

ROCKPORT COUNTRY CLUB MEMBERS ASSOCIATION

BOARD OF DIRECTORS SPECIAL MEETING MINUTES

November 30, 2018

A Special Meeting of the Board of Directors of the Rockport Country Club Members Association was held at the clubhouse located at 101 Champions Dr., Rockport, Texas.

Those present were: Jon Heffron – President, John Hitchcock, Elyce Kahn, Charles Giesey, Ric Young, Herb Sutter, Tiffanie Hoover and Chet Cloudt.

Also in attendance: Rick DeLoach, General Manager.

Glenn Kliebert was absent.

Jon Heffron, the Club President convened the meeting at 3:00 PM.

Approval of Minutes: Jon asked for a motion to approve the minutes of the last Regular Meeting held on November 15, 2018. Accordingly, a motion was made and seconded to approve said minutes, as written.

A vote was taken and the motion carried unanimously.

Jon opened the meeting stating that the anticipated completion of the Clubhouse is still December 10th and that there are many things that must happen prior to opening to the members. He said that he and Chet Cloudt had met with Rick DeLoach before Thanksgiving and asked him to develop a written “Punch List” with a time-line detailing all of the things that will be taking place, as well as how the Board members can assist.

Jon then introduced Steve Kissell, the Project Manager with Club Design Associates to give us a status on the completion of construction for the clubhouse. Steve then provided information concerning the various items remaining to be completed. He first mentioned that he expected us to receive a Temporary Certificate of Occupancy by next Wednesday, December 5th so that we could start moving into the facility and begin training of our employees. He then briefly described the status of the kitchen, plumbing, carpet/tile, storefront, fire valve and several other items. He added that he is confident that we will be finished with the Fitness Center by January 1st or within days thereafter. Jon stated that we have been holding off on the marketing of Fitness Memberships through the RCC HOA, but that it now appears we can go forward with that effort. He also said that this firm opening of the Fitness facility by January 1, or shortly thereafter, will give us the ability to reinstitute full dues, effective January 1st. Steve also mentioned that the A/C unit in the Fitness Center had to be replaced. Jon added that it was 18 years old and that we have been anticipating that for some time. Steve recommended that we do a “Soft Opening” for the Fitness Center similar to what we plan to do in the main clubhouse to work out all the bugs prior to a full opening. After further discussion, we agreed to officially open the Fitness Center on January 7th.

With that discussion completed, Jon turned the meeting over to Rick DeLoach for a discussion of the “Opening Punch-List” action items and associated “Due Dates”. Rick began by saying that this was a “living - breathing” document and that items would be updated, as well as new items being added throughout the process. See complete Report for details of each item.

The first item discussed was the Opening Timeline Summary. Rick stated that this is the most important item on the report, which includes each major project item and the associated date, starting December 10 and concluding on January 12.

It was then announced that the Club would conduct a “Practice Run” operation of the dining facilities and kitchen on Friday and Saturday evenings, December 14-15, most likely from 5:00 to 7:00 PM each night. The Board members and spouses, House Committee members and spouses, and Special Clubhouse Committee members and spouses would be invited to participate and everyone was encouraged to attend both nights if they could. A discussion ensued about what the invitees should be charged. Some suggested that there should be no charge for food, but drinks should be charged at full price. Others suggested that we pay full price or at least cost. This would hopefully provide the Club a breakeven for the event. Rick said he would give it some thought and come up with something reasonable that would keep the Club whole. Rick then stated that the official opening day would be for Brunch on Sunday, December 23rd. He further stated that we would also be open until 2:00 PM on the 24th and closed for Christmas.

Jon then asked Rick to add a “Soft Opening” of January 7 for the Fitness Center to the Opening Timeline Punch List report, along with a list of items to be completed prior to that opening.

