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**Newsflash No 1 – November 2023**

**Please circulate to:**

**Club President, Club Chair, and Club Board Members, Club General Manager, Manager, Club Administrator, PGA Professional, Golf Operations Manager, Course Superintendent, Food and Beverage Supervisor**

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| **In this issue we cover**  **GMA NZ Board Members – 2023/2024**  **GMA NZ Summit June 9, 10, 11, 2024 Remuera Golf Club and Velocity Range**  **Auckland – advance notice**  **GMA NZ – BMI Education Programme - Next BMI Courses – 2024** - **Register now**!  **GMA NZ Bench marking reporting service for clubs**  **GMA NZ Monthly webinars**  **December tips**  **Club renovations**  **GMA NZ Salary and Wages Survey** **results**  **GMA NZ Executive Recruitment service**  **David Herbert CCM appointed** **General Manager - North Shore Golf Club**  **Jamie Palmer appointed General Manager Waitemata Golf Club**  **NZGIC News – Golf Matters Conference** **Te Pae Exhibition Centre Christchurch postponed until 2025**   * **GMA NZ Member News**   **Thank you - Sponsors** |

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| **Golf Managers Association of New Zealand**  **Board Members 2023/2024**  Northern Branch representative  MATT OWEN - BOARD MEMBER - NORTHERN BRANCH REPRESENTATIVEMatt Owen - GM Pupuke GC  Bay of Plenty Branch representative  MICHAEL WILLIAMS- BOARD MEMBER - WAIKATO BAY OF PLENTY BRANCH REPRESENTATIVEMichael Williams - GM Mt Maunganui GC  Waikato Branch representative  Scott Meiklejohn GM Tieke GC  Central Branch representative  AMY SIDFORD - BOARD MEMBER - CENTRAL BRANCH REPRESENTATIVEAmy Sidford - GM Boulcott’s Heritage Farm GC  Northern South Island Branch representative  MIKE HADLEY - BOARD MEMBER - SOUTH ISLAND NORTHERN BRANCH REPRESENTATIVEMike Hadley - GM Christchurch GC  Southern South Island Branch representative  SHELLEY DUNCAN PGA - BOARD MEMBER - SOUTH ISLAND SOUTHERN BRANCH REPRESENTATIVEShelley Duncan PGA – GM Otago GC.  Independent representative - Richard Nauck PGA, CCM  RICHARD NAUCK B COMM PGA - BOARD CHAIR - INDEPENDENT REPRESENTATIVEGM Titirangi GC  Independent representative  MATT GUZIK INDEPENDENT BOARD MEMBER GM TARA ITI GOLF CLUBMatt Guzik CCM CCE - GM Tara Iti |

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| **GMA NZ Summit 2024 – Auckland**  Image result for  collage Aucklad city  You are cordially invited to attend the **2024 GMA NZ Summit,** a golf club leadership conference that will provide you with the opportunity to learn from and network with the leading experts in the industry.  **Date:** June 9-11, 2024  **Venue:** Remuera Golf Club and Velocity Range  The conference will feature world-class speakers, interactive sessions, and social events. You will also have the chance to meet other golf club managers, industry leaders, suppliers, and tourism representatives, and to celebrate the **2023 Club Manager of the Year award** at the **2024 GMA NZ Summit Dinner.**  The **2024 GMA NZ Summit** aims to enhance your skills, knowledge, and performance in the golf industry and beyond.  Please pre-register by contacting Des Topp at eo@gmanz.co.nz for more information.  Exhibitor partnership opportunities can be discussed with Des Topp at eo@gmanz.co.nz.  We look forward to seeing you at the **2024 GMA NZ Golf Summit!** |

