

COOROY RSL & BOWLS

clubnewsclubnews

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JANUARY 2009

Volume 1, Issue 3



GREATER NOOSA

We are proudly a member of the Greaternoosa \$\$ Local Loyalty Program - check it out @ www.greaternoosa.com.au

WHATS ON

Thursdays 6pm Chook Run & Members Draw PLUS 100 pots up for grabs!.

Fridays 6pm Monster Meat Draws PLUS Sponsors

Saturdays 1pm Goose Club

Happy Hours Wed & Fri 5-6 and Sat 12.30-1.30



CONTACT DETAILS

Bowls—

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Firstly, Management, staff and the Board would like to extend to all members, visitors and guests the very best wishes for 2009, and to thank everybody for their support in 2008. Also a huge thanks to Board members who “staffed” our annual staff party at the Bowls Club—and to Greg Chant for playing the Mars Bar game with us! VERY game!

In response to the results of the club survey conducted in November, we shall be busy implementing recommendations from members in January. We apologise for any disruptions during this time whilst we undertake a “mini makeover” internally and some extra staff training. Please feel free at either club to offer to do a stint on the paintbrush—you will be MOST welcome! A summary of the survey can be seen on page 2.

XMAS HAMPER RAFFLE RESULTS Congratulations to Kenneth Chapman, Dorothy Beaumont, Vicki Aiken, Debbie Turner, Gordon Hackett, Kay Martens, Gordon George, Dorothy Chant.

EVENTS Australia Day Weekend - come and celebrate with us! Details Page 4

FROM THE CHEFS An upcoming change to the menu to incorporate lighter options and smaller serves as requested in the survey. Please assist us in our quality control by letting Leanne or any of the staff know if you are not 100% happy with your meal, as well as when you are! Thank you to members for your wonderful comments in the survey—we really appreciate the feedback.

BY POPULAR DEMAND—FAMILY DAY TRADITIONS You loved it so much in 2008 that we have left it on this month. Every Sunday enjoy a Roast of the Day for just \$9.90, with children aged 12 and under when accompanied by a dining parent or guardian will receive their Kids Meal and Ice-cream for FREE! Now that is great value for visiting grandchildren!!

PROMOTIONS - During January (date TBA) we shall be installing the Swipe Member Loyalty System. This will replace all other standard member promotions and discounts. Very easy to use, just activate your membership card at Reception, then with every purchase including poker machine play you receive points into your “bank”. You can redeem your points at any time in any part of the club. **P & O CRUISE** - Aloha and Ahoy!! Winners drawn NYE will be posted @ reception and in the next newsletter.

ENTERTAINMENT Changes to our entertainment “After Dark” will commence in February. Until then, we will have installed a Video Jukebox for your enjoyment.

BOWLS BITS! A fantastic new program in 2009 commences Jan 15. If you have not yet had a go.....come along!

SOCIAL CLUB - We wish to start a new Social Club for Golfing, Fishing, Darts and other fun stuff! Interested? Leave your name @ reception

HAPPY NEW YEAR EVERYBODY! *The Crew*



GREENWOOD GROVE

Guardian PHARMACY



Thankyou to all members who filled out our 2008 survey, and to the staff who came up with some great ideas for future improvements for the Club and to address members requests.

1. Top 3 improvements needed The most prominent requests were for better décor, get rid of the queuing, and hotter food which accounted for a total 16% of responses. Another 20% accounted for requests for bigger member's discounts, more variety; "bring back Tuesday Night Specials", more half serves on specials board, children's corner, and healthy options (diet), less sauce on food, smaller meals, get orders correct, and better salads. The balance of 64% believed that there is "no improvement needed", which we were thrilled with!

ACTION - All items are being addressed through implementation or staff training. The only item that cannot be altered is the queues to order, as there would not be any benefit to members (food would not come out any quicker) and the added cost for extra staff would push prices past a reasonable level.

2. Most Important There was an overwhelming response for **QUALITY**, followed by price, then service, quantity and décor. **ACTION—We have now focused on quality and hope that you enjoy the results**

3. Strengths 44% Great friendly staff, 16% Lovely Meals, 16% Service, 5% Value for money, 1% Atmosphere, 18% no response

4. Weaknesses None 69% Quality 7%, Queues 6%, Décor 5%, Entertainment 2%, Nothing for kids 2%, Membership price 2% More Staff, More Choice, Fresher produce, Bottle shop, Meat quality, Orders, Cold meal all 1% **ACTION Implementation as listed in improvements for 2009, as well as staff training. Nothing can be done about the membership price as this is great value and is given back to members in complimentary vouchers and member benefits and to the community through the support we provide.**

5 Entertainment requests . No comment 83% Thur/Sat Soft Music 4% Rock n Roll 3% Jazz 2%, Comedy 2% Poker, Pop, Classic, Fiddlers, Bingo, Something for 20-40 yr olds all 1% **ACTION—New entertainment focus to commence in Feb,**

6. An increase to Promotions/Gaming — Resoundingly NO (99%)

7. Adequate information to members— No response 62% Happy 31% Journal 2%, Quarterly Newsletter posted 3% In-house 1%, Gig Guide 1% **ACTION** To continue as is as there is not enough requests to warrant the expense of quarterly mail outs at present.

