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**Newsflash No 1 – February 2024**

**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**

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| **In this issue we cover**  **GMA NZ Club Car Summit June 9-11, 2024, Remuera Golf Club and Velocity Range, Auckland – Registrations now open**  **GMA NZ – BMI Education Programme - Next BMI Courses – 2024** – **Pre-Register now**!  **GMA NZ Club Car Club Manager of the year Award. Call for nominations.**  **Surviving and thriving after the storm – Napier Golf Club**  **Whangamata Golf Club Super Lottery in support of their Major Works Capital programme.**  **Motor Home Golf Tournament quadruples in size**  **GMA NZ Bench marking reporting service for clubs.**  **GMA NZ Monthly webinars programme – next session Feb 13 at 10.00am**  **GMA NZ Job Board**  **GMA NZ 2023 Salary and Wages Survey** **results**  **GMA NZ Executive Recruitment service**  **GMA NZ Member News**  **Thank you - Sponsors** |

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| **GMA NZ Summit 2024 – Auckland**  **Registrations now open**  You are cordially invited to attend the **2024 GMA NZ Summit,** a golf club leadership conference that will provide you with the opportunity to learn from and network with the leading experts in the industry.  **Date:** June 9-11, 2024  **Venue:** Remuera Golf Club and Velocity Range, Auckland  Accommodation: Novotel/IBIS Ellerslie, Auckland  The conference will feature world-class speakers, interactive sessions, and social events. You will also have the chance to meet other golf club managers, industry leaders, suppliers, and tourism representatives, and to celebrate the **2023 Club Manager of the Year award** at the **2024 GMA NZ Summit Dinner.**  The **2024 GMA NZ Summit** aims to enhance your skills, knowledge, and performance in the golf industry and beyond.  Delegates registration and accommodation bookings now open.  Click[**HERE**](https://www.golfmanagers.co.nz/conferences/gma-pga-2023/index.html)TO download a registration form and book accommodation |

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| **A picture containing drawing, game  Description automatically generated** Logo  Description automatically generated  **Golf Managers Association of New Zealand**  **2023/24 Club Car Club Manager of the Year Award**  **Overview**  The **Golf Managers Association of the Year 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 of the Year Club Car Club Manager of the Year Award.**  **Criteria**  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**:     1. **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. 2. **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. 3. **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. 5. **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 and facilities maintenance at the highest possible standard, ensuring impeccable playing conditions throughout the year. 7. **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. 9. **Professionalism:** The manager should demonstrate the highest level of professionalism in their conduct, decision making, and communication.   All evidence should relate to the **2023 financial year**.  Please attach supporting documentation including 2023 P&L and Balance Sheet, along with a head shot photo of the Manager when submitting the nomination.  **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 the Executive Officer Golf Managers Association of New Zealand.  Close off: 5.00pm Tuesday, April 30, 2024, T: 021 392007 E: eo@gmanz.co.nz.  **Selection**  Nominations for the **Club Car Golf Managers Association of New Zealand 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 **Club Car GMA NZ Summit Dinner** at the Remuera Golf Club, Auckland on Monday 10 June 2024.  **Past winners**  2021 Warren Collett CCM - General Manager Operations Wairakei Golf Course and Matt Guzik CCM CCE General Manager Tara Iti Golf Club  2022 Andrew Jackson- General Manager – Muriwai Golf Club  2023 Amy Sidford – General Manager – Boulcott’s Heritage Farm Golf Club |
| **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**.**  **Courses – 2024**  **BMI Leadership Principles** – **March 18-22, 2024. *Note new date.***  **Action points**   * Click [**here**](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_Leadership_Principles_course_details_-_2024.pdf) to view course curriculum and case study and register   **BMI Club Management –** **May 6-10, 2024**.  **Action points**   * Click [**here**](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_Club_Management_updated_01022024.pdf) to[view](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_Club_Management_Course_Curriculum_timetable_as_at_15062023_1.docx)course curriculum and timetable and register.   **BMI Food and Beverage Management –** **mid/late 2024**   * Click [**here**](https://www.golfmanagers.co.nz/assets/_site_/downloads/Food_and_Beverage_Management_-_July_24-28_2023_-_15062023.docx)to view course curriculum timetable and case study. Actual dates to be confirmed.   **BMI Club Management** **– late 2024**   * Click[**here**](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_I_2024_template.docx)to view course curriculum. Actual dates to be confirmed.   **BMI Review Course and CCM Exam**   * Next course end May 2024. Actual dates to be confirmed. * Managers who participate in the BMI Career Development Programme receive a host of benefits: * Making contact with industry experts. * Networking with fellow managers who manage the most innovative and prestigious clubs across the country and around the world. * Discussing new ideas that can be implemented in their own clubs. * 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 the club’s management team. |
