

# LOCH LOMOND BEACH CLUB

## POLICY AND PROCEDURES MANUAL

SUBJECT: CLUB MANAGEMENT  
REVISED: 06/03/2011, 08/13/16

POLICY #: 13  
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EFFECTIVE DATE: 05/12/90  
ATTACHMENT: A

### POLICY:

Loch Lomond Beach Club, Inc. shall elect a Board of Directors at the corporation's annual meeting to manage all businesses and affairs of the corporation. Article V, Section 1a of the Club by-laws instructs the Board to hire a management team for the corporation and set their compensation. In return for said compensation, club management agrees to manage, to the best of their abilities, all facilities, amenities and businesses of the Loch Lomond Beach Club located at 2754 28<sup>th</sup> Street, Birchwood, Wisconsin 54817.

### PROCEDURE:

1. Club management shall consist of a Club Manager and an Assistant Manager when deemed necessary by the Board.
2. Board will annually assign the board President and Vice President as Board liasons.
3. The terms of the employment contract(s) begin April 1 and terminate March 31 of said fiscal year.
4. Hours of operation shall be reviewed annually by the Board by the April Board meeting.
5. Management shall administrate LLBC's Constitution, By-laws, amendments, Covenants and Restrictions, Policies and Procedures and carry out functions and duties.
6. Management shall prepare all correspondence pertaining to the Beach Club business in a professional manner.
7. Management, along with the Club's social activities committee, shall prepare a complete yearly activities schedule in accordance with hours of operation and yearly seasons.
8. Management presents a clubhouse report monthly for the Board meetings. This report is to cover activities, attendance and all situations and proposals under the manager's jurisdiction.
9. Management shall maintain clubhouse and grounds, including parks as stated in the Manager's Manual and in employment contract.
10. Management shall operate Club and plan expenditures and activities within constraints of the Club's yearly budget.
11. Management shall hire and supervise any employees required to assure proper maintenance and operation of the Club. This action is subject to direction from the Board and budget guidelines. Each employee shall receive a copy of their position description.
12. Management shall operate the Club in accordance with the Manager's Manual. All employees shall be subject to a preseason performance evaluation (see Attachment 13A). These evaluations shall be gone over privately with employee stressing strong points and emphasizing weak points and means of correcting these short comings. The Board of Directors shall file the manager's evaluation (see Attachment 13B), with the Board President discussing evaluation with management. The manager shall file all other Club employee evaluations. These performance evaluations shall be kept in a confidential file in the Beach Club office.
13. The Board shall determine salaries and selection for management by their February meeting. Contracts will be signed at this time.
14. Management shall work cooperatively with the Club Treasurer by submitting monthly bills and assisting in preparation of monthly financial reports.
15. Management shall be responsible for banking of Club funds and submitting report to the treasurer.

LLBC Mission Statement The mission of LLBC is to foster and maintain acquaintanceship and friends among the members of the LLBC community. LLBC will provide quality services, well maintained facilities and a pleasant atmosphere for the beneficial use of its members.

**Objectives: (NOTE: Please circle one of the numbers following the question. 1 is low and 5 is high.)**

1. To maintain LLBC status as a nonprofit organization operating under its Articles of Incorporation, By-Laws and policies and procedures.
  - Is the manager familiar with the governing documents of the organization? 1 2 3 4 5
  - Does the manager use the governing documents as a guide to decision making for the best interest of the organization, its members and their guests? 1 2 3 4 5
  
2. To value members, management and employees as key resources to LLBC.
  - Does the manager handle member concerns in a timely manner? 1 2 3 4 5
  - Does the manager focus particular attention to the overall member satisfaction? 1 2 3 4 5
  - Does the manager understand that serving the member is a team effort? 1 2 3 4 5
  - Does the manager direct employees to refer member concerns they are not able to handle so that members are the focus of the club? 1 2 3 4 5
  
3. To encourage members to be involved in the governance, direction and activities of LLBC.
  - Does the manager encourage members to be involved in the governance of the Beach Club? 1 2 3 4 5
  - Does the manager encourage members to volunteer and participate in the activities at the club thereby fostering acquaintanceship and friends among the members? 1 2 3 4 5
  
4. To anticipate the future through prudent planning, resource management and sound fiscal practice.
  - Does the manager along with the finance committee prepare an annual budget that forecasts the projected revenue and expenses for the coming year? 1 2 3 4 5
  - Does the manager within the prudent measure of reasonableness follow the budget? 1 2 3 4 5
  - Does the manager report to the board on a monthly basis? 1 2 3 4 5
  - Does the manager adjust spending to respond to unforeseen expenses? 1 2 3 4 5
  - Is the manager aware of the bottom line and maintaining a fiscally sound club? 1 2 3 4 5
  
5. To maintain value while creating long-term benefits for our members.
  - Does the manager effectively supervise the maintenance staff in the care of the facilities and equipment with special attention to safety as a major concern for members, their guests and the staff? 1 2 3 4 5
  - Does the manager effectively supervise and lead clubhouse staff to be responsive to member needs and concerns. 1 2 3 4 5

Average rating: \_\_\_\_\_

Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Board President: \_\_\_\_\_ Date: \_\_\_\_\_

Comments: \_\_\_\_\_  
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