BOCA WEST
COUNTRY CLUB

MINUTES

MEETING:	Board of Governors
DATE:	October 27, 2022
MEMBERS PRESENT:	P. Edwards, J. Banks, C. Rosenblatt, F. Richard, E. Hoffman, A. Adler, B. Berkowitz, J. Glassman, P. Kupperman, B. Lerner, S. Roth, J. Schraub, R. Schwartz, D. Shifrin, C. Wolf, B. Winikoff (ex-officio)
MEMBERS ABSENT:	
PARTICIPANTS:	M. Linderman, K. Campbell, L. Stefaniw
FOR INFORMATION:	The Board of Governors
ISSUED BY:	Phil Edwards
ISSUE DATE:	November 17, 2022

Approval of Minutes

Motion: On a motion made by Mrs. Banks and seconded by Ms. Hoffman, the minutes of the September 22, 2022 Board meeting were approved.

Chairman's Report – Phil Edwards

The GM/COO Succession Plan has been finalized and accepted.

The Joint Venture Village Sub-Committee held sessions on October 12, 13 and 14 with positive feedback. Dr. Edwards thanked the Board for attending and showing support.

The Special Projects Committee met on October 12 to receive an update on the current project and review future projects.

Matthew Linderman, Phil Edwards, Philip Kupperman and Chuck Rosenblatt travelled to Atlanta October 23 through 25 to meet with the design team and finalize some selections for the Sports Center project.

The new Welcome Center ribbon cutting ceremony has been postponed to October 31.

Some Board Members attended the annual RSM trends meeting on October 20 at Wycliffe Golf and Country Club. Boca West is on target and doing well in comparison to other clubs.

Dr. Edwards thanked Jerry Glassman for his tireless efforts on various legal matters.

The Standing Committee Charter draft has been completed by the Executive Office Staff. It will be sent to the Legal Committee for review. Once finalized, the Charters will be adopted as a guiding manual for future Committee Chairpersons.

Boca West was featured in the Fall 2022 Executive Golfer magazine.

The next Joint Venture meeting will be scheduled for the beginning of December.

General Managers Report – Matthew Linderman

Financial Flash Report

For the period of October 1 through October 23, 2022

Golf Rounds and cart rental revenue is slightly below budget due to rainy weather impacting both.

Golf retail and equipment revenue is currently below budget. This should improve as there are some sales events scheduled for the end of October. Boutique and Tennis retail revenue is above budget.

Fitness and Spa are experiencing a strong October with revenues ahead of budget and last year.

The variance in revenue for October is due to timing of Catering events. Some high revenue events that are usually scheduled in October will take place in April 2023.

Delinquent Dues, Foreclosures and Downgrades

There are currently 112 delinquent Members and 21 of those have been delinquent for more than one year. Last year at this time, there were 126 delinquent Members and 39 of those were from previous years. The reduction in delinquent Members over the past year is due to the Joint Venture lien initiative.

As of today, there has been zero foreclosed units compared to zero at this time last year.

As of October 24, 2022 there are currently 1,907 Golf players which is up 31 players compared to last year. This is two more players than in fiscal year 2010/2011. There are currently 226 Racquet Sports players which is up 12 players compared to last year. The Tennis community has not had this many players since fiscal year 2015/2016

Department Head Introduction

Jeremiah Lockhart, newly hired Director of Agronomy was introduced to the Board.

Catering Events

The Catering Department has received a large increase in inquiries for events starting January 2024. The Board is in agreement with adding the additional Catering events as they are high paying events that will offset future dues increases.

Human Resources

To date 189 International staff have arrived and 90 are schedule to arrive next week.

The annual Employee Pep Rally is scheduled for November 1 and 2.

Next Summer's staffing recruitment is currently under way. Human Recourses has been traveling to many Florida colleges to attend their job fairs.

John Collings travelled to Montreal Canada on Monday, October 24 and 25 to the Institute of Tourism and Hoteliers Quebec for their job fair to recruit J1's for next Summer.

We are working with the Boca Raton Chamber of Commerce to host their inaugural Platinum Service Award Luncheon recognizing individuals working in Hotels and Country Clubs for South Palm Beach County.

Our Management team recently participated in an educational seminar with keynote speaker and author Jim McPartlin. The seminar was based on the Enneagram as a means of understanding interpersonal workplace relationships.

Our Workers Compensation insurance carrier, Zenith conducted an on-site inspection and we received very good results.

Restaurant Dining and Holiday Events

Mr. D's reopened for lunch on Monday, October 24 and positive member feedback has been received. Dinner at Mr. D's is scheduled to begin on Tuesday, November 15.

Panache will reopen for lunch on Monday, November 7.

Roadside Cravings will reopen based on demand.

Prime Cut will reopen for dinner on Thursday, December 1.

We have received close to 2,000 dining requests for Thanksgiving Dinner. The team is working on a plan to accommodate as many requests as possible.

Our season opener theme night, Aquatica, has received 1,300 request for two nights.

