

**General Manager's Report - Chelton Crow**

**Club Captain's Report - Tom Swan**

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**Tuff As Turf Talk - Tony Cooksey**

**Golf Operations Report - Phil Reid**

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## **GENERAL MANAGER'S REPORT - CHELTON CROW**



Hello from the General Manager's desk!

For those members that I haven't had the chance to meet or introduce myself to in my first two weeks as your new General Manager, I would like to take this opportunity to do so. My name is Chelton Crow, and my family moved to the area in 1989 when I was eleven years old and they purchased the Bonnie Doon Hotel. For those that would like to know a little bit more about me and my experience in relation to taking on the General Manager role, I have attached my resume for your perusal.

My tenure officially began with the Club on the 15th January 2024, with some background works undertaken at the direction of the board in mid-December to assist the financial position of the Club through the busy summer holiday. I would firstly like to thank the board, staff, and members for welcoming me on board to lead and drive the Club into the future.

It's been a busy time in the Club with many staffing changes, and I am proud of the team for getting on with the job through the busy summer period. It has been great to see the golf course come back to such a high standard so quickly after the storms, and it was great to see so many members jump in to assist Tony and the grounds team, "thank you".

Continued/....

## **GENERAL MANAGER'S REPORT CHELTON CROW**

### **- CONTINUED/.....**

I look forward to updating members on our progression since last year's AGM in our member's meeting next week, which is on Tuesday 6th February at 5.00pm here at the Clubhouse. 2024 is set to be a great year, bringing the Club back to the members, and providing an amazing destination venue for the broader Mansfield community, as well as our tourist trade.

My main "office hours" are Monday to Friday and my direct email is [manager@mansfieldgolfclub.com.au](mailto:manager@mansfieldgolfclub.com.au). I look forward to seeing you all around the Club and on the course!


Warm regards.


CHELTON CROW





# Chelton Crow

EXECUTIVE HOSPITALITY PROFESSIONAL

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## PROFESSIONAL PROFILE

As a well-rounded Executive Hospitality Professional with over 27 years of experience I pride myself at being at the forefront of the food and beverage industry. My roles have included working in multi group operations, large multi facet hotels, retail bottle shops, restaurants, cafes, and large catering operations. I am experienced and accomplished in all aspects of both front of house, kitchens, and all office administration.

Having a passion for innovation and technology has enabled me to grow and expand our businesses whilst overseeing of all areas of business operations. My business management and training within the national retail liquor sector has given me a broad range of experience in managing multimillion dollar budgets, implementing training and development programs for both direct reports and the membership group. This role also showed me the challenges of managing a field team. Most recently I was tasked with creating broad based change within the Timbertop kitchen operations to ensure viability into the future.

Outside of Hospitality, my skill set, and interests, have led me to being actively involved with Endurance Motorsport on a global level, having assisted teams competing in multiple events locally and overseas.

## EXPERIENCE

### KITCHEN OPERATIONS MANAGER

Geelong Grammar School, Timbertop Campus, | 2021 – Present

In my current role of Kitchen Operations Manager with Geelong Grammar School's Timbertop Campus, I have been responsible for all food and beverages for the 247 students, 60 teaching staff, 35 operational staff, as well as all visitors and functions on campus. The role is responsible for 11 direct reports and has responsibility for multiple budgets totaling circa \$2m per year that is tightly managed. My role specifically requires the following key elements:

- Staff Management - performance, and culture
- Rostering
- Recruitment
- Menu Planning (within VIC Schools guidelines)
- OH&S
- Function Catering
- Service of over 1000 meals per day
- Student Safeguarding & Wellbeing
- Anaphylaxis & Dietary Management
- Budgeting & Planning
- Equipment Maintenance

The role also requires work outside normal hours and several weekends throughout the year.

