

### 1. OH&S, Risk and Compliance

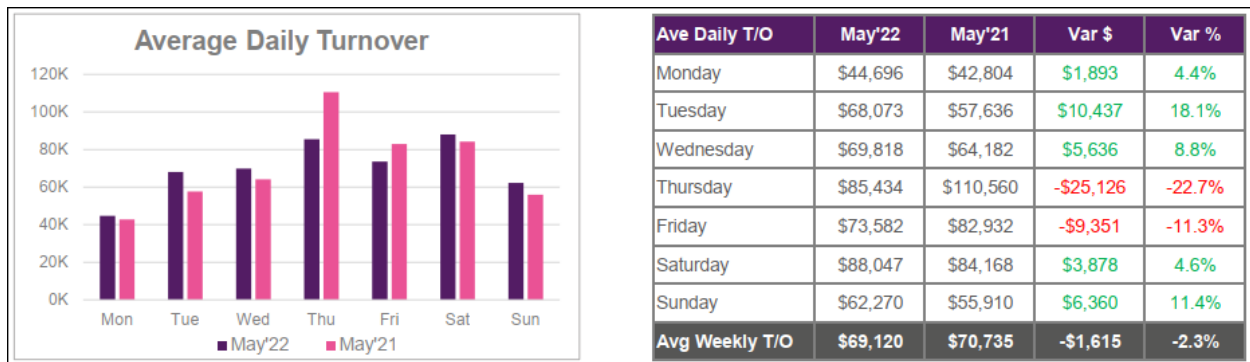
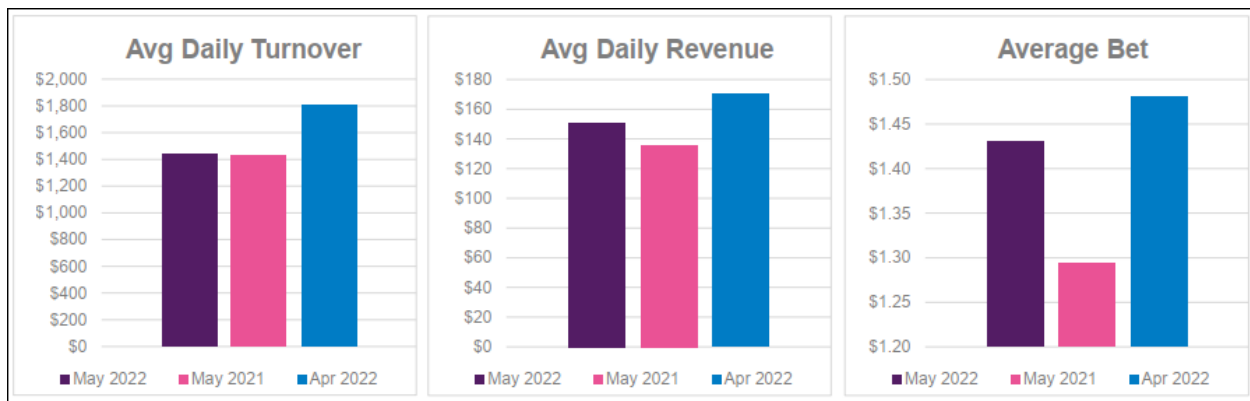
- I have met with Leigh to review his food safety program. He is up to date with this program, and we have introduced an audit checklist so that I can conduct my review of his program as per the new Risk Matrix.
- Food safety guidelines are being followed IAW the Department of Health Food Safety program and being monitored by both the Head Chef and Sous Chef.
- We had an inspection by VGCCC/Liquor licensing in May. They came on the 7<sup>th</sup> after dinner service. They checked our licenses, compliance signage, certificates and the register, staff gaming licenses and a check on members and guests in the club to ensure we were following this. They were happy with everything they went through and there was nothing to follow up on.
- During the June CBS Forum with RSL Vic they had someone from the VGCCC present to refresh everyone on training and compliance. They provided a checklist for venues to complete a self-audit of the gaming room to ensure compliance. I have conducted this Audit with Nadia. I have found a couple of actions that required attention regarding having adequate numbers of Responsible gaming forms to hand to customers. They are being resolved and some forms needed have been ordered through the VGCCC.
- Incident register – the staff have placed 4 incidents in the register over the last month relating to aggressive behavior towards the egms, hitting the buttons and the machine in frustration. The 4 incidents were by 3 separate patrons. This can be a regular occurrence by patrons, and we monitor these customers. On all occasions the responsible gaming information was offered but declined.
- Supplier and contracts list that I am currently working though I will bring to the meeting. I will compile further contact information into this list as well and am still currently compiling the contracts into a folder.

