

Review of Contract For Management and Office Services

As you may recall from reading the October "Boardroom Briefs" Barbara Mikel has brought to the attention of the Board of Directors the necessity of reviewing the contract for management and office services currently provided by her company, Easi Data Processing. The need for this is to review the current terms of the contract, evaluate areas that have expanded beyond those terms and look into long term solutions for any discrepancies. The basic options for those discrepancies is to eliminate workload issues that affect her or increase the scope of her responsibilities and add to the existing compensation. Within this evaluation it will be important to identify programs and commitments that remain priorities and look to eliminate or modify operations and programs that may have outlived their effectiveness.

"Office Hours" were established to coincide with the time of day that would work best for the superintendents. Association business is conducted between the hours of 12:00 and 5:00 p.m. The intention is to have someone available to answer the telephone during those hours. However the responsibilities of the Association require part of her time commitment to be devoted to travel. This means that there will be times that you must leave a message even when calling during the listed office hours. We must remember that Easi Data Processing has responsibilities to other business clients. To employ a firm to personally man a telephone exclusively for use by this Association would have a dramatic impact on our operating budget.

How can you make your telephone call

more efficient? Plan your call in advance. Be prepared to leave a message. Structure your question to allow a response to be prepared in advance. This will reduce the number of call backs required to get you the information or action you require. In many cases a question can be directed to a specific individual or a response can be mailed out directly. Leave a phone number and a best possible time to reach you for a return call. We have allowed ourselves to expect a certain level of professionalism from our Association Manager. We should all be expected to live up to that same level.

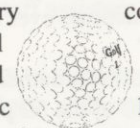
Monthly meeting planning takes a great deal of time and effort. We can greatly reduce the financial impact to the Association by following the guidelines that have been in place since 1991 for registrations. It is not part of the Associations Manager's responsibilities to make up for poor organization on the part of the membership. Take the time to properly fill in the registration forms, making sure to have all the information correct. Send the check with the registration form. If that is not a possibility, please fax a copy of the check to confirm your reservation and send it later. Make note of the **Deadline For Registration**. The Association is routinely charged for no shows and must commit to a total usually seven days prior to the event. To be able to handle on site registration efficiently we need to eliminate last minute potential problems such as "I have my check now" — "I brought a guest, is that all right?" — "I have cash, do you have change?" Proper advance registration will allow for accurate reservations for the host facility, faster

check-in, lower costs for the Association and less headaches for those doing the work for our Association. Notifications will be sent out to you if the meeting is full or your registration was late. Otherwise expect that all will be ready for your arrival.

There have been a number of additions to the workload since the contract was signed. The affiliation agreement with GCSAA, expansion of the Scholarship Program and its necessary mailings, Scholarship Tournament data bases for sponsorship information, funding for the California GCSA and a 25% increase in membership have all had an impact on the workload. We must all battle the issue of limited time for expanded responsibilities in our workplace. The GCSANC is no different. The Board of Directors is looking at ways to improve efficiencies, return to the contractual terms we have agreed to with Easi and continue to move the Association in a forward direction. We all have a part in the direction and the effort needed to make it work. /

Did You Know?

Dimple depth and placement on a golf ball greatly impact the distance it travels? "Dimples," says Frank Thomas, Director of the US Golf Association, "are very important and very complex." A dimple-less golf ball in the hands of even a good golfer would travel an anemic 130 yards or so off the tee, he estimates. The same ball properly dimpled would travel twice that far. Spalding Sports Worldwide estimates it spends about two million dollars a year on it's two cimple designing facilities.



ROYAL
Turf Services, Inc.
Get The Royal Treatment
Custom Turf Care

Timothy L. King

(800) 505-TURF

Aerification • Fertilizing • Spray Apps.

Fully Insured Free Estimates

A Cut Above

G R A H A M
REE SERVICE

Tree Surgeons and Consultants
(510) 843-1789

2735 San Pablo Ave., Berkeley, CA 94702
State License #689022