## EDUCATION

### UNDERGRADUATE DEGREE, BSC

Bond University  
La Trobe University  
1995 – 1998  
1<sup>st</sup> VIII Rowing 1995

### SCOTCH COLLEGE MELBOURNE

1989 - 1994  
Boarder  
Prefect  
Vice-Captain Boats  
Boarding House Captain

## EXPERTISE

Hospitality

Retail

IT Software & Hardware

Cattle Farming

Business Management

Project Management

Motorsport

Team Management

Budgeting

HR

## OWNER / MANAGING DIRECTOR

Bos Taurus, Mansfield, | 2014 – 2021

After returning home from Melbourne to take over and run the family business I utilized my previous experience and roles to develop and implement a new branding and strategic direction for our restaurant business Bos Taurus. By creating a world first micro display butchery and adding an online retail sales platform to our existing Steakhouse we have been able to diversify and innovate within our market. Our focus was to become one of Australia's best sustainable steak restaurants, an achievement recognized in over 2 nationwide awards categories and several high-profile publications.

My role within the business was very hands on and covered all aspects of the operations with key elements being:

- Budgeting, Planning, Product Research
- Recruitment and Training
- Development of Junior Employees
- Menu Planning and Development
- Adhering to and Implementing Food Health and Safety Program
- Wages, Superannuation
- Accounts Paying and Receiving
- Ordering
- Stocktaking
- Beer System Management
- Equipment Maintenance Schedule
- Organizing Equipment Repairs
- Research and Sourcing of more Efficient Equipment
- GST reconciliation
- Workcover
- OH&S

## ELECTED COUNCILOR

Australian Hotels Association, VIC | 2003 - 2023

- As an elected councilor of the AHA (VIC) I have been involved with supporting the Goulburn Valley region at a state level with all issues arising from within the industry. Over the past challenging 2 years, large amounts of time have been required to assist in supporting hoteliers and hospitality owners navigating the constantly changing rules and regulations arising from the COVID-19 pandemic. Whilst taking on my new role with Timbertop I was still a councilor whilst my 2-year term ran to expiry. I will now step down as a councilor from 2023.

## EXTRA

PUBS POTS & PROFITS  
PRESENTER  
AHA VIC

JEFF KENNETT PRIZE FOR  
STUDIES AND GAMES  
Scotch College

MOTORSPORT AUSTRALIA  
COMPETITOR & OFFICIAL  
TARGA Australia

## EXPERIENCE - CONTINUED -

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### ONBOARD TELEMETARY & WHEELMAN

HRT Motorsport, Germany | 2018 - 2021

- Setting up computer hardware and systems to track telemetry on multiple vehicles.
- Assisting in pit crew operations and car signage installations
- Actively assisting mechanics, drivers and other crew when required
- Wheel and Tyre management for 1 vehicle during entire endurance race. Managing individual tyre pressures, temperatures and changing of tyres in pit stops.

### BUSINESS MANAGER (NATIONAL ROLE)

United Inn-Keeper Association Ltd, VIC/TAS/NSW | 2009-2014

Whilst employed as the Business Manager of United Inn-keeper Association Ltd. my primary role was to improve the performance of the membership and their venues via effective training and development programs. Delivering broad spectrum behavioral change which in turn resulted in growth for the members and the group collectively.

Key aspects of my role were:

- Determining specific training and development needs across the UIAL / Thirsty Camel membership.
- Development and planning of effective training program locations for groups and individuals.
- Corrective improvements and action plans for members.
- Within the agreed strategy, prepare, recommend and implement the training requirements and ensure execution.
- In line with training and compliance programs, ensure the membership attend relevant programs.
- Manage the field teams across VIC / TAS & NSW.
- Assisting in training and guidance of the field teams in delivering communication to members.
- Maintain the membership levels within each state.
- Maintaining and delivering on the signage budget for VIC / TAS & NSW
- Assist in delivering promotional execution via the field teams and members.
- Assist in developing key business strategies for the future.
- Presenting to the entire membership of 1000+ at annual forums.

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## LANGUAGES

ENGLISH  
Fluent, 1<sup>st</sup> language written and verbal.

### TRAINING & DEVELOPMENT

H&L Australia, Melbourne | 2002 - 2003

- I worked for H&L Australia Point of Sale (POS) Company after University. My role with the company was as a Trainer and Technician for their Hospitality based POS system. I have stayed in touch with the company and offer referrals and demonstrations when needed

## KEY SKILLS

Self-Driven  
Venue Management  
Business Management  
Cost Management  
Planning and Organisation  
Team Leadership  
Public Relations  
Conflict Resolution  
Budgeting and Planning  
Effective Communicator

## REFERENCES

Personal and Professional  
References Available Upon  
Request.

