

Racquet Center Advisory Committee Minutes

Golf Course Clubhouse

Oct 13, 2022 4PM

Attendees: John Viola (GM), Debbie Donahue, Linda Martin, Colette Horn (liaison), Susan Morris (Chair), Patsy Workman, Gail Keiling, Patty Felix, Ron Kurts, Aricelli Popen

Absent: Kathy Stone, Cathy Noble

The meeting was opened with a few housekeeping items.

John Viola (GM) introduced the 3-5 year Strategic Plan outlining the improvements for the Racquet Center building, a possible paddle hut, additional restrooms, fencing, grounds, and various court resurfacings. There would be an annual performance review to include 1) assessment to determine replacement, 2) increase customer satisfaction and feedback, 3) repair and/or replace courts to enhance membership, 4) prepare the annual budget to focus on the Strategic Plan, 5) following budget approval, the GM and team will develop the project and send out RFP for bids and present to the Ocean Pines BOD.

Revenues have improved and should be even better by end of year. The RC building is functional and has been since original construction by Boisie Cascade. Staying within the footprint to replace or renovate might short circuit the county building permits. Though not in the current budget, plans to add bathrooms and a larger pro shop would enhance player satisfaction as well as better court sign ups, equipment, and increased revenue.

Following Mr. Viola's presentation, the committee proceeded to a round table discussion of the job description needed for hiring a racquets professional. Mentioned were "hands on", knowledgeable, public relations assets, grow the membership, management skills, decentralized, plays sports, certifications (3?), incorporate camps and clinics to bring in additional outside play and revenue.

Meeting was adjourned at 5:30.