### 2. Finance

- I made a change to the way the pricing works in the POS system. This was due to a number of things when trying to test some promotions in the system and them conflicting. I now run it as a 2-tiered pricing with members and non-members. I have had discussions with OTH on how to report the 5% and 10% discount that members get, and we have come up with a solution running some different reports for them. They will fix up May and moving forward apply the new method to capture the discount members get.
- OTH will also go back and adjust the 25k gaming donation and move this out of Welfare and Charitable to the other expenses section of the P and L.
- COS for food continues to be a key area to monitor as pricing is currently fluctuating on a weekly basis. Leigh continues to monitor his costs and ordering. It is a tricky balance between keeping costs down and maintain quality and consistency in the offer. We have now priced a new menu that will begin first week of July. We will change our menu to include both member and non-member pricing instead of the blanket comment of 5% off. As prices continue to increase, we have put our prices up on most menu items. Adding the member prices to the menu to show non-members the discount they would receive will show the benefits of becoming a member of the club.

## General Managers Report May 2022

- When comparing the budget to actual with wages for the month of May there were a number of things attributing to the increase. We were higher FOH due to an increase in staff having time off sick and unavailability. With some casuals going into overtime on some shifts where we were short staffed. I also had Andrew off sick, and Brad had time off due to having a baby. BOH - Leigh took leave in the second half of May and there were extra hours from the casuals in the kitchen to cover this. At the same time Elsie was off sick a few days, having to cover this as well.
- Our budget is close in comparison to actuals for the month. As we see increases in costs across the board, I will be making further price increases accordingly. I am monitoring cost of goods for both food and beverage weekly and will also be preparing pricing increases from the 1<sup>st</sup> of October to cover the 4.6% increase to the award that has been announced.
- Below are some gaming averages for May and the Month-on-month comparison is at the end of this document.

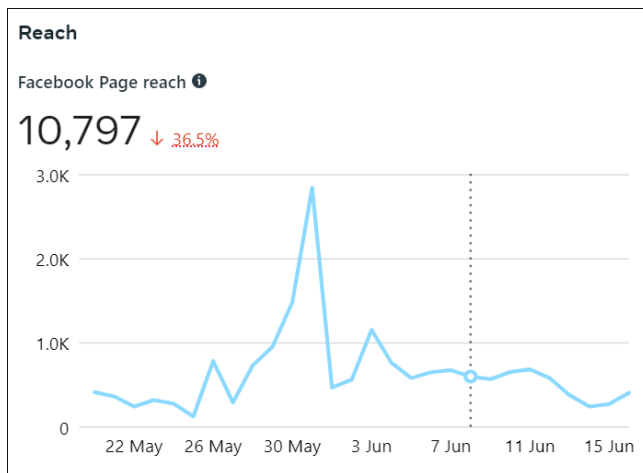
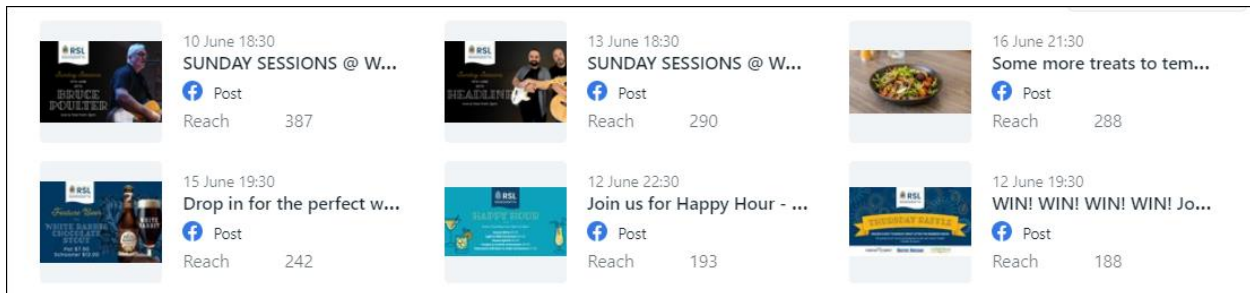