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## INTERESTS

IT / Technology  
Farming / Animals  
Motorsport  
Golf  
AFL  
Tennis  
Camping / Hiking  
Skiing / Water & Snow  
Entertaining  
Hospitality / Dining Out  
Family and Friends

## EXPERIENCE - CONTINUED -

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### GENERAL MANAGER

Mansfield Hotel, Mansfield | 2003 - 2009

- Owned by my family we undertook extensive renovations that resulted in an award-winning business renowned in the hospitality industry. Through research & development we continued to increase trade and grow the business. My role was very extensive and included MYOB Accounts, conversing with the accountant, PAYG, Payroll Tax, Wages, Host Plus Superannuation, POS System installation, POS system technical support, Cellar, OH&S Officer, Bottle shop managing, Rosters, staff training Menu Design & creation, HR, Functions coordinator, Website design, remote assistance, surveillance camera installation and design, as well as the ongoing development of the business and hands on operations.

## PROFESSIONAL DEVELOPMENT

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### RESPONSIBLE SERVICE OF ALCOHOL

Current certificate – wat0055566

### FOOD HANDLERS CERTIFICATE

Current certificate

### RESPONSIBLE SERVICE OF GAMING

Module 1 Complete

### GAMING EMPLOYEE LICENSE

Application Pending 11/2023

### THE CONFIDENT NEGOTIATOR

Rogen Si

### RLDF (RETAIL LIQUOR DEVELOPMENT FUND)

Fosters Australia

### FOOD ALLERGY AWARENESS

Food Allergy Training for Kitchen Managers and Supervisors

### CURRENT WWC EMPLOYEE CHECK

Current certificate

### CURRENT NATIONAL POLICE CHECK

Current certificate

### HLTAID010 – PROVIDE BASIC EMERGENCY LIFE SUPPORT

HLTAID011 – PROVIDE FIRST AID

HLTAID009 – PROVIDE CARDIOPULMONARY RESUCITATION

22556VIC – MANAGEMENT OF ASTHMA RISKS & WORKPLACE EMERGENCIES

22578VIC – FIRST AID MANAGEMENT OF ANAPHYLAXIS



## **CLUB CAPTAIN - TOM SWAN**

Welcome to the New Year, which has started with some rather challenging weather at times and then sometimes when conditions are closer to what we normally expect from this time of the year.

The number of people playing in our weekly competitions has been very strong over the month and we have had lots of visitors enjoying our wonderful course. Last Saturday the Men's Monthly Medal was played with the largest field we have had in a long time with seventy two players fronting the starters gun! Congratulations to Rob Fankhauser who had a great round with a score of '66 net' winning the medal. Our Thursday competitions have been well supported with over seventy playing each week during the month, which hopefully indicates that our members are enjoying the competition and the course conditions.

The ladies have also had some terrific numbers playing in their weekly competitions, with a number of different events being played over the month. Unfortunately on a couple of occasions over the month, they ended up copping the worst of the weather making for some unpleasant playing conditions.

During the month, the hole ratings for the men were changed, these changes were made based on examination of some 7,000 rounds played and it now is far more balanced and provides a fairer distribution for match play. These ratings were brought in before the start of our two summertime match play competitions, the J D Neely (Singles Knockout Match Play) and the J Nolan 4 Ball Knockout. Both of these competitions are currently being played and will conclude before the end of March.

With the increased numbers playing and the increased usage of carts, I would like to remind all members that the carts are not to be driven on or near greens or tees. Please keep the carts behind the blue lines that are painted at least

## CLUB CAPTAIN - TOM SWAN CONTINUED/.....

ten metres from the green. A reminder to all those who play in the weekly competitions, that the groups are to be no larger than four, and those playing in groups of five or more run the risk of being disqualified from said competition.

On Saturday the 3rd February 2024, the 'Milott Concreting Three Person Ambrose' will be played and I encourage all members to sign up and play in this annual event.

A big "THANK YOU" to the members who volunteered to help with the clean up of the course after the thunderstorms played havoc with a number of trees. Without their help, the course would have probably been unplayable for a couple of days, once again a big thank you. Tony Cooksey and his crew of Allister and Seth are to be congratulated for their work over the last month for maintaining the course in great condition despite the challenging weather conditions.

TOM







## LADIES CAPTAIN - SHERYL SARGENT

Happy New Year to everyone, let's hope this year brings bigger and better things for the Golf Club.

