



Managers' Report February 2022

- Currently both front of house and back of house is still short staffed. To ease pressure on all the staff so I don't burn them out, I have had to make the call to close the bistro on Mondays and Tuesdays until further notice. Gaming and the bar will still operate on these days with a skeleton crew. Being short staffed continues to be an issue and staff becoming close contacts to family members is also an issue. Along with this Matt has decided to finish up within the next 2 weeks.
- I am expecting an update and look at the new website Dutch are building this week. Once I get this I will get it out to the exec.
- I have pushed back the clevaq launch by a couple of weeks as there is still some work to do on this by Nadia and myself. We have been having to cover the roster where we have been short staffed.
- Beverage gp for the month of Feb was 66% where the kpi is set at 68% and food was 61% where the kpi is now set at 62%. There was a large number of loyalty points used in Feb due to renewing over 450 members that had a enough points to renew that became lapsed after the 31st of January.
- New menu started last week and has been well received. Wine of the Month will start this week and the first one will run for the remainder of March and April. There will be St Patricks day specials this Thursday the 17th. Advertising for the ball will start this week for the event on the 14th of May. ANZAC day advertising is currently being drafted up and I am awaiting some proofs. There is also an upcoming promotion for the end of March through RSL rewards for our members and a Keno promotion being set up to start in April.
- The bank account for the Kokoda scholarship is now loaded on to the bank and ready to go.
- The Red line application is currently being advertised as per the VCGLR conditions required and this advertising period goes until the 28th of March.
- The new sign is about a week away. There was a hold up with the powder coating and Sign Effects were waiting for the correct LED lights to arrive.
- Membership continues to increase. In the month of Feb, we increased our membership by 1000 members. This included 400 members that had enough points to renew. We currently sit at 3327 members which is great so early in the year. We had the police check in 2 weeks ago to ensure we were compliant regarding checking members and visitors into the club, and they were happy with everything.
- Gaming – Attached is a spreadsheet with the monthly history for Gaming so you can see the comparison month on month.