### 3. Customer Feedback

- The main feedback from customers of late has been they are ready for a menu change. We are now letting customers know that it has been in the works and only a few weeks away. They have been happy to hear that its coming.
- There has been some very positive feedback from a number of customers stating how friendly and happy the staff are. This has been consistently mentioned over the last few months.

## 4. Marketing

- Dutch are getting closer with our website. I have been going through with them our online booking calendar being added and some additional wording to some of the pages.
- They are also building a social media platform that will track social media and website traffic and compile it into a dashboard that can be used for reporting. This will be available at next months meeting.
- When the new menu starts in July, we will also be introducing Sunday night carvery, Monday Pot and Parma, Tuesday Burger and beer night and Wednesday steak night with a drink. We will also be starting a points giveaway on Monday and Tuesday when members swipe their card and are here those nights. There will be 3 draws between 6pm and 8pm.



## 5. Capital Improvements

- Signs – for discussion – proof and quote sent via email
- Plants – hope to be installed in the coming week
- Roof sign – Once installed I plan to change sign writers.
- EGM deployment – Chris Christou to attend meeting.
- ClevaQ is finally getting closer with the beverage build being finalised. Management training will be conducted at the end of the month via teams, with staff training to follow the managers. During this time, we will add in the new menu items for the food.

Staff Salaries for discussion;

Cooper, Elsie Salary - Kitchen Salary \$70k + Super, \$35.43ph  
Couch, Nadia Salary - Operations Manager \$81.6k + Super, \$41.34ph  
Crynes, Leigh Salary - Kitchen Salary \$80k + Super, \$40.49ph  
Douglas, Andrew Salary - Duty Manager Salary \$61.5k + Super, \$31.12ph  
Ines, Napoleon Salary - Kitchen Salary \$67k + Super, \$33.91ph  
Nichols, Caleb Salary - Duty Manager Salary \$61.5k + Super, \$31.12ph  
Revell, Scott Salary - Duty Manager Salary \$61.5k + Super, \$31.12ph  
Stockdale, Bradley Salary - Duty Manager Salary \$61.5k + Super, \$31.12ph  
Simsen, Christopher Salary - General Manager Salary \$97.3k + Super, \$49.28ph

Discussion regarding Nap Ines in the kitchen to be had at meeting.

## General Managers Report May 2022

Gaming figures  
Month by month

TURNOVER (\$)					
	2018	2019	2020	2021	2022
Jan		\$1.69M	\$2.14M	\$2.04M	\$1.78M
Feb		\$1.63M	\$2.12M	\$1.68M	\$1.78M
Mar		\$1.82M	\$1.43M	\$2.42M	\$2.28M
Apr		\$1.83M	\$0.00M	\$2.27M	\$2.54M
May		\$2.07M	\$0.00M	\$1.91M	\$2.14M
Jun		\$1.92M	\$0.00M	\$1.22M	\$1.16M
Jul	\$1.72M	\$2.05M	\$0.00M	\$1.61M	
Aug	\$1.94M	\$2.05M	\$0.00M	\$1.45M	
Sep	\$1.72M	\$1.99M	\$0.00M	\$1.01M	
Oct	\$1.91M	\$2.37M	\$0.00M	\$1.55M	
Nov	\$1.86M	\$2.03M	\$0.61M	\$2.24M	
Dec	\$1.79M	\$1.99M	\$1.64M	\$2.18M	
	<b>\$10.95M</b>	<b>\$23.45M</b>	<b>\$7.94M</b>	<b>\$21.58M</b>	<b>\$11.68M</b>

