RSL WANGARATTA

General Managers Report July 2022

1. OH&S, Risk and Compliance

- I have now received an updated AML/CTF program from Leigh Barrett. This includes some new changes to wording that was required to change from a directive from the VGCCC. This needs to be signed by the president on behalf of the committee and myself at the compliance officer. It will then be available to staff and there will be staff training provided by Leigh Barrett.
- Food and safety is up to date. We had an inspection by the RCoW food and safety officer last week. I am just waiting to receive their report. At the time of the inspection, they were happy with the state of the kitchen and the processes in place.

2. Finance

- We now no longer have a loan with RSL Vic and the final payment to the ATO has been made from the BAS that we owed during covid.
- Our first payment on the new 400k loan commenced this month on the 16^{th of} August.
- Nice to see a profit for the month of July. Revenue was well up against the budget for all 3 main areas with expenses remaining consistent for the month.
- Whilst there will still be gaming expenses this should be much less moving forward now that we have finished up with Max gaming and own the floor. The final payment to Max will be recognized in the August financials.
- Due to the purchase of the gaming floor and making this payment in July we will be receiving a refund from the ATO of 14.3k for the July BAS. I will move this refund into the egm fund to go towards our new machines that arrive at the end of August.
- John and I will be creating a new budget. We have now received the current chart of accounts from RSL Vic and will rearrange our budget to line up with this new chart. Once completed and approved this can go to OTH for next year. There will be some work on their end to make sure MYOB suits this new chart as well.
- Gaming turnover was well up vs July 2021 reporting \$2.47m our second highest month on record up from Jul 21, which was \$1.61m. Revenue continues to track well but also meaning our gaming tax has been higher. NMR sat at \$155 for July and RTP at 90.25%.
 I am looking forward to monitoring our floor once we receive our new games at the end of the month.

3. Customer Feedback/Staffing

- We are making some small changes to the menu in September to realign ourselves with the seasons. We have been out of whack since reopening after lockdowns late last year.
- I've asked leigh to look into some options with heat lamps and options for storing the plates in the kitchen to keep the plates warmer before serving the food as we have had feedback on a couple of cold meals and have also noticed how cold they get where they currently sit.
- Staffing is still proving to be difficult with many staff being sick of the last 4-6 weeks and recently covid hitting a few staff. I continue to manage this as best we can. We still need a casual chef in the kitchen to ease the load in there.

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4. Marketing

- New website is ready to go live. Once we transfer the current hosting over I will be in touch with the committee to arrange new logins for everyone. I will also tee up some time with Greg to go through the new back end portal for all committee reports.
- Membership is still on track to hit 5000 next month. We currently sit at 4960 members.
- Diggers golf day is booked for the 20^{th of} November. I am in contact with Wang Motor Group for a car again this year. I will also be getting in touch with the other sponsors over the next couple of weeks. Dutch is working on social media and posters for me and will start to advertise this early September. There will be information on our what's on page on the new website as well.
- I have been in touch with the Jazz Festival committee over the past couple of months. They are now finalizing their schedule and will be in touch with me soon to go through what will be on offer here at the club during the festival. I have spoken to the General Manager of the committee and confirmed we will be a venue on the program.

5. Capital Improvements

- The sign on the river deck is now completed. It is very clear and stands out when down on the river boardwalk.
- Transition is now completed. This was relatively smooth from our end which is fantastic. We have now been going a week on the new RSL servers with no hiccups. This was a huge task for both RSL Vic and IGT to make this transition seamless and for us was great to see it go so well.
- We now only have a week to go before we install the new machines and move the gaming room around. This is scheduled for 6am on the 31st of August. We should be too affected in regard to losing any gaming trade. There will be EGMs available for play when we open.
- Allister Neely has had confirmation from SP Ausnet to be able to connect solar to the club. He
 will be able to start the install in 6 weeks' time. If the new roof structure is not finished, then he
 will come back and add that portion of panels upon completion. This will not add any extra
 costs.
- Now that transition is completed, I will be pushing RSL Vic to give access to ClevaQ after their 2-week freeze. Once ClevaQ receive access we can go live.
- PBC have submitted for the building permit for the roof structure and await the permit.
- Nadia and I have now completed the migration of our emails from the current server we have been using over to office 365. We have been able to successfully move everyone's emails across. Once we set everyone up and are happy, we can disconnect our previous server and save some money in this area as there is no cost with 365. We will also start to migrate our server to office 365 SharePoint in the coming weeks. The entire process needs to be done carefully as with the emails so does take some time to complete.



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For discussion:

Menu Item	cogs		Sell Price		Staff Price	
garlic bread	\$	2.58	\$	8.00	\$	4.00
garlic & cheese bread	\$	3.27	\$	9.00	\$	4.50
garlic, cheese & bacon bread	\$	4.05	\$	11.00	\$	5.50
soup	\$	3.02	\$	10.00	\$	5.00
Braised beef nachos	\$	6.38	\$	17.00	\$	8.50
salt & pepper squid salad	\$	4.30	\$	14.00	\$	7.00
zucchini slice	\$	3.75	\$	13.00	\$	6.50
prawn & scallop skewers	\$	6.77	\$	17.00	\$	8.50
chicken dumplings	\$	1.94	\$	15.00	\$	7.50
250g rump	\$	9.90	\$	30.00	\$	15.00
300g scotch	\$	18.35	\$	41.00	\$	20.50
350g porterhouse	\$	15.90	\$	39.00	\$	19.50
Chicken Schnitzel	\$	7.42	\$	24.00	\$	12.00
chicken parmigiana	\$	9.84	\$	26.50	\$	13.25
battered fish	\$	8.76	\$	26.00	\$	13.00
roast	\$	8.79	\$	25.00	\$	12.50
tandorii chicken burger	\$	7.67	\$	21.50	\$	10.75
cheese burger	\$	7.67	\$	22.00	\$	11.00
salt & pepper squid main	\$	8.66	\$	28.00	\$	14.00
veal & caramelized onion raviolli	\$	12.22	\$	29.00	\$	14.50
green pea & asparagus risotto	\$	8.75	\$	26.00	\$	13.00
fillet mignon	\$	16.65	\$	41.00	\$	20.50
chicken roulade	\$	13.50	\$	30.00	\$	15.00
BBQ ribs	\$	15.08	\$	32.00	\$	16.00
lamb shoulder	\$	10.35	\$	32.00	\$	16.00
pork and fennel sausage	\$	7.55	\$	25.00	\$	12.50
Side Garden Salad	\$	2.40	\$	6.00	\$	3.00
chips with truffle aioli	\$	2.71	\$	8.00	\$	4.00
bowl of sweet potato Wedges	\$	2.87	\$	9.00	\$	4.50
mash potato	\$	2.14	\$	8.00	\$	4.00
Side Vegetable	\$	2.84	\$	7.00	\$	3.50