We have secured a new vendor for our annual Carnival as the vendor we have used for many years retired after the pandemic. We met with the owners of the new company this week to ensure they understand the Member's needs. We will be implementing wrist bands in place of tickets this year, all neighboring Clubs use wristbands. The wristband will be one price and will not include food.

A new weeklong Family Holiday Street Fair will be introduced in the evenings of Christmas week. This Fair will feature live music, arts and crafts, games and fun foods. Details are in being finalized and will be shared in the annual Holiday Brochure.

IT Update

The new payroll system, UKG, has been rolled out. Our team has had some challenges but they have been working through the issues with UKG to correct.

Cobalt rolled out the new Food and Beverage system and it was introduced in Panache first. We will reopen with it implemented.

Lifestyle Racquet Center.

We received an updated timeline from our contractors. At this time the Aquatics facility will not be ready for the holidays with completion in early January. An email will be going out to the Members with an updated timeline.

Charlie Wolf and Matthew Linderman left the meeting.

Foundation Report – Pamela Weinroth (written report provided)

The Boca West Children's Foundation is excited to promote the upcoming season.

On November 15 we will hold our second Tour of the Charities. 85 club members will travel by bus to JAFCO, one of the Boca West Children's Foundation's core charity partners since our inception.

On Saturday, December 10 we be in West Palm Beach for our second annual Walk the Walk Funfest. Club members will be joined by hundreds of friends and supporters of our charity partners. Last year's walk raised $275,000. The Walk will begin at 10:00am on West Flagler and continue along the Intercostal. The event will be a part of the Palm Beaches Marathon Weekend.

The following Saturday, December 17 is the 13th Annual Boys and Girls Club Holiday Shopping Day and Brunch. This was the Foundation's first program and remains a favorite of children and volunteers alike. Over 150 volunteers will meet the children at Old Navy and each armed with a $50 gift card will assist the children in purchasing new clothes. After the shopping spree, the kids will celebrate the holiday Country Club style and enjoy Boca West sized portions of waffles, pancakes, donuts, and bacon and then choose an age-appropriate toy. Upon returning to their clubhouse each family will pick up a harvest basket of fresh turkeys and vegetables to take home for a family holiday meal.

The Carnival for the Kids is back! On December 29, the Boca West carnival will open early from 1pm-3pm so that 200 children from our charity partners may attend. The Boca West Children's Foundation is underwriting this addition to the day.

We are excited to bring back an Evening with Jay Leno on Sunday, January 8. At our 10th Anniversary Gala with Jay we raised over $1,000,000.

We are looking to shatter all fundraising records and hope you will join us at one or all our events.

Legal – Report – Jerry Glassman

Mr. Glassman reported that the Club was subject to a Mediation Settlement Agreement ordered by the Court pursuant to the Club's suit against Barbara Altomare to collect unpaid dues and fees.

Motion: On a motion made by Mr. Glassman and seconded by Mr. Berkowitz, the Board unanimously authorized peter Blacklock to inform opposing counsel of the Club's compliance with the terms of the Mediation Settlement Agreement and the Board's rejection of the request that Richard Altomare be granted permanent access to the Club's dining facilities as a guest of Barbara Altomare, since Richard Altomare is not a Member and was not approved as a Membership at the Board's October 27, 2022 meeting.

Finance Report – Bob Lerner

Bob Lerner reviewed and summarized the September financials.

Strategic Planning – Bill Berkowitz

Nothing to report

Special Projects – Phil Kupperman

Akoya

As of September 30, 2022 Akoya has 110 sold with two pending. There is one units remaining to be sold.

Renovator Program

As of September 30, 2022 the Renovator Program is at 168 acquisitions with two pending acquisitions.

As of September 30, 2022 155 renovated units have been sold with three pending sales.

Total increase in Market Value to date is $27.2 million.

Bulk Renovator

As of September 30, 2022 the Bulk Renovator Program has a total of 57 closed and pending acquisitions. As of September 30, 2022, 28 renovated units have been sold with no pending. Total Market Value appreciation is $6.9 million, $800,000.00 more than last month.

Combined Units

To date there are five combined unit applications approved with two completed combination that have passed the Club's inspection.

Leadership Program – Jeanine Banks and Frank Richard

The next scheduled meeting is on October 31, 2022. The agenda will consist of the Club's governance, presented by Jerry Glassman; the relationship between the Master Association and the Country Club, presented by Howard Liebman and the Post Pandemic World, presented by Matthew Linderman.

Michael Eustace, the new Executive Director of the Master Association will be in attendance and introduced to the participants.

JV Villages Sub Committee – Frank Richard

Village round tables were held on October 12, 13 and 14 with good participation from the Villages. The first round table focused on Condos and an Architect Engineer gave a short presentation on the ramifications of the new Condo law. The second two round tables were focused on HOA best practices and the Joint Venture Sub Committee offered assistance in coordinating efforts for Capital Improvements within communities.

There are two more sessions planned; Board Certification and Insurance.

The Sub Committee is planning future round tables to focus on reserve study and Capital Improvements.

