



## MEMBERS NOTICE - CATERING OPERATIONAL CHANGE

Dear Members,

The Board & General Manager have been working to resolve & come up with a solution with the ongoing viability concerns of our catering operations. As we have reported over many years, catering has been an area of concern with continual trading losses & ever-increasing expenses & wage costs. Whilst our Chef & Management have decreased our wages & expenses, we are still experiencing trading losses which can no longer be absorbed within our operations. The Board have been focused on ensuring quality food at reasonable prices whilst concentrating on reducing our trading losses each month in this department. The COVID pandemic has allowed the Board & Management the opportunity to look at other suitable solutions on this issue. Whilst the decision to consider Contract Catering was not easy, the Board have worked diligently through a number of commercial concerns & believe it is the best outcome for the future financial viability of our Club. The Chairman & Board have worked professionally on behalf of the Members to ensure the Kingscliff Beach Bowls Club & our core business of bowls is in a good financial position moving forward following the 2020 forced COVID lockdown that had major financial implications on our business. Some very difficult commercial decision had to be made which may not be popular but necessary for the ongoing success of our Club.

We have endeavoured to introduce change but have found it difficult to overcome the ongoing increases in costs to operate the catering operations as they currently exist. We are very fortunate to have the expertise of our Executive Chef Scott who has always worked closely with the Board & Management in working towards a suitable solution. Our team have always been the focus of the business to ensure great customer service & quality meals, this decision will impact our team but we are confident of a positive result for them all.

The Board have now made the decision to outsource our catering operations & have signed off on contracts with *Kokobelle Catering* who will take over our catering operations from late March. The Board & Management are very excited about the appointment & are looking forward to working with Russ Kerr & his son Jarod. We are very confident our Members will not be disappointed. This commercial decision was not taken lightly & a number of issues had to be considered before the final decision was made. All of our team will have the opportunity to re-apply for employment with the new Contractor for ongoing employment but some may choose to move on & to those staff we wish to thank them for their service & dedication.

The Club will be working closely with Russ & Jarod to ensure all menus & prices are kept reasonable & the quality is maintained at a high level. We don't envisage a lot will change from a customer's point of view, with high quality meals & menus still on offer. During the transition period we are confident of a smooth handover to the new operators with Member's support.

Member's discounts will continue to be provided & we don't believe members will notice any real change from the current operations.

The Club will close our catering operations, including our Coffee Shop on Monday 22<sup>nd</sup> & Tuesday 23<sup>rd</sup> March to allow for a handover of the operations to *Kokobelle*. We apologise for any inconvenience this may cause in advance.

I would like to thank our Chairman & Board of Directors for their ongoing professionalism whilst we navigated through this process & we look forward to working with *Kokobelle Catering* as we move forward.

Director Eadie will provide further information in our next newsletter.

For & on behalf of the Board & Management

R Breen  
Chairman

P.L Kelly  
General Manager