

## **QBTC AGM 2015 MANAGER'S REPORT**

Again we have again enjoyed a number of successes as well as challenges this past year as our club has continued to develop and grow. We tasted the highs of success again on the sporting field and took positive steps towards the development of our sporting membership. As a business we remain sound, trading well and continuing to offer services to members and guests as well as making contributions to other community groups.

Our trading for the year has experienced exceptional growth with profits from our liquor sales up 14% and poker machine revenue up by 2.6% for the period respectively.

The increase in profit in our liquor sales is a pleasing result and has been driven predominantly through the downstairs members lounge area of the club. Along with an increase in regular patronage following the closure of the Vic Hotel, this area of the club has continued to benefit from the changes made in the last renovation of the room, which has continued to drive additional activity in the area, particularly in food and beverage sales.

Our margins have reduced slightly during the year and the Board has determined that there will be a price rise in September to protect these margins after an extended period of low pricing policies without pricing adjustments.

As has been the case in recent times I make mention of the fantastic job Andrew and his team are doing in our Bistro. The consistency and quality of the food and the capacity to continually grow the business is a credit to them. A very important part of any successful club these days is the food offer and ours is as strong as any. This is an area of the club that all members should take pride in, well done again.

On the gaming front the region has experienced growth of 1.7% for the period and our growth has exceeded this by a significant margin. During the year we invested quite modestly in the gaming room product, opting for some smaller upgrades to software that kept the capital outlay as low as possible. This was a conscious move away from the approved capital plan for the area and was necessary in order to conserve funds for the significant costs the club faces with the implementation of pre commitment technology in the first quarter of next year. In order to stay competitive in the market we will need to return to a stronger investment in what is without doubt the most important trading area for the organization.

The Keno product has been re-branded and the major jackpots have been pooled across states providing for a much-improved product. It remains to be seen if there will be any significant increase in turnover as a result of these efforts but early indications are that these changes as well as the addition of a second terminal in the Bistro are having a positive effect.

It was pleasing during the year to be involved with the junior tennis program and we welcomed 30 junior members to the club as a result of this. The program has moved to a more structured arrangement this year utilizing the professional services of Barry and Stephanie Golightly for our Hot Shots groups. Some of our Hot Shots have taken the next step to one on one coaching with coach Julie and we are working hard at completing a clear pathway for our junior tennis players that will ultimately lead them to competitive play.

The croquet section of the club have enjoyed great success and growth over the past twelve months, with an engaged committee and growing membership, the activity in this area of the club has been progressively increasing. This is a credit to that section and we look forward to further growth in this area of the club. Whilst this does place additional pressures on our facilities and our greenkeeper, the lack of dedicated croquet space on site is an issue we continue to manage with great cooperation from all involved.

The membership of the club has again varied across the various sections, with increases in junior, croquet and social membership being healthy and the continued difficulties in the bowling and tennis memberships and associated activities remaining of particular concern. The Board has taken steps to deal with the latter and whilst the membership is increasing overall, these two sections will again be a key focus for our activities in the next twelve months.

As with any year we have had some necessary repairs and asset replacement in the venue that is all costly. Some of these items are noticed such as the new blinds in the Bistro or the new tables in the Members Lounge, others such as air conditioners, ice machines and kitchen equipment are less conspicuous yet just as costly and important for the operation of the club.

Looking outside of the club we have again increased our community support both through donations and sponsorship as well as in kind support for a number of local sporting and not for profit groups. The incredibly successful Easter Eggstravaganza event has raised over \$50,000 for the Children's Hospital in just its first two years and is already an award winning community event that the entire community can be proud of. During the year we have been fortunate enough to purchase a courtesy vehicle and already in just the first six months this has been made available to other community groups free of charge and has proven to be a welcome extension of our community support program.

I thank our staff in particular our senior staff for their efforts to make the club a welcoming and enjoyable place to visit, with special mention to Esther our Assistant Manager who is truly a jewel in our crown in this area. Her commitment to the club and her role within it is second to none and there is barely a week that goes by when I am not approached by members or visitors eager to compliment her.

Wishing all members good health and many successes for the coming year,

Rod Wayth.  
MANAGER