Hope Week – Jeanine Banks

The Hope Week Brochure will be sent out soon detailing the charities and ways to participate for the week. The November and December House and Activities magazine article will be focused on Hope Week to encourage Members to engage in philanthropy.

Dr. Edwards and Jeanine Banks thanked Arthur Adler and Matthew Linderman for the vision of this initiative.

Audit – Enid Hoffman

Kathy Campbell and Kris Nielsen have held preliminary meetings with RSM for the upcoming annual audit. A pre-audit meeting is scheduled for November 8 with the Committee and RSM. Field work will start on November 14 for approximately two weeks. The draft to review is expected prior to the December Board meeting.

The annual 401K audit has been completed by RSM. There was one adjustment that is done every year due to the payroll schedule falling over two calendar years.

Membership – Enid Hoffman

Membership Statistics

As of October 25 2022, closed and pending sales to new members were 28 compared to 72 last year and 22 in October 2019. Including two new Members in Akoya this year compared to two in Akoya last year and six in Akoya in October 2019.

The first post pandemic Coffee and Chat was held on October 21. The event was well received with ten couples were in attendance.

Membership Initiative Sub Committee – Enid Hoffman

After four years of planning, our first meeting with the committee and the participants of the selected demographic was held over two more sessions are scheduled with 30 participants for each. The goal is to receive suggestions on trends.

The Membership Initiative Sub Committee will be renamed the Trendz Sub Committee.

Enid Hoffman thanked Bailee Sumner, Executive Office Administrator, for her work with the Sub Committee on this initiative.

Racquet Sports – David Shifrin

Nothing to report other than the Tennis Court resurfacing and Pickleball Court conversion is underway.

Golf – Chuck Rosenblatt

Golf Course etiquette will now be on a video platform that will be emailed to Golf Members. Golf management will be able to verify if the video has been watched.

The sand project has been slightly behind. Some members have commented on the quality of the sand however we need to wait for the sand to settle.

GPS will be installed on private carts for Golf Members with trail fees.

The new golf cart fleet will be arriving soon.

House and Activities – Jeanine Banks

No further comments beyond Matt's report.

Fitness, Aquatics and Spa – Bob Lerner for Charlie Wolf

Nothing to report other than the new Spa sound system installation is almost complete.

Retail – Jonathan Schraub

Mr. Schraub reported the Golf Shoppe is featuring a new Sunflower print top by IBKUL. IBKUL will be donating 100% of the gross profits generated by the sales of this top to Mercy Corps to support their humanitarian efforts for the ware in Ukraine.

Human Resources – Arthur Adler

Board commends Barbara Crowley and the HR department on their recruitment efforts.

H2B Update

We received all overseas and in-country H2B approvals in record time this year. In fact, the new employees who had to go to the US Consulates in South Africa received their approvals faster that the returners who only needed to mail in their applications. The European consulate appointments were more difficult to obtain. As approvals were obtained, flights were and will continue to be booked.

To date, there are 355 this year, if all are approved at the consulates vs. 305 last year that arrived.

End of season departure dates will be staggered in all departments from April 25 through late May 2023.

Employee Trips

We have scheduled Monday Nite Trips for the month of November and trips to Universal Studios in January and Disney World in March. We are also looking at the possibility of scheduling a Marlins game in April or May for all who would like to attend.

Recruitment

We continue to have challenges with hiring domestic staff.

College Recruiting

The Job Fair at Florida State University was very successful. We are in the process of making job offers to five students for the Hospitality Management Intern program. We will be attending a job fair in Montreal for summer J1's on Monday, October 24 and University of Central Florida on Wednesday, October 26.

401-k Plan

The 2021 5500 form has been filed for the 401k plan.

The 401k Investment Committee meeting was held on October 7.

Tenure Luncheon & Pep Rally

The annual Tenure Luncheon was held on October 21. There were 55 people with milestone anniversaries of 5 years to 40 years in 5 year intervals. Millie Lugo-Morales, pantry cook, will be celebrating her 40th anniversary on November 1.

The season kick-off Employee Pep Rally will be held on November 1 and 2. It will be a high energy event with all of the new employees that are so excited to be here.

Onboarding, Birthday Gatherings and Promise Keepers

The newly implemented monthly onboarding, birthday celebrations and Promise Keepers celebrations have been very well received. We continue to tweak it to make it more appealing to everyone that participates.

UKG Implementation

Using the new UKG system has had some challenges but will be much a better system once all issues have been resolved. The talent module component will be the next part of the system to be implemented. Additional training is required to produce all the ACA reporting that we have been producing manually. We will conduct that training from mid-November.

Staffing

The current number of employees is 595 compared to 463 last year and 475 in 2020 at the same time.

<u>Ombudsman – David Shifrin</u>

All inquiries received are answered or forwarded to the corresponding Department for a response.

Unscheduled Topics

Discussion on golf cart insurance for private carts.

The Board Recognized JR Friend, Peter Taylor, Jim Phillips and Mike Bove on their participation of the 100-hole challenge. They raised over $9,000 for the charity.

Adjournment

There being no further business to discuss, the meeting adjourned to executive session at 12:45pm