in total in NZ.
- BMI Club Management 19-23 June 2023. Completed
- BMI Food and Beverage Management 24-28 July 2023. Registrations still open. Twelve registrations to date.
- Click here to register
- Click here to view the course curriculum timetable and case study
- BMI GM/COO Next course late 2023
- BMI Leadership Principles Next course 2024



Managers who participate in the BMI Education Programme receive a host of benefits including:

- Making contact with industry experts.
- Networking with fellow managers who manage the most innovative and prestigious clubs across the country.
- Discussing new ideas that can be implemented in your own club.
- Receiving instruction from the nation's finest club management educators
- Visiting and touring other club operations; and
- Growing not only as individuals, but as an integral part of our national club network.

We look forward to your receiving your registrations and ask that you make contact if you require further information - eo@gmanz.co.nz

"The professional and club-industry focused BMI programme was a no-brainer to get involved with. The competencies covered are club specific with everyday relevance to our club/working environment."

Hugo Littlejohn General Manager Maungakiekie Golf Club

BMI Club Management Graduates The class of June 2033



L to R Heimata Heather Front of House Manager Royal Auckland and Grange Golf Club, Julie Perks, Manager Manor Park Golf Club, Nathan Banks Golf Operations Helensville Golf Club, Marcus Niles General Manager Omokoroa Golf Club, Peter Scutts Manager Arrowtown Golf Club, Neville MainDonald GM New Plymouth Golf Club, Rebecca Smith Golf Operations Manager Maungakiekie Golf Club.

Absent Ruth Griffiths Finance Director Royal Auckland and Grange Golf Club Dave Pfisterer Director Golf Operations Tara Iti Golf Club

Press release - Dean Murphy appointed to the Board of Parkland

Parkland Products Ltd is pleased to announce that Dean Murphy, current CEO of Golf NZ, has joined the company's board.

Parkland Managing Director, Chris Todd says that the company is readying for an exciting period of business growth – one that he is confident Dean will make a significant contribution to.





For the attention of Club General Managers and Payroll personnel.

Golf Managers Association of New Zealand 2023 Annual Salary and Wages survey.

During these times of rising inflation, it is crucial for golf clubs to remain mindful of the impact that changes may have on the personal lives of their most valued asset - their staff. It is also

vital for clubs to maintain a comprehensive understanding of financial ramifications that may affect their budgetary planning for 2024.

Performing an annual wage and salary analysis can assist clubs in evaluating their competitiveness within the job market, as well as making any necessary adjustments to attract and retain top-tier talent.

Moreover, by conducting such a study, golf clubs can ascertain whether their employees are content with their current salaries and benefits. In cases where employees are found to be unsatisfied, a salary analysis may provide valuable insights that could aid the club in increasing employee retention rates by making advantageous package adjustments.

We ask for a small portion of your time to complete the survey covering staff employed in the main sections of a golf club:

- Administration
- Golf operations
- Bar and Café operations
 - Course operations

To ensure the accuracy of the survey and make statistically meaningful it is important that we need you support to secure data from 80 clubs. At the moment we are sitting at 58 clubs.

To complete the survey please click on the link.

https://www.surveymonkey.com/r/DBWGKGD



The benefits of conducting an annual wage and salary survey

An annual wage and salary survey can help golf clubs assess their competitiveness in the labour market and make necessary adjustments to attract and retain top talent.

To find out more click on the <u>link</u> to view full article





Golf Managers Association of New Zealand 2023 Club Manager of the Year Award in conjunction with Club Car

Nominations are now being taken for the Golf Managers Association Club Car Club Manager of the Year Award

Overview

The Golf Managers Association Club Car Club Manager of the Year Award recognises outstanding dedication, commitment, and overwhelming contribution to the success of a golf club.

Eligibility

Any Manager/CEO/ Manager/Administrator or alike of a golf club (either "for profit" or "not for profit") who has displayed outstanding achievements across the criteria listed is eligible for the **Golf Managers Association Club Car Club Manager of the Year Award.**

Nomination process

Nominations may be made by club representatives, Board Chairpersons or Board Members, or any other person(s) who have detailed knowledge of the Managers achievements and should be made using the nomination form. All nominations must be accompanied by a supporting letter from Club Management or Board Chairmen and must be addressed to Des Topp, Executive Officer Golf Managers Association of New Zealand.

Close off: Now extended to 5.00pm Friday, July 21, 2023,

T: 021 392007 E: eo@gmanz.co.nz

Selection

Nominations for the Golf Managers Association of New Zealand Club Car Manager of the Year Award will be assessed in relation to the above criteria by the Golf Managers Association of New Zealand Club Car Club Manager of the Year selection panel and announced at the GMA NZ Summit Dinner at the Boulcott's Heritage Farm Golf Club, Lower Hutt on Monday 28 August 2023.





