



CLUB MANAGERS'
ASSOCIATION
AUSTRALIA



CMAA Queensland Management Summit

OPTIONAL TRAINING COURSE: Tuesday 13 September (Pre-Conference)

CONFERENCE: Wednesday 14 & Thursday 15 September

This year the Summit moves to the City Golf Club Toowoomba and features an array of topical & interactive sessions that will assist club managers with strategies to be able to better cope with the challenges that face them.

Conference Delegates opt to register for the pre-Conference training course 'Managing the Lifecycle of a Club Employee' on the Tuesday 13 September at a discounted rate.

CLUB MANAGERS' ASSOCIATION AUSTRALIA

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City Golf Club, Toowoomba



HOSTPLUS

CMDA MAJOR SPONSOR

OPTIONAL DEVELOPMENT COURSE

Managing the Lifecycle of a Club Employee

TUESDAY 13 SEPTEMBER

at the City Golf Club Toowoomba prior to the Conference.

Take advantage of your time out of the office to attend this high impact, comprehensive course ideal for managers of small to medium clubs who either don't have dedicated HR staff or just simply want to upskill.

COURSE OUTLINE

This course covers these three Stages of the Employee's Life Cycle with the club and covers topics in each of the Stages as follows:

Stage 1 Incoming	Stage 2 In-Service	Stage 3 Outgoing
Workforce Planning	Rosters/Work Schedules	Signs an Employee is going
Recruitment	Training & Development	Resignation
Interview & Selection	Mentoring	Retirement
Induction	Opportunities & Promotion	Dismissal
Probation	Motivation & Rewards	Redundancy
Employee Agreements	Performance Reviews	Replacement Plan
Job Descriptions	Managing Conflict/Change	Exit Interviews
Staff Handbooks/Info	Discipline & the Warning Process	References
Club Culture & First Impressions	Documentation & Employee files	Rehire

To register for the course (separate registration is required for the Conference) go to www.cmaa.asn.au click on the Professional Development icon then Managing the Lifecycle of a Club Employee tile and then the course date.

CMAA Members & Affiliates attending the conference **\$280** INC GST (usually \$480)

Non-Members attending the conference **\$430** INC GST (usually \$630)

Members receive 12 ACCM points for attending the course



GENEROUS DISCOUNTS APPLY FOR CONFERENCE ATTENDEES

Timetable

Tuesday 13 September

8:30am – 4:30pm Optional Development Course
5:30pm – 7:30pm Welcome drinks & BBQ

Wednesday 14 September

8:30am – 9:00am Registration & Arrival Coffee
9:00am – 9:30pm CMAA SEQ Zone Members meeting
9:30am – 4:30pm Conference Sessions
6:00pm – 6:30pm Pre-Dinner Drinks
6:30pm – 10:00pm Conference Dinner & Entertainment

Thursday 15 September

9:00am – 12:30pm Conference Sessions
Speakers may change prior to the event date.

CMAA Members & Affiliates
 ☆
\$480 INC GST

Non-Members
 ☆
\$680 INC GST

Conference Dinner Only
 ☆
\$120 INC GST PP
Tickets are available for purchase to attend the Conference Dinner for non conference delegates on application to Chris Keeble, CMAA on chris@cmma.asn.au

REGISTER ONLINE: www.cmaa.asn.au
ENQUIRIES EMAIL training@cmma.asn.au

Day 1

Wednesday 14 September

9am-9:30am

CMAA SE Qld Zone Meeting

Members Only

9:30am-10:30am

CEO Forum

The CEO Forum covers a range of topics including club manager experiences from the Lismore floods, keeping a handle on Mental Health, competitive staff recruitment and retention initiatives and topical legislative issues affecting Qld clubs.

Moderated by Matt Dagg and features a panel of Club Managers

11:00am – 11:45am

Business Planning – the new management challenge in a COVID disruptive world.