Elyce then brought up the naming of the member grill area. After considerable discussion, with several names suggested, a motion was made and seconded to use the name “The Copper Room”. **A vote was then taken and the motion carried unanimously.**

Rick then went through each major action report, showing the club staff employee/Board Member assigned to assist and date of completion, as follows:

Member Communications – Jon Heffron and Chet Cloudt. This includes a list of each communication piece to the members and the date it should take place starting December 3rd and ending December 13th. The importance of member communication was stressed and also that emphasis should be given to asking our members for their patience, especially towards their treatment of the all-new wait staff. John Hitchcock suggested that the hours of operations communication section be as simple as possible in the form of a chart. It was also suggested that the communication point out the things that are different about the new Clubhouse to avoid confusion among the membership. Jon suggested that all communication be signed by the Board of Directors, as opposed to only Jon and Chet. All of the Board members supported this idea.

New Employee Orientation – Rick DeLoach, Karen Hernandez and Gordon Johns. The orientation is planned for December 10th. Rick handed out a copy of a Draft document entitled “Welcome to the NEW Rockport Country Club - Employee Orientation”, which includes RRC History, A New Beginning, Service

Excellence, Hours of Operation, The Hiring Process, Appearance Standards, Club Expectations, Opening Schedule and Orientation Break Out.

Rick also provided a status of newly hired employees and commented that he was extremely pleased with the new people who have been hired. Rick was asked if a criminal background check was made on new employees. When asked, Rick stated that we had not performed a criminal background check, but that all employees were asked during the interview process whether they had been convicted of a crime, and that to his knowledge, none of them had. He also said that all employee references had been checked. Jon suggested, and it was agreed by the Board, that we do at least a free background check available through the Texas Department of Public Safety.

Golf Operation – Thane Emerson and Charles Giesey. A discussion ensued regarding what should be charged for lockers and bag storage. **A motion was then made and seconded to charge \$15 per month for each. A vote was then taken and the motion carried unanimously.**

Front of the House – Karen Hernandez and Elyce Kahn.

Bar – Karen Hernandez. Ric Young volunteered to assist Karen in this area. Jon suggested that our beverage pricing be finalized.

Back of the House – Gordon Johns.

House Keeping

Admin / IT – Rick DeLoach and Diane Hipp.

Maintenance – John Hitchcock and Herb Sutter. The comment was made that flower beds will be mulched at this time and planting will come later due to the time of the year. John also mentioned that the sod for the areas around the clubhouse has been ordered and is expected to be delivered early next week. Jon then mentioned that we needed to decide whether to post required handicap signs on poles or on the clubhouse. It was decided that poles should be used for this purpose.

Holiday Set Up – House Committee. Jon mentioned that the Club has a lot of artwork, which could be used to decorate the clubhouse. Tiffanie suggested that we bring all the artwork over and determine if it is compatible with the new décor before we try to utilize it. It was decided that the artwork will be brought over from storage to the Clubhouse on December 10th. Jon will follow up with Luis Puron at that time to see what additional artwork can be acquired.

Ladies Locker Room – Tiffanie Hoover and Barbara Smyth.

Lounge – Tiffanie Hoover and Barbara Smyth.

Cart Barn – Thane Emerson and John Hitchcock.

Marketing – Ric Young and Glenn Kliebert. Rick mentioned that the completion of the APP is not a critical issue for opening. He also said he is working with Stan Reeder on the development of a

marketing plan to re-introduce the Club to the Rockport community. Jon asked for the Board's authorization to advertise the Club opening to the general public and it was granted. A discussion ensued regarding the opening of the club to the general public in the form of an "Open House", so that interested individuals could take a tour of the facilities and enjoy some food and beverage. Rick said he would look at the calendar to come up with some dates for an offering of this type to be used as a marketing tool. Rick suggested the possibility of offering local church-groups an opportunity to come to the club for Sunday brunch. All outside parties would have to pay for food and beverages they consume.

Before closing the meeting, Jon asked the Board if they thought a December meeting would be necessary. He said he didn't think it would be necessary, but that a decision on that would be put off until later.

No further business coming before the Board, the meeting was adjourned at 5:00 PM.

Chester R. Cloudt, Jr.
Secretary/Treasurer
Rockport Country Club Members Association

Executive session followed.