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| **2023/2024 BMI Educational Programme**  The **Golf Managers Association of New Zealand’s** stated goal is to improve the standard of club management here in NZ through continuing education and by offering the **Club Management Association of America’s** internationally recognized BMI Educational Programme, which leads to **Certified Club Management (CCM)** status, to its members**.**  **Courses – 2024**  **BMI Leadership Principles** – **March 4-8, 2024.**  **Action points**   * Click[**here**](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_II_schedule_2024_-_Template.docx)to view course curriculum and case study. * Click [**here**](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_II_Leadership_Principles_March_4-_8_2024_registration_form.docx) to register.   **BMI Club Management –** **May 6-10, 2024**.  **Action points**   * Click **here** to[view](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_Club_Management_Course_Curriculum_timetable_as_at_15062023_1.docx)course curriculum and timetable. * Click[**here**](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_Club_Management_May_6-10_2024.docx) to register.   **BMI Food and Beverage Management –** **mid/late 2024**   * Click [**here**](https://www.golfmanagers.co.nz/assets/_site_/downloads/Food_and_Beverage_Management_-_July_24-28_2023_-_15062023.docx)to view course curriculum timetable and case study. Actual dates to be confirmed.   **BMI Club Management** **– late 2024**   * Click[**here**](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_I_2024_template.docx)to view course curriculum. Actual dates to be confirmed.   **BMI Review Course and CCM Exam**   * Next course May/June 2024. Actual dates to be confirmed.   Managers who participate in the BMI Career Development Programme receive a host of benefits:   * Making contact with industry experts. * Networking with fellow managers who manage the most innovative and prestigious clubs across the country and around the world. * Discussing new ideas that can be implemented in their own clubs. * Receiving instruction from the nation's finest club management educators * Visiting and touring other club operations; and * Growing not only as individuals, but as an integral part of the club’s management team.   **BMI General Manager/Chief Operating Officer – Class of 2023** |
| |  | | --- | | **benchmarking tool for clubs** The Golf Managers Association of New Zealand (GMA NZ) provides its members with a free bench marking tool. **THE POWER OF INFORMATION** The club bench marking tool gives access to credible "apples-for-apples data, key performance indicators and reports for a club. Whether you are working on strategic planning, budgeting, or analysing your clubs’ strengths, weaknesses, and opportunities as part of your regular routine, bench marking gives you the facts you need, when you need them, so you can lead your club with confidence. **BENCH MARKING SHEDS LIGHT ON ISSUES THAT CAN MAKE OR BREAK A CLUB** Bench marking enables clubs to assess their financial and operational performances. You can benchmark your club against other clubs in New Zealand according to key metrics, such as revenue, subscription revenue, fee structures, operational costs and more. Comparisons can be made more focused by using industry filters, such as club type, club size, patronage, and location.  Clubs can access reports in Excel to share the comparisons with their Boards and staff. Armed with this data, clubs can improve their profitability, discover ways to reduce costs, and grow their business.  If you want to participate in the annual survey, please send a copy of your 2023 financial report to <eo@gmanz.co.nz>  Click [here](https://www.golfmanagers.co.nz/assets/_site_/downloads/Club_Benchmarking_-_website_version_01122023.xlsx) to view a Club Benchmarking sample report. |  |  | | --- | | **GMA NZ Monthly Webinars**  **November 23 webinar**  ***Putting the governance puzzle together – Tom Wallace CCM, CCE, ECM***  ***Click*** [*here*](https://gmanz-my.sharepoint.com/:b:/g/personal/eo_gmanz_co_nz/ESqZ1bqzSf9KiWPMLnq84ugBJ1ARIBE5bzMofoq26LjnZw?e=qWlYSh) ***to view the Power Point presentation.***  **December 23 webinar**  ***Roadmap to CMAA’s Certification process - Dr Jason Koenigsfeld Ph.D., CHE***  ***Click*** [***here***](https://www.golfmanagers.co.nz/assets/_site_/downloads/2023_Certification_Presentation-compressed.pdf) ***to view the Power Point presentation.***  ***Click*** [***here***](https://us06web.zoom.us/rec/share/D959Py02bkknxOrOpVm9GYaYaBfdLk4ByO_aQ_BRkvrP3kZt90kTC1hUJDYaVwZg.pVOMaYzV_e2Nk3zh) ***to access the link to an explanatory video.