Golf Managers Association of New Zealand Club Car Club Manager of the Year Award

Nomination form

I, wish to nominate		
(Insert nominators name)	(Insert nominees name)	

(Insert nominee's position) (Insert name of golf club)
for the Golf Managers Association of the Year Club Car Club Manager of the Year Award
I have known for years and can vouch for his/her outstanding.
(Insert nominees name) dedication, commitment, and overwhelming contribution to the success of our golf club.
The following criteria should be considered, and evidence provided when nominating an individual for the Golf Managers Association of the Year Club Car Club Manager of the Year Award:
 Outstanding leadership: The golf club manager of the year should demonstrate exceptional leadership in motivating and inspiring their team to achieve the club's objectives.
 Financial performance: The manager should have a proven track record of financial performance that exceeds industry standards while keeping the club's expenses under control.
 Membership: The manager should demonstrate positive membership growth across all categories and show evidence of maximizing membership retention.
4. Customer satisfaction: The club manager should have a reputation for providing excellent customer service by understanding their members' needs and exceeding their expectations.
 Staff management: The manager should have demonstrated an ability to hire, train and motivate staff, and develop a healthy and positive work culture.
6. Club maintenance: The manager should show a commitment to supervise course maintenance at the highest possible standard, ensuring impeccable playing conditions throughout the year.
 Community involvement: The manager should be involved in promoting charity events, encouraging youth participation, and other community initiatives.
8. Innovation: A creative approach to problem-solving and club management is essential. Nominations should showcase the manager's ability to implement new ideas, embrace technology, and drive operational efficiency.
 Professionalism: The manager should demonstrate the highest level of professionalism in their conduct, decision making, and communication.
10. Education. The manager should be committed to continuing personal education especially the CMAA BMI educational programme for both himself/herself and their staff.
As evidence of the financial performance of the club I have included our 2022 Annual Report and
<u>Balance Sheet</u> along with our club's membership statistics and category movements comparing 2021 and 2022 data.
Please attach supporting documentation along with a head shot photo of the Manager when submitting the nomination.
Signature:
Date:

All nominations must be accompanied by a supporting letter from Club Management or Board Chairmen and must be addressed to the Executive Officer Golf Managers Association of New Zealand.

Note new close off date: 5.00pm Monday, July 31, 2023, T: 021 392 007 E: eo@gmanz.co.nz



What is Email Marketing?



Email marketing is a form of marketing that uses email to promote the products and services offered by your company. This digital marketing strategy allows you to inform those included in your email lists about the availability of new products, sales, and other special offers.

Besides being an informative technique that periodically reminds your customer segment about your brand, well-organized email marketing campaigns help build strong customer-brand relationships and generate more leads for your website.

Email marketing is considered one of the best-performing digital marketing strategies. Despite the emergence of different technologies with their respective opportunities, marketers keep going back to email marketing. The reason behind this is quite obvious: each dollar spent on email marketing generates \$40 in ROI!

To find out more click on the link to view full article

The benefits of a state-of-the-art virtual driving range at your club?



It's no secret that technology has changed the way we play golf. It's also changed when we are able to play golf. Golf is now a year-round sport thanks to golf simulator technology, even for golfers who live in the coldest or as is the case in the North Island this winter the wettest of climates. For golf course operators, adding a golf simulator business can help diversify their service offering, drive revenue, and satisfy golfer demand year-round.

Why not investigate the lead taken by two Auckland based clubs Remuera Golf Club and Pakuranga Golf Club suburban clubs that have taken two totally different approaches to installing state of the art virtual driving ranges but with the same results – a burgeoning increase in usage by non-golfers and members and a dramatic increase in Bar and Cafe business. Feel free to call Chris Davies at Remuera Golf Club T 021 229 8553 or Sam Abela at Pakuranga Golf club T 09 870 2155 both are only too happy to assist.

To find out more click on the <u>link</u> to view full article

Latest information release from the Restaurant Association

Recently, we've received reports from members across the country about escalating crime and aggressive behaviour affecting your venues, including a violent attack that occurred in Albany's (Auckland) hospitality sector recently. These issues, combined with an increase in anti-social behaviour in our city centres, is leaving many of you (and your teams) feeling unsafe.

We strongly believe that no one should feel afraid to commute to and from their workplace, or unsafe at work. To combat this issue, we're advocating for increased social investment to address

the root causes of crime, as well as direct investment in crime prevention. The Association has created a **Restaurant Association** member restricted **safety & security portal.**

If you need further information, please contact eo@gmanz.co.nz. Hopefully the golfing community can steer clear of this type of issue.

Golf Club - Wage and Salary Survey

Click <u>here</u> to view the results the Golf Club Salary and Wages Survey as at 1 Sept. 2022. Base salary and wage figures quoted. Figures quoted expressed as \$000's.

Golf Balls Leaving Property Resources

Please see links below:

https://www.golf.co.nz/resource-detail/golf-balls-leaving-property-nuisance-and-negligence https://www.golf.co.nz/resource-detail/negligence-nuisance-case-studies https://www.golf.co.nz/resource-detail/noise-complaints



Executive Recruitment Service

The Golf Managers Association of New Zealand (GMA NZ) is now offering an Executive Recruitment Service to its members at attractive rates. GMA NZ will connect your Club with skilled professionals who are looking for permanent opportunities and streamline the process to ensure that your recruitment needs are met.