The number of ladies playing through January has remained on the high side which is great to see.

Early in the month I introduced a new game to the ladies called 'Bingo Bango Bongo' in which points were awarded for the first player whose ball landed on the green, the one nearest the hole, then the first one in the hole. The day was a challenge at first, but by the end I could hear lots of laughter and Bingo, Bango, Bongo's throughout the course! The winner with the most points was Andrea Marsden.

The next week we played a 4BBB with the winners of that competition being Jenny Foster and Patsy Smiles with runners up Sam Bailey and Sue Crow.

The following week was another pairs event with a two-person Ambrose held, which can be a challenging game for both of you to play well. With a great scratch score of 76 was Lyn Holland and Linda Brook, followed very closely by the same score was Anne Blampied and Sheryl Sargent, unfortunately pipped by 1.4 of a handicap.

The winner of January's Monthly Medal sponsored by Cathy Henry Mansfield Pharmacy is Sam Bailey with a score of 64 Nett.

The course is looking fantastic and it has been really great to see so many visitors over the holiday period, well done to everyone.

Regards.  
SHERYL





## TUFF AS TURF TALK - TONY COOKSEY

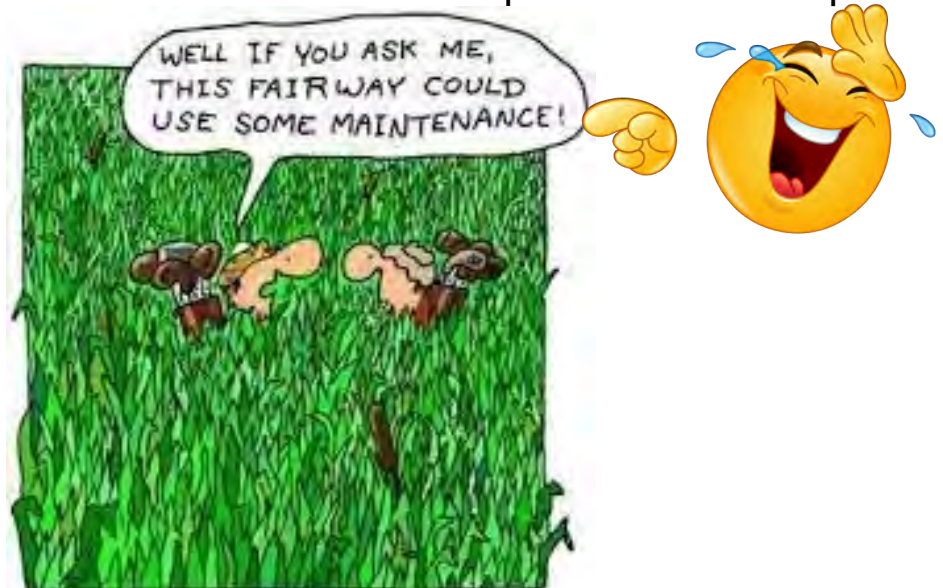
Finally got the course cleaned up from that last big storm, there are of course some stray branches that keep dropping, but for now we can get back to concentrating on cutting grass. Yes, I have heard all the gripes about the rough being long. It's hard to cut the rough when there are logs and branches scattered all through them, so it takes time to pick them all up.

The huge January rainfall and humid weather adds to extra growth, but we are getting there. The short stuff (fairways, surrounds and greens), where you are meant to land, are all in good shape. Many thanks to our volunteers who gave up their time to come help cut trees up and pick up branches. You saved us so much time and got the place back looking like a Golf Course again.

The couch is starting to creep into the bare patches that were caused when the storm knocked out the irrigation system, so we were without water for a week and unfortunately the cool season grasses couldn't handle the heat, but these spots will heal up.

The place has been busy which is great and looking forward to a huge crowd for the Australia Day long weekend. We will continue to produce the best possible surface for you guys.

COOKSEY





## GOLF OPERATIONS REPORT - PHIL REID

Greetings from the Golf Shop!

Welcome to 2024! We started the year with a bang - super busy course with lots of holiday golfers. Consistent bookings through the first two weeks and only tailing off in week three. Carts have been well utilised by members and the public alike.