*** |  |  | | --- | | **A picture containing drawing, game  Description automatically generated**  **December Tips**  A Golf Club General Manager has one job - to understand his members and guests perfectly.  Spreadsheets, SOPs, reports - all are meaningless if you don’t know the people who are walking through your doors.  Too often hospitality leaders sit, hidden away in their offices, and make a lot of assumptions about what their members and guests want.  Senior leaders need to be visible, connecting with members and guests , having meaningful discussions, engaging with different teams on the staff and trying the clubs’ services for themselves.  If you're a GM, you've got to:   * be aware of members’ and guests’ moods. * observe what and how they engage with the club. * observe how they purchase goods and/or services and how they order. * understand the reasons why members and guests chose your club.  Be open to feedback - both good and bad - and use it to propel your club forward.  Make a point of immersing yourself in the membership space, and engaging with members, intentionally and genuinely.  Now here’s some advice:  - close your laptop. * spark up a conversation with a member. * be open to taking on feedback.   When you focus on member and guest experiences, you excel. That will translate to customer loyalty and revenue growth, every time. | |
| |  | | --- | | **A picture containing drawing, game  Description automatically generated**  Club Renovations – some useful hints  Renovation stands as a cornerstone term in the Club Industry, resonating worldwide and is often the biggest subject of the Club Bar/Cafe or Locker room discussion. Yet, as one reflects on experiences attending global Club Management seminars and conferences, a striking observation emerges - a notable absence of seminars dedicated to the intricate process of planning, delivering, and executing renovations.  This gap raises an important question: How do the aspiring leaders, fuelled by ambitions to ascend in the industry, acquire the requisite knowledge and experiences in navigating major club renovations across the campus from clubhouse, course to courts, or the complex process of Master Planning?  For many, the notion of learning through trial and error during major projects is far from ideal and could be very costly! The absence of structured guidance and insights in renovation processes can pose a significant challenge for those eager to contribute meaningfully to the development and enhancement of club facilities.  While some young leaders are fortunate to be part of clubs where seasoned leaders generously share their knowledge, fostering an environment where the next generation actively participates in the renovation processes, this scenario is not universal. Others utilize third party contractors who will come into manage projects with limited club oversight. However, the burden of project delivery, budget management and the success or failure often falls on the shoulders of the General Manager or equivalent.  In the realm of club renovations, collaboration with recognized architects, master planner and interior designers is common. Yet, how can managers be certain they are on the right path? The quest for a deeper understanding and further knowledge becomes paramount, especially considering the impact of such renovations on the club's identity, member satisfaction, and overall success.  The need for further insights from architects, designers and master becomes evident. These professionals can shed light on best practices, effective management software utilized in renovation projects, and strategies to enhance the competencies of aspiring leaders. Learning from their experiences can provide a road map for successfully navigating the challenges associated with major renovations.  There is a collective yearning for a more comprehensive understanding of the renovation process, from inception to execution. The incorporation with industry partners of seminars and workshops dedicated to renovation strategies, project management tools and software used can support bridging the knowledge gap. The sharing of information regarding successful case studies, potential pitfalls, and innovative solutions will empower younger or inexperienced leaders to approach major renovations with confidence.  The journey towards excellence in club facility renovations requires a concerted effort from industry leaders, contracting professionals, and aspiring talents. By addressing the current gap in knowledge sharing and embracing a culture of learning, the industry can ensure that the next generation of leaders is well-equipped to deliver successful, on-budget projects that meet and exceed member expectations. | |

