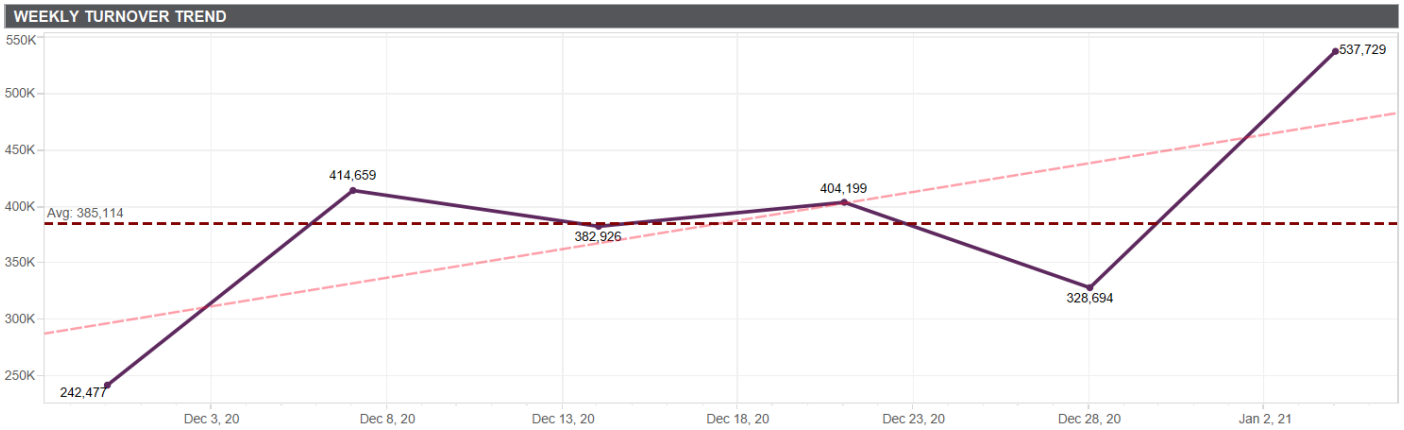


Managers' Report December 2020 Committee Meeting

- We had an excellent December. Food and beverage increased as expected for the month and gaming revenue more than doubled from November. The GP remained under control for the month in both food and beverage. Our tito hardware has now been installed and we will hopefully go live with this in the first week of February. With a new chef on board next week and Nadia settling into the operations role we are working hard to get the staff better trained to improve quality and consistency moving into the new year. An events calendar is being worked on as we speak by Jamie who now has more time to work on things with Nadia starting at the club.



WEEKLY PERFORMANCE FIGURES

	Turnover	Revenue	EGM Days	Daily Turnover	NMR - All EGMs	NMR - Active EGMs	RTP	Inserted Sum	Out Sum	Games Played	Jackpot Wins	Player Win
04-Jan'21	537,729	55,796	350	1,536	159.42	\$272.18	89.62%	186,954	130,138	433,233	0	480,913
28-Dec'20	328,694	20,301	350	939	58.00	\$145.01	93.82%	121,034	100,219	286,272	0	307,876
21-Dec'20	404,199	49,252	350	1,155	140.72	\$291.43	87.81%	142,691	92,885	295,122	10,874	354,390
14-Dec'20	382,926	31,748	350	1,094	90.71	\$166.22	91.71%	129,689	97,297	273,827	0	350,539
07-Dec'20	414,659	22,530	350	1,185	64.37	\$117.96	94.57%	132,487	109,140	267,758	0	391,314
30-Nov'20	242,477	28,197	300	808	93.99	\$172.98	88.37%	91,075	62,438	185,682	0	213,840

- **Small Loans:** We currently have 4 small loans. 50k from the FAF (no interest) that we received during Covid, repayments for this start 31/01/21 and has been set up to automatically debit each month. We had a loan with AH for 29k (no interest) which I will look at later in the year. 24k (with interest) with the ANZ and 28k (with interest) with AH. I will be paying the 28k loan in full this month and then pay the loan with ANZ in full in February. The aim in the next few months is to clear the small loans so that we can focus on the big one. I will continue to monitor the cash flow and pay then as soon as possible.
- **Staffing:** I am pleased to say we have a new head chef starting with us on the 23rd of Jan. Leigh Crynes comes with a lot of experience. Most recently he has been the Sous chef at the Town and Country for the last 18 months and is excited for the challenge and to start with us. He will need a few weeks to find his feet, see how the current team works and implement his own touches on the kitchen and the menu. Once he is comfortable, we will move back to 7 days trading. Our aim at this stage is to have this happen by March.
Jen will be leaving us mid-February. She has decided that she needs a change. I will not be replacing her full-time position. Moving forward from when she leaves, we will have Nadia leading the team and below her will be Scott, Jacinta and Matt all as Duty Managers.
In the coming weeks you will also see a few new faces in the casual staff as we start to hire some more people.
I have had John who is in charge of the cleaning contract come up for a visit and over the next 2 weeks the cleaners will catch up on all the finer detailing around the club. I will meet with the cleaners on a weekly basis to ensure they keep up with the detailed cleaning. John will visit every four weeks for the next 3 months to also make sure the quality improves.
- **Bus:** between 7th January and 14th January we have had a total 75 people in the bus for pick-ups/drop offs and of that 6 Service members. Majority of this usage is on a Thursday and Friday at this stage.
- **Raffles:** Jamie will have a calendar ready in the next 2 weeks with raffles for the rest of the year, having themed raffles each month and the recommencement of the Harvey Norman end of month raffles.
- **Price increase, Happy Hour, GP:** The aim was to have a price increase in January. After receiving some info from a couple of our suppliers there will be some small prices increases in February so I am waiting for this to come through from their end before I change our prices so that we can maintain our GP and not have to wear their price increases.
- **Building works:** We are currently waiting to hear from Ozmist they are working on their schedule to fit us in for the install of misting on the river deck. Quotes have been sent to the RCoW for blinds to block the sun on the western side of the river deck also. I have met with Mark Stone from Claytons joinery and am awaiting a quote from him. I have asked for some storage in the strongroom, above the waiter's station and cupboards underneath the memorabilia in the hallway near my office.