**GM’s Report October 2020 MTC BOD Meeting**

* **MTC APP LAUNCH AND CHECK-IN DESK CONTROL**

**The MTC APP is ready to launch and implement the next phase for security control access. A dedicated laptop for check-in only will be set up at the desk with scanner for APP check in or member# check in for those who prefer not to use an APP. Aric has recommended we do a soft launch with a select group but I feel the staff is prepared to do a full launch as once members see other members using the APP they will download and want to use it also. Target date to start APP check in will be November 1st.**

* **GUEST CHEF PROGRAM #2**

**Our next Guest Chef night is set for Tuesday November 10th. Bradley Lum, owner of LocoMoco, will be providing a tasty menu comprised of his specialties in Hawaiian cuisine. The menu has not been finalized yet but from the items he shared with me in our meetings, it should be a huge hit with the membership! Once I have the details I will report back. Oh yea, carnet has a killer recipe for Mai Tais!**

* **PROJECT UPDATE**

**The court 6 patio deck railing has been completed and looks great. There has been questions as to the height of the railing but building code requirements dictated the height. The locker room spas are near completion as we are waiting inspections from the City of San Rafael and the Marin health department. The first billing for the permanent lockers will go out in November which will be $17,000. With a surplus in our CIF funds I would like to propose that we complete the transformation of our old metal halide tennis lights and switch out the fixtures on court 12 to the new LED fixtures installed on courts 8 and 3. The goal would be to complete this by the end of the year so all 11 courts will be fitted with LED. The lead time to order the fixtures will be 4 weeks. I will have a quote available by our meeting on Thursday.**

* **UPDATE ON PERSONNEL ISSUE**

**As reported to the Board the first week of October, Abraham was terminated with cause on October 5th. The report has been provided to the Board previously. As of October 20th, Abraham has not responded to the Separation and Release agreement which includes an additional severance payment if accepted. He has not cashed his final paycheck as of this date. He has till October 24th to accept the agreement. In the interim, I will not be replacing his position at this time as I am working on a restructure of the maintenance department. I will provide my recommendation to the Board when I have completed the restructure plan.**

* **PROPOSAL TO SWITCH TO FULLTIME STAGGERED COURT RESERVATION SCHEDULE**

**The staggered schedule on weekends has been very successful and members are pleased with the flexibility. With the days getting shorter, this is a good time to switch to a full-time staggered schedule. Odd number courts will go off on the odd hours and the even number courts on the even hours. We can also extend the court time to 1:45. If the Board approves, I would like to implement this effective Monday November 2nd.**

* **FACILITY MAINTENANCE WALK THROUGH**

**A facility maintenance walk through was conducted with Jeff Birkenseer, Marty Marks, Chris Horne, William Re and Filemon Valverde. The purpose was to identify areas and tasks that need immediate attention. A list was comprised, and staff is in the process of completing the work. The list is available in the Board drop box. Feel free to pass on any other items we have missed so we can add it to the list.**

* **CAFÉ OPERATIONS**

**Herb an I prepared a projected budget for the 4th quarter of 2020 per request from the Finance committee. The café is projected to lose $6,604 per month for the last quarter. The challenges facing our F & B operations is still COVID related. Certain sectors of the membership, which traditional were avid supporters of the F&B, still don’t feel comfortable coming out and using the café. The food restriction with alcohol is another challenge but I am doing an end around by requiring at least purchasing something from the marketplace. My team is working hard to be creative with specials and provide top service. Good trends: we billed out $10,000 in reward points and almost $4000 has been used up already, October has already surpassed our projected revenue with 11 days left in the month so our projected losses for October will be significantly less.**