| |  | | --- | | Surviving and thriving after the storm**A robust insurance policy, expert guidance and a positive response from loyal members has helped the historic Napier Golf Club to face its future with certainty following unprecedented storm damage.** The extreme weather experienced in Hawke’s Bay during Cyclone Gabrielle in February caused widespread flooding across the region, including to the 127-year-old Napier Golf Club near Taradale.  As the floodwater waters receded, club members were horrified to see the extent of the damage to both clubrooms and course.  “Save the greens, save the golf course is what it came down to,” said Napier Golf Club President, Riki Mitchell. “It’s not until you see the damage with your own eyes that you understand what Mother Nature can do.”  Flood  View from the second floor of the clubhouse looking out towards the number 18 and 10 fairways. Complex claim As soon as the telephone connection was restored, the Club was straight on the phone to Gallagher [Hawke’s Bay](https://www.ajg.co.nz/find-a-broker/branch/hawkes-bay) broker, Shelley Martin.  “The claim was a complex one. The Club had damage to buildings and infrastructure such as pumps and irrigation systems, as well as to vehicles. They had multiple trees down and silt up to five feet deep at some of the holes,” said Shelley.  “And if that wasn’t enough, a few weeks after the storm swept through, the clubhouse and ProShop were further damaged when looters took advantage of the abandoned buildings.”  Riki Mitchell said Shelley's good advice and quick action helped the claim to progress quickly. A claims assessor was appointed, and two progress payments were made the week after lodging the claim.  “The worst outcome for the Club would have been to lose membership because of the closure and ongoing remediation work. But thankfully, in addition to the rebuild commencing quickly, the club was able to offer a partial fee rebate to members, which was covered under their Gallagher SMARTpak insurance policy,” said Shelley.  “Gallagher SMARTpak gives clients comprehensive cover. It is designed for material damage and business interruption both of which the Napier Golf Club faced.  “The situation necessitated a team effort on our behalf,” continued Shelley. “We knew we had our clients who needed additional support during this difficult time and so we made sure that we had people throughout the region, including dedicated claims staff dealing solely with Gallagher clients in the Bay.”  Flood1 “Gallagher helped us navigate the process and made sure we were utilising what our policy entitled us to.”Riki Mitchell, Club President – Napier Golf ClubPositive outcome Riki Mitchell said the events of 2023 have changed the shape of the Club in many positive ways, with revitalised greens, new clubrooms and new plantings designed to bolster the integrity of the course for years to come.  Now with 12 holes playable and remediation work on the remaining six greens happening at pace, and the grand opening of the new clubhouse just a few weeks away, the Napier Golf Club’s focus is on the future.  “It has certainly been the roughest year for the club in some time. But thankfully everyone involved in getting the club up and running again has been so supportive.  “Gallagher helped us navigate the insurance claim process and made sure we were utilising what our policy entitled us to.  “We’ve had good, happy working relationships with the assessors, the construction companies and the team at Gallagher. Overall, it has been a great experience born out of one of the worst experiences.”  PS The club opened 18 holes for play, the offices and the club house in late November 2023 a fantastic achievement. |  |  | | --- | | Whangamata Golf Club fundraiser    The Whangamata Golf Club, following a disastrous year spent repairing a multitude of flood damage, is running a Lottery to generate some much-needed Major Works Capital funding. The prize value at $50,000.00 is a fabulous trip for two to the Masters in 2025 and includes airfares and accommodation. Tickets $100.00 each, limited to 2500 tickets.  In conjunction with this lottery, the club will be hosting a fundraising day on the 12th of April.  