

HPGC 2023 Nov. 15th Special Membership Meeting Minutes

A Special Membership meeting of the High Point Golf Club was held in the Café on Nov 15, 2023.

Attendees:

Acting President, VP & Secretary – Dale Mayes, Sally Giambrone – Treasurer, Bill Reese, Joe Laricha, Linda Schroeder

Approximately 80 voting members

Call to order at 2:30 p.m. (Dale Mayes)

Pledge of Allegiance (All Board members)

Moment of Silence (All Board members)

Quorum of Voting Members Present was sufficient to hold the meeting.

Announcements (Dale Mayes)

Resignations of Wayne Burgess, RoseAnn Burgess & Maurice Gay, Jr. happened yesterday. All resignations were effective immediately and were accepted by the Board.

Dale Mayes became Acting President.

We will need to find 3 new Board members within the next 9 days.

By-Laws and Rules & Regulations were passed by the Board, effective immediately.

Acting President (Dale Mayes)

The nature of the business to be transacted is defined in the picture below of the original petition requesting the meeting. No other business may be transacted at the meeting. We will address these on a point-by-point basis.

Attached please find a petition to request a special meeting between the High Point Golf Club board and members. The members request the following items as discussion points in the meeting:

- Cause(s) for the recent departure of employees & volunteers of the clubhouse cafe & bar (including, but not limited to) the treatment of staff & volunteers by board leadership
- Solution(s) & change(s) to insure retention of employees & volunteers within the clubhouse cafe & bar that share the club's commitment to profitability, compliance, and a positive, inclusive environment
- Clarification & possible changes of authority levels of board members in their management & leadership of the clubhouse cafe & bar processes to insure profitability, continuity, health code compliance, and a positive progression & reputation of the club

Point #1 – Cause(s) for the recent departure of employees and volunteers at the Clubhouse Cafe and Bar, including but not limited to the treatment of staff and volunteers by Board leadership.

(Dale) – The problem we have with trying to respond to this point is the five Board members that are here today were not involved. The folks who were involved have resigned from the Board. I want to make sure the petitioners and any other club members here are satisfied with the outcome. We will try to address any further concerns or questions you have within the scope of this point.

(Beth) – I think my biggest concern when I wrote the petition was, we need to talk about what occurred. I don't really want to hear the details about what happened, but whatever cause the interaction to cause a bar manager to quit and volunteers to quit, I want to make sure as a membership we avoid that happening in the future. I don't know if there was too much responsibility on one Board member that was handling everything. I don't know if there was another cause, but when I said get to the cause of what caused the interaction, I just want to make sure that we don't set up the next person to fail.

(Dale) – We agree completely. We're going to address some of that when we talk about the last point in terms of changes. Anyone else on that first point? I'm sorry if you don't have a copy of it, but I'll read through the second one then and we'll do the same thing.

Point #2 – Solutions and changes to ensure retention of employees and volunteers within the Clubhouse Cafe and Bar that share the club's commitment to profitability, compliance, and a positive inclusive environment.

(Dale) – I think everyone in here realizes Ruth and the group of women have volunteered, along with other wonderfully helpful people, so the kitchen is back open, very similar to what it was before the incident in July. So, I hope that's enough of a sign the current Board, and again it was voted on as a Board, it was a Board decision to basically keep the running of the kitchen inside the club. I think everybody's aware of this from the last board meeting and the last members meeting that we had on this subject. So, are there any questions, comments?

(Tina) – I just want to comment that the kitchen staff is working very well again and all of us are very happy with how it is running. So, if you have any concerns, please address one of us and let us know if there's something we can do better. But as a group we are functioning well together and enjoying our work. [round of applause from the members]

(Dale) – Other comments, questions, concerns? If not, I'll move to the third point.

Point #3 – Clarification and possible changes of authority levels of Board members in their management and leadership of the clubhouse cafe and bar processes to insure profitability, continuity, health code compliance and a positive progression and reputation of the club.

(Dale) – So you know the one step already taken was Jim Kudalski, who cannot make it here, took responsibility for the cafe. The other thing I want to talk about is in the Board meeting yesterday we voted on and implemented both the new By-Laws and the new Rules & Regulations. One of the main reasons behind this is it basically will redistribute the committees and their set up. Instead of 12 or 13 committees, we're down to nine. So

basically, there's one per board member. Also, the clubhouse which was one committee underneath the previous By-Laws has been broken apart into three. The bar is one committee, the kitchen cafe is one committee, and the pro shop / office is another committee. This should help to distribute the load across multiple board members so one person does not get overwhelmed.