Cooksey has managed to keep the course looking exceptional despite the best efforts of Mother Nature and with the help of an awesome cohort of members! Thank you to all who helped - the commentary received by us from the public and guests has all been very positive.

The shop has had a few small changes to presentation, which better utilises the space available to us, and will help us with .....

### **Our shoe and clothing sale!!**

We are offering some awesome deals on 'Footjoy' shoes, so if yours are on the way out, please come in and see us! There are some great deals on both winter and summer clothing. Take advantage while you can and update your wardrobe for 2024.

The 'Kids Clinics' have proven very popular with all clinics booked out. We will be introducing a new offer for kids during term time so look out for that!

We are starting an "Introduction to Golf" offer for ladies. This is a great offer for ladies and includes lessons, clubs, a temporary membership and lots of extras! Make sure to tell your friends about this great offer - see next page for full details.



Don't forget to 'Like' and check our Facebook page for some limited time offers!!

## GOLF OPERATIONS REPORT - PHIL REID CONTINUED/....

Going forward, we will be passing on some of the more important rules of golf for members - here is the first!

### Tips and rules of Golf -

Rule 5.7a - When you may or must stop play.

During a round, you must NOT stop play except in these cases;

- The Committee suspends play.
- You believe there is danger from lightning. in which case you must report to the Committee.
- In match play, you and your opponent may agree to stop play for any reason, except if doing so delays the competition.

If you stop play for any other reason not allowed under this rule or fail to report to the Committee when required, you are **disqualified**.

**END OF SEASON CLOTHING & SHOE SALE**  
**GOLF CLUB PRO SHOP**

LADIES & MENS CLOTHING COMMENCES 25 JAN 24 FLOOR STOCK ONLY NO ORDERS!

LADIES & MENS SHOES COMMENCES 23 JAN 24 FLOOR STOCK ONLY NO ORDERS!

**SHOP NOW! MASSIVE DISCOUNTS**

**DON'T MISS OUT!**

Mansfield Golf Club logo

**Ladies**

**INTRODUCTION TO GOLF 8 WEEK PACKAGE**

*Ladies, come and learn how to play golf in a friendly and relaxing environment! Come and meet the members and learn to play with like minded people.*

**Package includes:**

- 6 x 45 Minute Group Lessons (1 per week - Tuesday Morning or Afternoon)
- 1 x Meet and greet with Ladies Captain and Members including nibbles and bubbles
- 1 x Six hole introductory round with a Lady Member
- 8 Week Temporary Membership so you can play and practice while you learn
- One set of PGF Ladies Golf Clubs including:
  1. Oversize 460cc offset high launch Titanium Driver
  2. Offset Stainless 18° #5 Fairway
  3. Stainless 24° #4 and 28° #5 Hybrid Clubs
  4. Low deep CG Stainless Irons 6-SW
  5. Super stable mallet putter
  6. 9.5" Cart bag with 14-way top, cooler pocket and headcovers included.

**Offer Price \$999**

Package Value: \$1599.00

web: [www.mansfieldgolfclub.com.au](http://www.mansfieldgolfclub.com.au)

Mansfield Golf Club logo



## **EDITOR/GUEST SERVICES - JAN SHELLEY**

Well here we are again at the start of yet another month - welcome to the February Newsletter. These months are flying past so quickly it seems just as soon as I have done one Newsletter, it is time to start another!

I would like to extend a very warm welcome to our wonderful new General Manager - Chelton Crow.

Chelton comes to the Club with a wealth of experience behind him and already with his very pro-active attitude, approachability and cheery disposition there is a great atmosphere here in the Club. If you haven't been here lately, you should pop in and say "hello", it certainly is a great place to be.

One of the changes that has had to be made is that we are now kindly asking our patrons to order and pay for their meals at the time of ordering. You will still receive the same fantastic service you have always received from the team in the restaurant headed by the always friendly and helpful Lisa.

Please do not forget to sign in when you intend visiting the Clubhouse, this can be done either with your membership card or driver's licence at the terminals at front reception.

Don't forget this coming Monday the 5th February is Bingo, bring along your friends and family for a great fun night of Bingo. Marker pens can be purchased from our wonderful Bonnie who will be hosting the evening for you and there are cash prizes and a door prize. Eyes down by 6.30pm sharp!

That's all from me for now - see you in March!

JAN

