

Board of Governors' Meeting
February 26, 2009

Full Golf members = 1026
Full Tennis members = 433
Social members = 553

Discussion by Mark on how Board members can assist in bringing new members into club. Led into diatribe on golf course conditions and service and inconsistency with members' expectations. There was an open dialogue about how to improve members experience at the club so that everyone will want to refer their friends. It was noted that APGM has made improvements in areas such as tennis court lights and renovating South Course. Recently added new fleet of golf carts, new partner privilege program with additional clubs. Management is implementing programs to address service issues and has made personnel changes.

USGA turf specialist came to the courses recently to evaluate turf conditions and suggested increase in number of aerifications. Stan Reyford, APGM Regional Agronomist visited with several Board members last week and agreed there has been neglect by previous owners. He and Barry are committed to follow their agronomy practices for steady and marked improvement.

Richard Tisdale went on record as saying Barry is doing a great job, and the Board commented on the wonderful landscaping being done around the Club by Gary Tupa.

Numerous complaints from Board regarding service in 19th hole. Recommendations: Need to have a comment box, training program, and consistency in service. Mark said he will continue to make improvements, he is working hard to resolve all issues, but this takes time.

Report given by Ambassador Council: Group is very positive and active in integrating new members and working with membership staff. Present fee structure is \$2500 on initiation fee for golf with a pay out option.

The Board requested a monthly list of resignations be handed out in addition to the adds list. Board Chair will send emails to Board members to see if any can be retained. Also all committee reports are to be e-mailed prior to the meeting as well as included in board packet at each meeting.

Tennis reported lots of activity, tournaments, happy members, kudos to tennis staff. March to be busy month again with Sneakers and Cleats tournament, free clinics.

Susan Crouch noted the sports grill is inconsistent: some days excellent service and cleanliness, some days not. Overall tennis members are very happy.

Modification to by-laws: Approved: only one person per membership or one member per corporate membership may serve on the Board of Governors at a time. Approved: Non dues paying or honorary members are not eligible to serve on board.

Member inquiry about coming to Board meetings:

It was agreed a request must be submitted for consideration to Board Chair with items wanting to discuss.

Discussed extending to 7 pm dress code in effect up to 5 pm in main bar area. Board voted to stay "as is".
Poker game in card room; Management to monitor situation.

Board priorities for the year:

North Course irrigation

Service in dining areas

Working with club mgmt and corporate on both

Roger Martin asked to clarify board purpose:

Grant Morris read the Board Bylaws. (Please see the Board of Governors' and Committee Report section on the website for the Bylaws.)