

MINUTES – BOARD OF GOVERNORS
July, 2009

Present: Mark Neneman, General Manager; Guy Fanelli, Director of Operations; Shen Te Smith, Director of Member Services; Arthur Abelman, Margaret Millsap, Becky Spears, Richard Tisdale, Peter Wojcik, Sue Colburn, Julius Germano

The meeting was called to order by Chair Becky Spears at 6:09 pm. Becky opened with news of the passing of Carl Basse on Saturday and announced his wife is not doing well either. She also addressed the new hospital in Stone Oak and suggested having a Welcome to Sonterra Reception for certain hospital staff (doctors, executive level staff) with the Ambassador Council and BOG and other members of the club in the medical field. She then turned the meeting over to Mr. Neneman to address the Management Offerings and Report

Mr. Neneman expanded on the idea of having a reception with potential new members in the medical field. Becky agreed to work on a list of on-site staff at the Methodist hospital. Mark also addressed the membership offerings that went out and stated he is currently working on members that have downgraded as well as contacting members that have recently resigned. Mark also presented information on the following areas: \$500 down payment fees tied to the 50th Anniversary, the “Be My Guest” event, future event invitations and overviews, Retention Program overview, the Club’s effort to generate lists and looking at new ways to reconnect some members, the US Kids Club score card, and updating and modernizing the website.

Current membership numbers: 965 golf, 391 tennis, 578 social, and 26 resident members. Mr. Neneman stated this is the lowest level right now but attrition is leveling. Most cases have been medical downgrades and all of them are being approved by him. Mr. Neneman stated facility wise the staff working on service issues and Barry is currently working on water restrictions. Mr. Neneman mentioned the possible deal with a developer of high rise condos who would like to buy 25 golf memberships. Sue suggested contacting the builder of the new retirement community being built, who is currently a member. Becky noted everyone is working hard and racking their brains to bring new members to the Club. The meeting was then turned over to Peter to report on the Ambassador Council.

Peter mentioned Cocktails with the Council this upcoming Friday and to remember it was an island theme. Arthur expressed concern for next month’s theme of Denim and Diamonds violating Club dress code but Mark does not feel it will be an issue.

Rosalie was not present to report on Clubs Within a Club. Kathy was not present to report on Sonterra Women’s Golf Association. The meeting was then turned over to Arthur to report on Tennis.

Currently tennis leagues are going on and the Double Mix tournament is set to begin in August. The July Social had 18 courts in use and there is currently a lot of play going on. Arthur stated the clay courts are in the best condition in years.

Richard reported on Men's Golf Association. The tournament this past weekend was full and he noted the course is in great shape. The Senior Tournament is this weekend and he has presented the option of possibly having a Super Senior tournament to the Director of Golf. Arthur noted hearing an advertisement of the upcoming UTSA tournament being held at the Club.

Margaret reported on Women's Golf Association postponing some the July and August tournaments to September and October. Margaret also addressed Barry's outline of what is going on in the Golf & Greens report. Richard Tisdale suggested possibly sending an email to members to remember to stay off the ruff. Arthur Abelman asked about the status on the new signage for the front gate of Sonterra. Mark mentioned it was ordered this week.

Becky then addressed a couple Service Issues she was approached with in the past month. Specifically in tennis, water and ice has not been consistently set out. Guy will make sure that issue is taken care of. Sports Grill restocking should not occur during the peak hours, it should be done either early morning or late evening. There was a question if the Sports Grill current hours. Guy presented the Sports Grill's current hours and stated they are currently posted in the area. Arthur pointed out there has not been an attendant in the men's locker room between the hours of 6:30 pm – 10:00 pm. Guy noted the issue and will make sure it is addressed.

Becky addressed the BOG purpose and stated everyone needed to focus on getting through the current year. She stated the By Laws need to be reviewed in the near future. Mr. Neneman stated he has received a set of By Laws to review and will do so in the future.

Mr. Neneman reported on the Staff Update. He introduced Shen Te Smith the new Director of Member Services. He announced Rachel Gil transferred to Balcones to take on more of a Catering role. Mark stated that Brenda Cantu is no longer with Club and Barry lost an Asst. Superintendent. Sue Colburn asked if Edwin's position would be filled and Mr. Neneman said there are currently no plans to but if any positions were to be added it would be another Asst. Golf Pro.

Richard Tisdale stated there needs to be two servers working the Men's card room in the 19th Hole on Saturday and Sunday between the hours of noon and 3pm. Guy took note and said arrangements will be made to have two servers.

Meeting was adjourned at 7:30 pm.