Finding the right person for a role is more than just a skills match. Combining many years of club management knowledge and a high-calibre level of member service driven to deliver on your hiring objective, your Club will benefit from GMA NZ personalised talent identification solutions.

The industry specific, end-to-end service, conducted in partnership with selected club board personnel includes:

- Composing Job Descriptions for management positions across the entire golf club sector
- Creating an appointment process timeline

- Managing the vacancy advertising campaign
- Interviewing candidates
- Selecting and managing short lists
- Arranging final interviews
- Providing benchmarked salary packages
- Negotiating and finalising salary packages
- Preparing employment agreements
- Attractive rates for GMA NZ members

Recent appointments:

Kelly Brenton – GM Te Puke Golf Club

Clinton Butler - GM Rotorua Golf Club

Shandon Carter – GM Howick Golf Club

For a confidential golf club executive recruitment proposal contact:

Des Topp

Executive Officer

Golf Managers Association of New Zealand

W: www.golfmanagers.co.nz

E: eo@gmanz.co.nz

T: 021 392 007

Testimonial:

On behalf of the selection committee, I would like to sincerely thank you for your assistance in the recruitment process. It has been very successful, and we will not hesitate to use GMANZ again for our recruitment.

I also look forward to a strong continued relationship with you and GMA NZ in regard to staff development and education.

Craig McCulloch

Chairman

Te Puke Golf Club

GMA NZ Member News

New members welcome:

Sarah Wiblin – Royal New Zealand Yacht Squadron

Shandon Carter – GM Howick Golf Club

Nicole Terrill – GM Clarks Beach Golf Club

Janet Stothard – Otumoetai Golf Club

Ben James – Golf NZ

James Vercoe – PGA NZ

Simon Winter – Golf NZ

Libby Devonport -Golf NZ

Eve Clarke PGA – Golf NZ

Phil Gerrard – Westown GC

Jacquie Reube - Onewhero GC

Frankie Waenga-Popata - Waiuku Golf & Squash Club

James Cadenhead - Clearwater GC

James Metzger – Clearwater GC

GMANZ Branch News

GMA NZ Northern Branch - Matt Owen reporting



Royal New Zealand Yacht Squadron Auckland 36 attended.

Topics:

- Royal New Zealand Yacht Squadron Managing a non-golfing sports club Sarah Wiblin General Manager
- Dot Golf update Mat Eagleson
- Dean Murphy Golf NZ
- Ollie Bradshaw The Great NZ Tee Off

GMA Bay of Plenty Branch - Mike Williams reporting

-Omanu Golf Club – 18 in attendance

Topics discussed.

- Omanu Golf Club course redevelopment tour and process
- Dot Golf update Mat Eagleson



GMA NZ BOP Branch Meeting at Omanu Golf Club

GMA NZ Waikato Branch - Scott Meiklejohn reporting

Meeting held 24 May 2023 – 18 in attendance.

Hana-Rae Seifert, Thiem Nguyen, Mathew Eagleson and Terry Booth presented on their relevant areas, followed by a round table update from all attendees. Scott Meiklejohn updated in relation to GMANZ. No other activities other than a standing lunch and general networking.

GMA NZ Central Branch – Amy Sidford reporting

Manawatu Golf Club

18 in attendance

- Clubhouse hospitality and trends
- Coffee and profits

GMA Northern South Island Branch - Mike Hadley reporting

Christchurch Golf Club

Working together collaborating

8 in attendance

GMA Southern South Island branch - Shelley Duncan reporting

Details to follow.

Job board

Administration positions



Wanaka Golf Club – Accounts Administration person

Click here to view advertisement

Golf Operations Positions



Waitemata Golf Club Golf Operations Manager

Click <u>here</u> to view advertisement.



Omaha Beach Golf Club

Click <u>here</u> to view advertisement.

Course staff



Karori Golf Club - Course Superintendent

Click here to view advertisement



Karori Golf Club – Greenkeeper – 2ic Click <u>here</u> to view advertisement





Carrington Golf Course Greenkeeper Click <u>here</u> to view advertisement.



Course Superintendent

Click <u>here</u> to view advertisement.

POWER TURF

Success from the ground up

Congrats, you have a growing and expectant membership, what's next? How do we retain them, how do we engage with them, how do we become more sustainable?

At Club Car, they have thought of that on your behalf and introduce Club Car Connect through Visage for your golf club's benefit.

Increased rounds – no worries control where your members go with 'Car Control' and protect your most important asset, the golf course so that it's in optimal condition every day.

Increase Revenue – instead of selling tee signs, sell ad space to your sponsors and partners. Accentuate food & beverage by advertising to players at certain times on the course. Incentivise players to purchase merchandise from your pro shop.







For more information about Club Car Connect & Visage scan the QR code

Principal Sponsor



Platinum Sponsor



Educational Supporters







Silver sponsors











Bronze sponsors













Remember to go to www.golfmanagers.co.nz for all Association information

Kind regards

Des Topp

Executive Officer

Golf Managers Association of New Zealand P O Box 39 272, Howick, Auckland 2145 +64 21 392 007 II eo@gmanz.co.nz II www.facebook.com/golfmanagers/

















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