In the new By-Laws, the members, the voting members now can remove one or more members of the Board or every member of the board by calling a special meeting for that purpose. This is identical or very similar to the language of what's in the HOA for this community. It takes a certain percentage, they file a petition, then it would be a meeting for the sole purpose of removing one or more of all members of the Board. This power is now in the hands of this membership, which is where it belongs.

(Beth) – One of the things that concerned me and part of the reason I wrote this up this way is because there wasn't a lot of communication back then. When you have a kitchen manager and you have a Board member that's responsible for the kitchen, it seemed like the line's got a little blurry as to what the kitchen manager was responsible for in my head. I think if I have a manager, they're figuring out costs, they're watching code enforcement, they're keeping an eye on food, etc., and as a Board member, I'm sitting down with that person at the end of the month and saying, what's your profit? What's your losses? What worked well? What didn't work well? Where do you need my help? And I think the line got crossed a little bit and the Board member was doing a little bit more to run the kitchen than they were allowing the kitchen manager to do.

So, when I said, talk about the authority levels of the Board, what I meant was, where do you draw the line in the sand? If we're paying a kitchen manager, I'm paying that kitchen manager based on how well she's running the kitchen. And the more I step in and take over, the less I keep her accountable for the job. That was my point of this. The same goes true with the bar. I'm not sure if we pay a bar manager, but in my opinion, if you're going to separate the two... that you shouldn't have a Board member accountable for the management of the bar. They should be doing the same thing. Are they ordering the right things? Are they profitable? Etc. And that's why I asked for authority levels because I think those lines of authority got very messy as part of the underlying problem that we need to address.

(Dale) – Understood. I know Jim is working through that right now with Ruth. And inherently I agree with what you're saying but obviously I'm one member of the board. You know and that those kinds of discussions can be held. But I agree with you that the minute a board member becomes a doer, then you get buried by that work and you no longer have the view of how's the kitchen doing or the bar or the pro shop. How's that helping the membership? The Board member is responsible for budget.

I don't see a board member saying this is the food you should be ordering, or this is the alcohol. We should look at managers of each of those areas. We have a manager of the pro shop and now we have a manager of the kitchen and that's Ruth. We will talk about a manager for the bar and then the roles and responsibilities of that. Without it being defined, it becomes too flexible, too dynamic.

We don't want folks to get burned out from either side and I've seen it in the short period of time I've been at this club. I've seen the people trying to be the manager get burned out. And then I've seen the board members end up in the very same boat.

(Beth) – Right. I agree with that. I would like to say to that since this was originally requested based on when this happened, which has been in an extended period of time, which is no fault of the board members sitting up there. Thank you very much. But anyway, I do think that I want to give the existing board members a lot of credit. I do see over the past couple months; you trying to approach these things and really change things. There's been a lot more communication, which I think was part of the July issue. There were too many rumors going on, and that's one of the reasons I requested a meeting was to stop the rumors and say, okay, let's just sit down and discuss what happened, and let's fix it for the long term. I think the rumors got out of control and all of a sudden, he said, she said, I'm against this person, that person, and that's not what this is about. Thank you to the board for that work today. [round of applause from the members]

(Dale) – Thank you all for your support. Just want to state one thing really quick, before I go to Cindy... So, in the bylaws now, when it comes to a request for a special meeting, it says, unless there are extenuating circumstances, that special meeting should be held before the next regular members meeting. This is the reason that language was put in there by Bill and his team.

(Cindy) – Previously, any key position that we had, such as the kitchen manager, the golf course manager, they always had a contract. We drew up a contract to say who's responsible for what. And then that disappeared. I think we need to maybe go back to having the contract. We did one for Paul to define exactly who's responsible for what part. And I think that was one of the things that got dropped. And then other people stepped in and tried to do too much.

(Dale) – Very good point. At a minimum any paid position should be by contract. So, they know what they're responsible for. Any other questions and/or comments? Are you satisfied with this discussion and the outcome?

(Beth) – I appreciate everyone that supported me by signing the petition. But since the petition was really gathered with everyone's input, I would say I'm okay. Everybody else is okay. We're okay. We're okay ladies.

(Dale) – Okay then based on that, I would like to hear a motion that this meeting be adjourned.

Beth made a motion to adjourn – 2nd by Cindy – all members in favor – motion passed.

Meeting ended at 2:45 pm

Dale V Mayes

Dale V Mayes – Secretary

December 15, 2023

Date Prepared

December 21, 2023

Member Review/Acceptance