Improvements for 2009

The following has been passed for implementation at our last Board meeting. I hope you are excited about some of these as we are! For members suggestions that we have not included, do not despair! They were either financially unattainable at present, or did not have support in percentages.

1. New tills to support a member loyalty program including gaming integration – this shall replace certain promotions ie foyer draws and the Showcase. For those members that still would like to purchase we are making enquiries about a Showcase Catalogue.
2. Declutter of the club and reorganisation of space combined with chairs/sofas to provide a relaxed meeting area.
3. Repainting of interior and exterior of the Club including new roadside advertising and flyer holders for advertising . A colour consultant has advised of a colour plan, and we hope to commence in the New Year
4. Future recovering of the lounge chairs (or new ones) to match new decor
5. An update to the Poker machine room
6. Installation of a Video Jukebox near the pool tables
7. An invitation to representatives from local demographics to assist in providing suitable activities .
8. Relocation of shelving etc in bar to facilitate a future move of the bottle shop to the pool table end bar.
9. New entertainment focus. Friday night after raffles the available at no charge so that you may play your favourite tunes! Video Jukebox shall be made available at no charge so that you may play your favourite tunes!, Sat night there shall be a trialling of the Piano Bar, and once a quarter a large show such as Peta's Jazz and Shiraz shall be hosted.
10. Updated menus, alterations to specials and kids menus, additional low kj options etc. Focus on quality and not quantity.

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Main Events



Bowls Calendar

Summer Events

- High Rollers Monday Nite 6pm
- The Stubbie Club Wed Nite 6pm
- Junior Practice & Comp TBA
- Open Bowls—Thursdays 2pm
- Friday Social Mufti 3pm
- Twilight Barefoot—Thursday Nites 5pm
- Jackpot Pairs Sat 5pm
- Sundays Singles 3pm
- Coaching - Anytime by booking

let's talk hair

- Wedding Packages
- Hair Colours
- Style Cuts
- Eyelash Tinting
- Eyebrow Waxing
- Formals
- Make-Up
- Keune



Shop 1A, Garnet Place, Garnet Street, Cooroy 4563
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COOROY NEWSAGENCY
28 MAPLE STREET COOROY QLD 4563



Presentation Night 2008—from top clockwise Eric & Helen Kenzler, Yvonne Pattinson & Russell Butler, Ken McGrath and Marg Dawson, Benny & Sandy French aka Mrs. Santa, Alan and Margaret McGrath



JANUARY 2009

- 15 Open Pairs 2pm
- 16 Social 3pm
- 17 Opening Day 2pm
- 18 Singles/Triples 3pm
- 22 Open Pairs 2pm
- 23 Social 3pm
- 24 Jackpot Pairs 5pm
- 25 Singles/Triples 3pm
- 29 Open Pairs 2pm
- 30 Hibiscus Visit 5pm
- 31 Challenge 1pm Jackpot Pairs 5pm

FEBRUARY

- 1 Singles/Triples 3pm
- 2 High Rollers 6pm
- 4 Stubbies Club 6pm
- 5 Carramar Day
- 6 Social 3pm
- 7 Jackpot Pairs 5pm
- 8 Singles 3pm
- 9 High Rollers 6pm
- 11 Stubbies Club 6pm
- 12 Madills Day 2pm
- 13 Social 3pm
- 14 Challenge 1pm Jackpoyt Pairs 5pm
- 15 Singles 3pm
- 16 High Rolelrs 6pm
- 18 Stubbies Club
- 19 Open Pairs 2pm
- 20 Social 3pm
- 21 Jackpot Pairs 5pm
- 22 Singles 3pm
- 23 High Rollers 6pm
- 25 Stubbies Club 6pm
- 26 Madills Day
- 27 Social
- 28 Jackpot Pairs 5pm



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DECEMBER GALLERY

PETAS JANUARY SPECIALS

Naked Blonde Stubby 6 pack \$10.40

Naked Blonde Stubby Ctn \$33.90

Gossips Varieties Red and White \$5.90

Available until Stocks run out!



STAFF PARTY 2008



Australia Day Long Weekend

Sat 24th to Mon 26th celebrate
being an OZZI!!

- Special Happy Hours 4 to 6
- Win Keno games
- Oz "Tucka" on the specials board lunch & dinner Sat/Sun

Please note—Restaurant closed Mon 26th. Pies and sandwiches available from the bar

ENTERTAINMENT

**After Dark—Fridays
7.30**

**FREE PLAY VIDEO
JUKEBOX**



COMING IN FEB

PIANO BAR

“SMOOTH & EASY“

