

# ASHFIELD RSL CLUB LIMITED

## GENERAL MANAGER'S REPORT

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Dear Members

Once again I take pleasure in presenting to you the Ashfield RSL Club Annual Report for the period ending 31st December 2017. The Club recorded a profit of \$2,358,413 for the financial year.

2017 was an exciting and challenging year for our Club, with the continuance of our Strategic Plan, which has brought about further improvements for the comfort of Members and Guests.

The sale of the property at 378 Liverpool Road was a great result for the Club, and will provide us with further Diversification throughout 2018 and well into the future.

Throughout the year major renovations were carried out to the restaurant and kitchen, with new caterers coming on board. Buffet 88 and Poppies Café were introduced, providing patrons and guests with more dining options, both have been well received. Further renovations were carried out to the Male and Female toilets in the gaming room, thus utilising the latest technology and providing much needed improvement.

An upgrade to our poker machines to accept the new \$5 and \$10 notes came at a considerable expense which was unavoidable but necessary. As we need to meet the demands of today's world, the continued improvements to our gaming installation, the inclusion of a CRT are providing players with the latest technology in the market.

Telecommunications is important in every organisation, so we welcome John Mayers from Mad Dog Lola eMarketing who handles the Club's Website and social media.

The decision of the Board and Management to purchase the Club's own Courtesy Bus was a great move forward and providing another service to members. This allows the Club to run the Courtesy Bus seven (7) nights a week, proving very popular with the patrons.

I would like to take this opportunity to thank the President, Mrs Mary Bryant and the Board of Directors for their Vision of Excellence, Growth, Long Term Planning and their total commitment to the Club. Your support and direction is greatly appreciated.

As always the wonderful efforts of all our Staff have played an invaluable role in providing patrons with the highest level of customer service, and I take this opportunity to acknowledge their commitment to the Club.

Finally and most importantly, I wish to thank the members for their support and cooperation throughout 2017 and look forward to your continued support as the Club furthers its growth in 2018.

**John Holzhauser** General Manager