

# COMMERCIAL-IN-CONFIDENCE

## EXPRESSIONS OF INTEREST

### COMMERCIAL CLUB MANAGER CONTRACT

Expressions of interest are invited for appointment as Manager of the Gold Coast Seniors Tennis Club Inc. GCSTC is keen to receive submissions from candidates who can demonstrate the experience, drive, creativity and professionalism to take the Club to the next level, positioning it as the one of the pre-eminent tennis facilities in Queensland, if not Australia – in return for the consideration detailed in “Terms” below.

#### ***THE CLUB***

The GCSTC is situated at 24 Pizzey Drive, Mermaid Waters and currently has 9 synthetic grass courts (all with lighting), a well appointed air-conditioned clubhouse including a committee meeting room, a licensed bar, kitchen, pro shop, showers, toilets (including a disabled toilet), massage and physiotherapy room, a BBQ area, shaded areas and attractive (irrigated) grounds. Anyone is eligible to join the Club which, currently, has around 410 members. The Club’s courts have a high utilization rate and funding for a further 6 courts is actively being sought. Should GCSTC be successful in acquiring additional courts, the terms of the Manager Agreement will need to be re-negotiated to take the additional courts into consideration or fresh expressions of interest will need to be called.

#### ***MAIN ACTIVITIES***

Organised fixtures are held on Tuesday, Wednesday, Thursday and Saturday of each week (including mid-week night competitions). Social tennis is also held on Monday nights. The Club is the hub for major tournaments including the annual Gold Coast Seniors (May), the Qld State Seniors (July), the Junior Development Program as well as other ad hoc tournaments including the Pan Pac Games (held every 2<sup>nd</sup> year), the University Games (every second year) the Volkl National Under 12’s and the World Transplant Games (last held 2009). The Club was selected as the headquarters for the Australian Seniors Tennis Championships in January 2010 in conjunction with Miami Grass Tennis Club. Organised matches are also held with other Clubs (eg Brisbane Seniors) in the region and the Club Championships are held in July/August each year.

#### ***ROLE OF THE MANAGER***

The Manager is accountable to the Club’s Management Committee and is responsible for:

1. day to day management of the Club in accordance with the terms and conditions of the Manager Contract and any policies or directions issued from time to time by the Management Committee;
2. developing and implementing programs designed to promote tennis in the wider community;

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3. developing and implementing programs for Club members of all standards to actively participate in organised tennis activities;
4. introducing initiatives (in consultation with the Club Executive) to stimulate growth in Club membership;
5. day to day maintenance and presentation of the facility such as ground-keeping, (including weeding garden beds, watering and mowing grass), daily court surface cleaning, maintaining court fencing, daily internal cleaning of the clubhouse and other structures, replacement of light bulbs and minor plumbing maintenance, minor repairs and reporting to the Management Committee any areas requiring major repairs;
6. delivering the following services:
  - a. operating and stocking the Club's bar;
  - b. court hire bookings, using a PC-based booking system networked to the Club's computer system;
  - c. coffee shop with food catering;
  - d. all rubbish removal and disposal for the facility;
  - e. security of the clubhouse;
  - f. pro shop;
  - g. tennis coaching.

## **SELECTION CRITERIA**

Candidates should be able to demonstrate:

1. experience in managing a tennis Club with multiple aspects to the business including:
  - a. general and day-to-day management skills including ensuring adherence to Club Rules and By-Laws and dealing with any unacceptable behaviour by Club members or members of the general public;
  - b. a track record in promoting tennis and attracting greater participation from both the wider community and Club members alike;
  - c. operating a full service bar within the rules specified by the Club's licence and the GCCC;
  - d. running a coffee shop and providing healthy food to members and visitors;
  - e. maintaining the Club's premises and grounds to a high standard;
  - f. presenting a warm and welcoming face to Club members, visiting players and potential Club members;
  - g. good communication skills and keeping the Management Committee fully informed (via the Club Captain or other members of the Executive).
2. an ability to provide a Pro Shop with the normal range of tennis equipment and attire, including a racquet stringing service;
3. an ability to provide high quality, active tennis coaching services to members, and non-members (including juniors);
4. the personality and style to foster harmony and goodwill among the Club; and
5. a creative ability to develop and introduce enhancements to generate improved revenue for the Club.

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## **TERMS**

1. The proposed appointment is for a term of 3 years with the option for a further 3 years, provided the performance of the Manager is satisfactory to the Club.
2. Hours of operation - Monday to Sunday 7.30am to 8.30pm or until the completion of night court hire arrangements whichever is the later up to 11.00pm.
3. The Club is seeking payment for management rights of \$0000.00 a week plus 25% of total court hire above a threshold of \$125,000 for which the manager will retain:
  - a. all day and night court hire (assuming 9 courts) with the Club being entitled to 6 days free court hire for Club use (note – if the Club is successful in securing additional courts this fee will need to be adjusted and incorporated in an annexure to the Manager Agreement);
  - b. all proceeds from Bar management – bar prices set by Management Committee in consultation with the Manager;
  - c. all proceeds from exclusive tennis coaching rights,
  - d. all proceeds from Pro Shop (including racquet stringing, equipment sales, clothing sales,
  - e. all proceeds from Coffee shop and catering.
4. The successful candidate will be in a position to commence operation on 1<sup>st</sup> March 2014.
5. Manager to meet the following costs:
  - a. electricity (including for court lighting, clubhouse usage)
  - b. manager's telephone and fax;
  - c. manager's internet;
  - d. costs of maintaining grounds and courts (except where major repairs are required (eg re-surfacing of courts, replacement of fencing), cleaning costs and minor maintenance of clubhouse (eg light bulbs etc);
  - e. gas for BBQ.
6. Manager to also provide:
  - a. court hire to Club and members at discounted rates (currently \$7/hr for day hire and \$9/hr for night hire) – these rates are reviewed and set by the Management Committee from time to time;
  - b. priority access to courts to facilitate Club events;
  - c. organised social tennis when courts are not being used for Club organised events;

## **CLOSING DATE**

The closing date for receipt of submissions is 31<sup>st</sup> January 2014. Submissions should address the selection criteria and be sent to:

The President  
Gold coast Seniors Tennis Club  
PO Box 945  
PACIFIC FAIR QLD 4218

Enquiries to:

Mr Mike Evans (President)  
Ph: 0411 885 596