

IRENE COUNTRY CLUB MANAGEMENT REPORT – 3 May 2010

GENERAL UPDATE

The intricacies of taking over the management staff at Irene Country Club have without a doubt been the most important item for us as Mark Wiltshire Golf over the last two months. However we are pleased to say that we will now be prioritising the work to be done at the club based on our list of services which include but are certainly not limited to the following: (please note these items are not in any particular priority order)

- F&B training – systems and procedures
- Halfway house flow and menus
- Change room cleanliness and presentation
- Upgrade of the sports shop to include items relevant to all sporting codes
- The entrance gate to the club
- Signage and flow around the clubhouse to various sports sections
- Membership sales and membership retention
- Sports calendar
- On-going on the job staff training
- Financial reports and strategies
- Staff uniforms
- Special projects relating to the Capex budget
- Golf course presentation
- Gardens and all sports playing areas
- Tidying up the entrance road including the corner of Nellmapius Drive and Main Road
- Clubhouse flow and presentation
- Standard Operating Procedures
- Area under the big Oak trees to be improved

We will priorities this amongst many other tasks that need our attention and I trust you will soon start seeing positive changes for all concerned. More detail on some items are provided for below.

1. Human Resources:

The appointment of the new Irene Country Club management team have been finalised and we are excited to introduce the new and familiar faces to you. A staff uniform with name badges will identify the staff members on duty along with some new faces who will soon be joining us. Attached is a short background on each of the new staff members. Please familiarize yourselves with the faces that will be responsible for looking after the interest of all our members and visiting guests.

2. Food & Beverage

Lehan Botha has been on site over the past three weekends and his progress report was circulated to the Board. His initial focus was the assessment of the facilities and storage, cooking techniques, hygiene, handling of raw and cooked product and the overall food and beverage service.

After the assessment the following adjustments were made in certain areas:

Kitchen

- The Kitchen has been rearranged to improve the flow and assist the kitchen staff to more efficiently use the kitchen space. The change also improves the handling and storage of materials and the overall hygiene management of the facility.

Halfway House

- The layout of the halfway house will be adjusted to improve the flow from the fridges, food stations, cutlery and through to the point of sale.

- The layout change requires some moving of equipment and connections which require the assistance of the equipment suppliers. We hope to have this completed with their assistance by Friday – 5th May.
- A menu board will be installed which will ease customers in their menu selection and avoid staff members from having to explain the selection to every customer. This will allow staff to focus more on the preparation, serving and presentation in the Halfway House area.
- A variety of fresh sandwiches/baguettes as well as healthy breakfast options such as fruit salad, yoghurt and muesli will be prepared and available in a self help counter top display fridge as a quicker alternative to cooked meal. This will offer an alternative to toasted sandwiches and also replace the current buffet/bowl style serving of fruit salad and cereals.

Menus

- All menus – Halfway House, Terrace and Conference - have been reviewed, some immediate changes have been made to the storage and preparation of certain menu items, but Lehan is currently working on the finalisation of the “food bible” which is a document that will serve as the Standard Operating Procedure for the preparation and presentation of all food.
- Once the “food bible” has been completed, food & beverage staff will undergo training sessions to ensure the new operating procedures are implemented and monitored correctly by management.
- We trust that this will not only improve the menu offering and presentation but also provide a better food costing platform for the club.

3. Sport Shop

We really want to improve on the current facility significantly and with this in mind we will soon be discussing a suggested plan and floor layout with the board.

- A system has been implemented to better manage the stock in the sport shop. All stock items have been re-organized into new categories/segments with detailed descriptions which will be easier to manage for the staff in the shop. This will also allow for better stock control by the Finance Department and a more accurate stock count procedure.
- We will discuss the option to incorporate all other sporting items in the shop into the same system to allow for one system managing all stock. The Tennis, Squash and Bowls sections will be consulted with on this before implementation.
- The option of a barcode scanning system has been discussed with Astute. Currently the system can't perform this function but Astute have advised that they are hoping to have the program written and implemented by the end of May. We will monitor this and drive the process with Astute.
- MWG is currently compiling a proposal for the upgrade of the Sport Shop, this will include the layout, counter position and flow of the shop along with upgrading the fixtures, fittings, display units and lighting. We have been assisted by Kymi Bodenberger from Retail Savvy who is an expert in the set-up, design and merchandising of retail outlets.

4. Locker Rooms

The current status and general hygiene of the change room facilities is appalling and requires urgent attention.

- There will be an immediate effort in improving the presentation, cleanliness and service in the Locker Room facilities.
- Part of the improvement will be improved towel management and display, introduction of natural wood hangers and better amenities on offer.
- Continuous cleaning and systems to be implemented
- Staff training
- Rosters to ensure the locker rooms are clean and presentable

5. Caddies

- A new caddy management system is in the process of being implemented. All caddies will be issued with an ID card, which will be managed through the access at the security gate. This system will also allow for better management of caddy rotation and therefore a fair distribution of work.
- Part of the new system will also be the improved management of caddy uniforms. All uniforms will remain on the premises and not be allowed off site. Golf Operations staff will be responsible to manage the laundry procedure which will improve the current loss of uniforms, the consistency in appearance of caddies and increase the longevity of these uniforms.

Golf Course, Cricket Pitch, Bowling Greens and surrounding Gardens

Our new superintendant start with us on the 1 June 2010 and we are excited about improving the general appearance of all gardens and surrounds but also the presentation of the golf course and cricket field. We will work very closely with him to start cleaning, tidying and presenting areas as they should be. Mark Wiltshire Golf will carry out a "course audit" on the golf course to determine a theme and appropriate accessories and furniture required for the golf course. We will also look at similar areas at all the other sports areas.

There is obviously far too much for us to include in a document such as this but will keep you updated on our progress to make this the finest facility in Pretoria. We are very excited and look forward to having the new management in place over the upcoming weeks and trust that their hands-on involvement will show in the improvement of the daily operation of all club facilities.

Thank You for your patience during this time.

The MWG Team