

1. OH&S, Risk and Compliance

- Monthly self-audit for the gaming room has been completed for AML/CTF.
- Kitchen food safety is up to date and compliant.
- First aid and CPR courses have now been completed by all managers, head chef and sous chef.
- Air conditioner maintenance has been completed this month.

2. Finance

- Beverage gp sat at 71% for the month of September with the food sitting at 56%
- Deployment for the 2 new machines has now been booked for the 15th of November.
- Turnover for September averaged 87k a day with a current 8-week average of 596k a week.
- The CBS was submitted on time on the 30th of September to the VGCCC.
- Please note that in the financials the State Branch Contribution and the RSL Membership contribution is currently in Occupancy costs – this will be moved from this section as it does not belong there.
- John is currently waiting to hear back from the auditor so that we can start to look our completing our audit. I have asked whether they can start with the first 3 quarters of the year so that there is less pressure on everyone in January.

3. Customer Feedback/Staffing

- Firstly, I would like to commend the staff especially Leigh and Nadia for the work that went into a last-minute wedding we held on Sat 15th October. The team came together and pulled off an amazing wedding in less than 24 hours. The PR from holding this wedding has been fantastic with nothing but praise through countless comments and reviews on social media and review sites.
- 11 feedback forms received – feedback from these so far have been very positive around the staff and service. The only complaints received – one person didn't like their coffee and the other who had a beef minion and thought it was too expensive. We have now purchased DL holders and when they arrive, we will place these forms on all the tables along with membership forms.
- Staffing continues to be an issue and we just have to manage as best we can as we try to find staff both FOH and BOH.

4. Marketing

- ClevaQ has finally been given access to the member database and are currently working with RSL Vic using a test bed to test over the next 2-3 weeks to get the system working.
- Membership Points Promotion will start on the 1st of November. There will be a 4 draws each month in Nov, Dec and Jan with us giving away points to the lucky winners to use in the club or on the RSL Rewards website. Nov 4x 50k points, Dec 4x 20k points and Jan 4x 10k points.
- The change mentioned last month regarding our special nights will take effect in November.
- Jazz weekend. There will be music at the venue Saturday and Sunday with no restrictions on checking tickets and at no cost to the club. This is an opportunity to try it without huge expenses imposed on us. Our normal Sunday music will still go ahead however I will be pushing it back by half an hour.

5. Capital Improvements

- New roof is looking fantastic. We are just waiting on the painter to come and do his piece before it can be ticked off.
- With the help of Matt Ayres, we will then look at getting a sander in to redo the deck.
- The heat lamps have now been installed in the kitchen.
- I have installed a second TV on the front deck.
- The roof clean has been completed and looks fantastic.
- I am just waiting to receive a quote to get the pointing on the tiled section of the roof redone. After getting the roof cleaning it was picked up that the pointing is losing its integrity in some points and needs to be fixed.
- The lights in the smaller RSL sign has been changed to white light to match the bigger one.

Upcoming Dates

- 28th Oct to 31st Oct – Jazz Weekend
- 1st November - Membership renewal starts

Early Renewal Points Promotion

November - 4 x 50,000 points

Draw dates: 9th, 16th, 23rd, 30th

December - 4 x 20,000 points

Draw dates: 10th, 17th, 24th, 31st

January - 4 x 10,000 points

Draw dates: 10th, 17th, 24th, 31st

- 1st November – Melbourne Cup: Sweeps now available in the sports bar
- 15th November - Deployment
- 20th November – Diggers Golf Day
- 28th November – RSL Vic Hall of Fame
- 5th December - Summer Menu
- 21st December – RSL Rewards Early Renewal Draw (Hyundai Venue Active)
- 22nd December – Xmas Raffle
- 25th, 26th, 27th December - Closed
- 1st January – Closed (Staff Party)