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| **A picture containing drawing, game  Description automatically generated**  **Executive Recruitment Service**  The Golf Managers Association of New Zealand (GMA NZ) offers an Executive Recruitment Service to its members at attractive rates. GMA NZ will connect your Club with skilled professionals who are looking for permanent opportunities and streamline the process to ensure that your recruitment needs are met.  Finding the right person for a role is more than just a skills match. Combining many years of club management knowledge and a high-calibre level of member service driven to deliver on your hiring objective, your Club will benefit from GMA NZ personalised talent identification solutions.  The industry specific, end-to-end service, conducted in partnership with selected club board personnel includes:   * Composing Job Descriptions for management positions across the entire golf club sector * Creating an appointment process timeline * Managing the vacancy advertising campaign * Interviewing candidates * Selecting and managing short lists * Arranging final interviews * Providing benchmarked salary packages * Negotiating and finalising salary packages * Preparing employment agreements * Attractive rates for GMA NZ members   Recent appointments:  David Herbert CCM – General Manager North Shore Golf Club  Jamie Palmer – General Manager Waitemata Golf Club  For a confidential golf club executive recruitment proposal contact:  Des Topp  Executive Officer  Golf Managers Association of New Zealand  W: [www.golfmanagers.co.nz](https://d.docs.live.net/a72c106d8ba7d744/DJT/GMANZ/GMANZ%20Newscasts/Newscasts%202022/Apr%202022/www.golfmanagers.co.nz)  E: [eo@gmanz.co.nz](mailto:eo@gmanz.co.nz)  T: 021 392 007  Testimonial:  North Shore Golf Club  *“For those of us in voluntary roles in Golf Clubs the responsibility for finding key staff is important and time consuming and we know that a certain type of person is required to fit in and get things done. Des’ experience in helping us find a good fit was invaluable and the spadework he did in behind the scenes made the task straightforward and painless. I would have no hesitation in recommending Des and GMA NZ recruitment services.”*  *Keith Sumner*  *Chair*  *North Shore Golf Club* |
| |  |  | | --- | --- | | **Job board**  **Management Positions**    **Huapai Golf Club - General Manager**  Click [**here**](https://www.golfmanagers.co.nz/assets/_site_/Adverts/Huapai_GC_Advert_-_GM.docx)to view advertisement.  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Golf Operations positions**    **Royal Auckland and Grange Golf Club - Director of Golf**  **Click**[**here**](https://www.golfmanagers.co.nz/assets/_site_/downloads/Candidate_Position_Profile_-_Director_of_Golf_-_Royal_Aukland_and_Grange_Golf_Club_-_Final.pdf)**to view advertisement.**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**   |  | | --- | | **Remuera Golf Club – Golf Shop Assistant**  **Click** [**here**](https://www.seek.co.nz/job/71257176) **to view advertisement.** |   **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **F&B positions**    **Huapai Golf Club**  **F&B Manager**  **Click**[**here**](https://www.golfmanagers.co.nz/assets/_site_/downloads/RAGGC_DoG_advert_2.pdf)**to view advertisement.** | | A picture containing drawing, game  Description automatically generated  **Golf Managers Association of New Zealand**  **2023 Annual Salary and Wages survey.**  Click [**here**](https://gmanz-my.sharepoint.com/:w:/g/personal/eo_gmanz_co_nz/EXmm_YC5G95ElGNLPBf-t64Bzrqc8GHbtnmPjmOWtmYA3A?e=hj8iDM)to view 2023 Annual Salary and Wages survey. | | **NZ Golf Industry Council News**  The planned 2024 Golf Matters Conference planned for August 2024 at the Te Pae the Christchurch Convention Centre has been postponed to 2025. | | **GMA NZ Member News**  **Congratulations**  Jamie Palmer – appointed GM Waitemata Golf Club  **Welcome to new members:**  Brigitta Lotu-Liga **–** Chair, Auckland Marist Rugby Club, BMI Student  Jon Ward – Golf NZ |     A close-up of a golf cart  Description automatically generated   |  | | --- | | **Text  Description automatically generated with low confidence Principal Sponsor** | | Logo  Description automatically generatedPlatinum Sponsor | | **Educational Supporters**  Text  Description automatically generatedA close up of a sign  Description generated with very high confidence A picture containing graphical user interface  Description automatically generated | | |

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