The world was becoming increasingly Volatile, Uncertain, Complex & Ambiguous ('VUCA') and that was before Covid. Effective planning is critical against this backdrop but it often feels impossible or too hard. During this presentation we will provide you with a variety of tools and techniques to simplify the process, cut out the noise and carry out effective strategic and operational planning at your club.

Presented by Lewis Greenup - LG Advisory

11:45am – 12:30pm

Do you use the 'C' word?

If you do, do you mean it? Live by it? Believe it? Lead with it? Putting the word into action, challenging traditional views. A discussion about your people in 2022 today and tomorrow.

One shoe definitely does not fit all. Based in Brisbane, Jonathan Waller (Jono) has been working with the community club industry for almost twenty years. Specialising and helping clients with their people, training, HR, Recruitment and motivation at all levels of their business. Jono creates and customises programs to suit every individual client and has a passion for creating meaningful, long lasting relationships, partnerships and tangible results.

Presented by Jonathon Waller - JONO Personal Hospitality Solutions

1:30pm – 2:15pm

Culinary Staff? Help may only be 5,000kms away!

Shortages of qualified and experienced kitchen staff existed long before the impact of Covid and Job Keeper. A significant lack of apprentice chefs and kitchen trainees has also pushed the hospitality industry into a competitive and somewhat costly supply and demand market. Discover innovative and cost effective ways to recruit, develop and retain your new culinary crew for now and the future.

Presented by Andrew Simons - OzChef Careers

2:15pm – 3:00pm

Understaffed & increasing costs, how your club can thrive despite this challenge

Catering is a pivotal revenue stream, giving your club a point of difference and your members an experience to remember in a good way.

But how is this achievable in today's climate with increasing food, wages and utility costs and not the mention the lack of skilled labour in our industry.

Hear from industry experts and discover how modern equipment can change your game.

Presented by Michael Hyde and Jaime Patullo - Comcater

3:20pm – 4:30pm

Marketing in Clubs

The marketing function in clubs has always been an integral part of attracting and retaining customers to the club whether it be for gaming, food, beverage, events and more. But how has COVID affected the way club managers view the marketing function? What new strategies are being introduced or considered that are different to the traditional methods? Have the opportunity to address your marketing concerns and learn what latest trends will help your club to rise above the competition.

A panel session of marketing and senior managers will discuss the new world and share their views.

Moderated Chris Keeble, with Maddy Ellis (Habitat Marketing) and a panel of Club Managers.

Conference Dinner & Networking

Wednesday 14 September
 6:30pm – 10pm

Come and join with your colleagues and trade suppliers in a relaxed and convivial atmosphere over a few beverages and great food.

Day 2

Thursday 15 September

WOHLSEN
 CONSULTING

CMA NATIONAL RESEARCH PARTNER

9:30am-10:30am

Qld Gaming Benchmarking and the Benefit of Data

- Data analysis: Club ADR for QLD vs NSW, VIC , ACT
- Pub vs Club gaming performance – state by state
- What are good performing venues (pub or club) doing right to achieve high ADR?
- Why are some Clubs completely missing the mark?

*Presented by Geoff & Phillip Wohlsen, Wohlsen Consulting
 CMAA National Research Partner*

10:30am-12:00pm

Gaming Business Intelligence - The future of Gaming

Current industry insights, including but not limited to the following topics:

- Gaming manufacturers what's new, what's planned, what makes for a profitable gaming experience?
- Update on the NSW cashless wallet trials
- Product trends and innovations
- Systems innovation
- What have we learned from the Pandemic
- Gaming in the digital space
- Risks and opportunities in QLD

Presented by Terry O'Halloran – Industry Insights Aristocrat



ACCOMMODATION IN TOOWOOMBA

City Golf Club Motel

Where city style meets country hospitality! Highly rated boutique accommodation with designer fit out and decor. The combination of a quiet location, security and genuine country hospitality we know you'll want to keep coming back!

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ACCM POINTS

CMAA Members & CMDA Affiliates earn

20 POINTS

Earn an extra **10 points** if travelling more than 100kms from Toowoomba.