RTP (%)					
	2018	2019	2020	2021	2022
Jan		90.69%	90.88%	91.40%	89.92%
Feb		90.75%	91.52%	90.80%	90.71%
Mar		91.65%	90.91%	91.76%	91.10%
Apr		90.71%		91.67%	90.55%
May		90.63%		90.47%	89.49%
Jun		92.28%		90.35%	89.13%
Jul	88.99%	90.85%		91.28%	
Aug	91.41%	89.63%		91.72%	
Sep	91.58%	90.40%		88.79%	
Oct	90.93%	92.01%		92.83%	
Nov	90.85%	89.30%	88.59%	92.52%	
Dec	90.47%	91.23%	91.02%	89.72%	
	<b>90.72%</b>	<b>90.85%</b>	<b>90.91%</b>	<b>91.22%</b>	<b>90.25%</b>

NMR (\$) - ALL EGMS					
	2018	2019	2020	2021	2022
Jan		\$159.11	\$125.87	\$113.37	\$115.99
Feb		\$168.62	\$124.03	\$128.50	\$117.92
Mar		\$153.35	\$117.88	\$128.61	\$130.76
Apr		\$138.30		\$126.02	\$160.31
May		\$125.01		\$134.78	\$145.28
Jun		\$98.70		\$111.82	\$157.02
Jul	\$191.30	\$120.83		\$140.44	
Aug	\$168.11	\$137.35		\$77.75	
Sep	\$151.27	\$127.58		\$75.60	
Oct	\$174.27	\$122.05		\$71.95	
Nov	\$177.13	\$144.69	\$63.43	\$111.78	
Dec	\$172.06	\$112.70	\$95.10	\$144.58	
	<b>\$172.45</b>	<b>\$131.14</b>	<b>\$106.93</b>	<b>\$112.48</b>	<b>\$136.39</b>

REVENUE (\$)					
	2018	2019	2020	2021	2022
Jan		\$0.16M	\$0.20M	\$0.18M	\$0.18M
Feb		\$0.15M	\$0.18M	\$0.15M	\$0.17M
Mar		\$0.15M	\$0.13M	\$0.20M	\$0.20M
Apr		\$0.17M	\$0.00M	\$0.19M	\$0.24M
May		\$0.19M	\$0.00M	\$0.18M	\$0.23M
Jun		\$0.15M	\$0.00M	\$0.12M	\$0.13M
Jul	\$0.19M	\$0.19M	\$0.00M	\$0.14M	
Aug	\$0.17M	\$0.21M	\$0.00M	\$0.12M	
Sep	\$0.15M	\$0.19M	\$0.00M	\$0.11M	
Oct	\$0.17M	\$0.19M	\$0.00M	\$0.11M	
Nov	\$0.17M	\$0.22M	\$0.07M	\$0.17M	
Dec	\$0.17M	\$0.17M	\$0.15M	\$0.22M	
	<b>\$1.02M</b>	<b>\$2.15M</b>	<b>\$0.72M</b>	<b>\$1.89M</b>	<b>\$1.14M</b>

NMR (\$) - ACTIVE EGMS					
	2018	2019	2020	2021	2022
Jan		\$160.24	\$131.12	\$202.91	\$122.05
Feb		\$169.95	\$124.89	\$234.70	\$119.54
Mar		\$153.35	\$122.56	\$194.48	\$134.76
Apr		\$148.18		\$129.39	\$170.30
May		\$125.09		\$135.89	\$151.13
Jun		\$99.57		\$210.80	\$158.61
Jul	\$191.69	\$120.91		\$262.51	
Aug	\$170.17	\$138.07		\$257.52	
Sep	\$151.90	\$128.61		\$198.48	
Oct	\$174.27	\$122.85		\$119.01	
Nov	\$177.69	\$145.95	\$141.23	\$154.96	
Dec	\$184.32	\$122.24	\$184.73	\$171.33	
	<b>\$175.03</b>	<b>\$133.38</b>	<b>\$136.75</b>	<b>\$175.40</b>	<b>\$141.43</b>