

ceo's *Report*



Hello Members,

Firstly, I would like to wish all of our member's good health and hope for 2023, and pass on my condolences to those who have recently lost loved ones.

It gives me great pleasure to report to you the annual profit for the club of approximately \$1.428m (un-audited) for the year ending December 2022. The club's full annual report will be made available to all members on the club's website from early April. Although the club did make a fabulous profit, there are many hurdles and challenges ahead for us. This is why the board and management continue to find efficiencies in the business by reducing costs where appropriate and being prudent with members' funds for the benefit of all members. We must keep changing and evolving in our business in order to be a success and ensure the long term viability of this great club.

The year started off with more covid waves, and a number of our team catching the dreaded virus. This continued to disrupt our business for a period of time until things finally settled down.

The board agreed to continue with the support of our caterers, by discounting their monthly rental and this support was also extended to Toby who runs the Penshurst Pharmacy and leases it from the club.

We suffered severe flooding in the basement area of the club and the main passenger lift was unfortunately out of service for a period of time until parts could be supplied from overseas.

Members of the board and senior management attended a strategic planning seminar to update and further improve the club's strategic plan. This document will soon be communicated to all members.

Throughout the year a significant amount of the club's loans were paid off, and by August this year the club will be debt free. This will be the first time in over 20 years that the club will have no debt. We also continued to invest in our business with ongoing staff customer service training and improvements in technology.

I would like to congratulate staff member Tanya McCullough who celebrated 15 years of service at the club. Thank you for your efforts and congratulations on this milestone! We farewelled Ian Ryan after 16 years of service, and we wish him well in his retirement.

Thank you to all of our wonderful staff members, who continue to provide exemplary customer service to our members and guests every day. It makes me so proud to constantly hear the positive feedback about our staff. I would also like to thank the board of directors for their leadership and guidance and the management team for their hard working efforts and teamwork.

The club AGM will be held this year on Sunday 28 May 2023 in the club's Auditorium, and I look forward to seeing you there for a 10:00am start.

We are always looking to improve our service to you, so please let us know if we can improve on anything by asking to speak to one of our managers in a courteous manner, or by simply filling in a feedback form which is available at the club, you can also provide feedback online at info@penshurstsl.com.au

Finally I would like to sincerely thank all members for being part of our great club and look forward to another challenging year ahead. We are on a mission in continuing to support our sub clubs, the local community and strengthening the foundation for a brighter and sustainable future for Penshurst RSL Club.

I look forward to seeing you at the club soon!

Kind Regards,

Chris Hendley

Chief Executive Officer