Click [**here**](https://gmanz-my.sharepoint.com/:b:/g/personal/eo_gmanz_co_nz/EQ89KdOCwD1JtjZjaxvL4IMBcHLxtGZcfutGfAK95NwzQw?e=BinmxW) to view raffle details |  |  | | --- | | Motor home golf tournament quadruples in size in just three years    A provincial golf tournament open exclusively to the highly mobile owners and occupants of motor homes and camper vans has grown in popularity by 400 percent in just three years – placing it squarely on the must do map for free-spirited golfers driving around the country.  A trio of South Canterbury golf clubs held their first New Zealand Motor Caravan Association (NZMCA) golf tournament in 2022 – attracting 24 players who turned up in their convoy of mobile dwellings. The three-day tournament is held on consecutive days at Geraldine Golf Club, Temuka Golf Club and Pleasant Point Golf Club.  The championship, called the South Island Motor Caravan Golf Tournament, doubled in size in 2023 – signing up 50 players, as well a sponsor. Now this year’s tournament, taking place this month, is set to feature some 100 golfers taking to the greens and fairways. As part of the tournament’s registration criteria, all players must be members of the New Zealand Motor Caravan Association.  Geraldine Golf Club general manager and event founder/organiser, Chris Phillips, said that establishing and growing the NZMCA tournament had delivered a regular mini tourism-boom for not only the three participating golf clubs, but also the wider South Canterbury region.  “The motorhome tournament slots in perfectly with the clubs’ regular weekly event calendars and therefore creates minimal disruption to memberships,’’ Phillips said.  ``However, having some 100 guests at the clubs on a day when they would expect to welcome in maybe 30 or 40 players has a positive impact on not only the green fees' budget, but also bar and kitchen revenues.  Any club in the North Island interested in running a similar event should contact the New Zealand Motor Caravan Association. |  |  | | --- | | **benchmarking tool for clubs** The Importance of Benchmarking - Creative Benefits Inc.  The Golf Managers Association of New Zealand (**GMA NZ**) provides its members with **a free bench marking tool** – investigate further. **THE POWER OF INFORMATION** The club bench marking tool gives access to credible "apples-for-apples data, key performance indicators and reports for a club. Whether you are working on strategic planning, budgeting, or analysing your clubs’ strengths, weaknesses, and opportunities as part of your regular routine, bench marking gives you the facts you need, when you need them, so you can lead your club with confidence. **BENCH MARKING SHEDS LIGHT ON ISSUES THAT CAN MAKE OR BREAK A CLUB** Bench marking enables clubs to assess their financial and operational performances. You can benchmark your club against other clubs in New Zealand according to key metrics, such as revenue, subscription revenue, fee structures, operational costs and more. Comparisons can be made more focused by using industry filters, such as club type, club size, patronage, and location.  Clubs can access reports in Excel to share the comparisons with their Boards and staff. Armed with this data, clubs can improve their profitability, discover ways to reduce costs, and grow their business.  If you want to participate in the annual survey, please send a copy of your 2023 financial report to <eo@gmanz.co.nz>.  Action - click [**here**](https://www.golfmanagers.co.nz/assets/_site_/downloads/Club_Benchmarking_-_New_format_12122023.xlsx) to view a Club Benchmarking sample report.  PS So far, we have had 52 clubs submit their data. |  |  | | --- | | **GMA NZ Monthly Webinars**  **November 23 webinar**  ***Putting the governance puzzle together – Tom Wallace CCM, CCE, ECM***  ***Click*** [*here*](https://gmanz-my.sharepoint.com/:b:/g/personal/eo_gmanz_co_nz/ESqZ1bqzSf9KiWPMLnq84ugBJ1ARIBE5bzMofoq26LjnZw?e=qWlYSh) ***to view the Power Point presentation.***  **December 23 webinar**  ***Roadmap to CMAA’s Certification process - Dr Jason Koenigsfeld Ph.D., CHE***  ***Click*** [***here***](https://www.golfmanagers.co.nz/assets/_site_/downloads/2023_Certification_Presentation-compressed.pdf) ***to view the Power Point presentation.***  ***Click*** [***here***](https://us06web.zoom.us/rec/share/D959Py02bkknxOrOpVm9GYaYaBfdLk4ByO_aQ_BRkvrP3kZt90kTC1hUJDYaVwZg.pVOMaYzV_e2Nk3zh) ***to access the link to an explanatory video***  ***Next webinar 10.00am Tuesday 13 February 2024***  Topic: Golf Managers Association - Monthly Education Webinar - Feb 13, 2024  Time: Feb 13, 2024, 10:00 AM Auckland, Wellington  Join Zoom Meeting  <https://us06web.zoom.us/j/9723068353?pwd=U3VEUUEzNHZYNGFsNUhBdTkvdlB1dz09&omn=88414459260>  Meeting ID: 972 306 8353  Passcode: MKqQF1  **Presenters**   * Dean Murphy CEO and Matt Smith GM Dot Golf Ltd. * Fiona George – George Consultancy – Bequest fundraising opportunities for golf clubs.   ***Fiona George*** *is a highly sought-after coaching and mentoring trainer and facilitator in New Zealand and overseas. She brings a wealth of business knowledge gained from working with a diverse range of companies both in the corporate and not-for-profit fields. Fiona’s primary focus these days is offering bespoke bequest planning to help grassroots communities, sports clubs, and small charities. Fiona’s presentation and discussion will focus on how bequest fundraising can lead to creating financial security and longevity for your club. Fiona’s webinar is scheduled for 45 minutes, and you are encouraged to share your thoughts or ask any questions you may have on the subject.*  *If your club has already benefited from a successful bequeath, the panel would be keen to hear your story.*  ***March webinar - 10.00am Tuesday 12 March***  **Presenter Leo Barber**  **Topic: *The 10 things that I wish my General Manager knew from a Superintendent point of Year.***  ***April webinar - 10.00am Tuesday 9 April***  **Presenters: Jim Rohrstaff Managing Director Te Arai Links, Matt Guzik CCM CCE GM Tara Iti GC, Brian Spicer GM Te Arai Links.**  **Topic: *The evolution of the world class Tara Iti and Te Arai golf courses.*** | |
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| **A picture containing drawing, game  Description automatically generated**  **Executive Recruitment Service**  The Golf Managers Association of New Zealand (GMA NZ) offers 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:  David Herbert CCM – General Manager North Shore Golf Club  Jamie Palmer – General Manager Waitemata Golf Club  Mike Priddy – General Manager Huapai 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](https://d.docs.live.net/a72c106d8ba7d744/DJT/GMANZ/GMANZ%20Newscasts/Newscasts%202022/Apr%202022/www.golfmanagers.co.nz)  E: [eo@gmanz.co.nz](mailto:eo@gmanz.co.nz)  T: 021 392 007  Testimonial:  North Shore Golf Club  *“For those of us in voluntary roles in Golf Clubs the responsibility for finding key staff is important and time consuming and we know that a certain type of person is required to fit in and get things done. Des’ experience in helping us find a good fit was invaluable and the spadework he did in behind the scenes made the task straightforward and painless. I would have no hesitation in recommending Des and GMA NZ recruitment services.”*  *Keith Sumner*  *Chair*  *North Shore Golf Club* |
| |  |  | | --- | --- | | **Job board**  **No vacancies**   |  | | --- | |  | | | A picture containing drawing, game  Description automatically generated  **Golf Managers Association of New Zealand**  **2023 Annual Salary and Wages survey.**  Click [**here**](https://gmanz-my.sharepoint.com/:w:/g/personal/eo_gmanz_co_nz/EXmm_YC5G95ElGNLPBf-t64Bzrqc8GHbtnmPjmOWtmYA3A?e=hj8iDM)to view 2023 Annual Salary and Wages survey. | | **NZ Golf Industry Council News**  The planned 2024 Golf Matters Conference planned for August 2024 at the Te Pae the Christchurch Convention Centre has been postponed to 2025. | | **GMA NZ Member News**  **Welcome to new members:**  Jo Connolly – Golf Manager – Royal Auckland and Grange Golf Club  Harrison Hinds – Golf Operations Manager - Royal Auckland and Grange Golf Club |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Golf Managers Association of New Zealand**  **Board Members 2023/2024**   |  |  | | --- | --- | | Northern Branch representative  MATT OWEN - BOARD MEMBER - NORTHERN BRANCH REPRESENTATIVEMatt Owen - GM Pupuke GC  [gm@pupukegolf.co.nz](mailto:gm@pupukegolf.co.nz) | Bay of Plenty Branch representative  MICHAEL WILLIAMS- BOARD MEMBER - WAIKATO BAY OF PLENTY BRANCH REPRESENTATIVEMichael Williams - GM Mt Maunganui GC  [michael@mountgolf.co.nz](mailto:michael@mountgolf.co.nz) | | Waikato Branch representative    Scott Meiklejohn GM Tieke GC -  [gm@tiekegolf.co.nz](mailto:gm@tiekegolf.co.nz) | Central Branch representative  AMY SIDFORD - BOARD MEMBER - CENTRAL BRANCH REPRESENTATIVE  Amy Sidford - GM Boulcott’s Heritage Farm GC  [admin@boulcottsfarmhgc.co.nz](mailto:admin@boulcottsfarmhgc.co.nz) | | Northern South Island Branch representative  MIKE HADLEY - BOARD MEMBER - SOUTH ISLAND NORTHERN BRANCH REPRESENTATIVEMike Hadley - GM Christchurch GC  ce@christchurchgolf.co.nz | Southern South Island Branch representative  SHELLEY DUNCAN PGA - BOARD MEMBER - SOUTH ISLAND SOUTHERN BRANCH REPRESENTATIVEShelley Duncan PGA – GM Otago GC  [shelley@otagogolfclub.co.nz](mailto:shelley@otagogolfclub.co.nz) | | Independent representative  RICHARD NAUCK B COMM PGA - BOARD CHAIR - INDEPENDENT REPRESENTATIVERichard Nauck PGA CCM  [nauck@mac.com](mailto:richard@titirangigolf.co.nz) | Independent representative  MATT GUZIK INDEPENDENT BOARD MEMBER GM TARA ITI GOLF CLUBMatt Guzik CCM CCE - GM Tara Iti  matt@taraiti.com | |     A close-up of a golf cart  Description automatically generated   |  | | --- | | **Text  Description automatically generated with low confidence Principal Sponsor** | | Logo  Description automatically generatedPlatinum Sponsor | | **Educational Supporters**  Text  Description automatically generatedA close up of a sign  Description generated with very high confidence A picture containing graphical user interface  Description automatically generated | | |

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