

Bristol & Gloucestershire Gliding Club

Chairman's Update 2017

Dan Welch (Chairman) & BGGC 2017 Committee



Thank you

Hello everyone. 2017 has been a tough but highly productive year at BGGC and I would like to thank everyone who has been involved in club activities.

I would also like to thank Vice Chairman Steve Noujaim, Secretary Alan Montague, Treasurers Nalin Parmar and Jake Brattle, Marketing man Julian Rees and Estates man Rupert Wasey for the huge amount of time they have given to running the club this year. Some of this effort can readily be seen and some is less apparent. A lot of work has been done behind the scenes to help safeguard the future of BGGC and ensure our legal compliance. I will be including a roundup of what has been achieved this year in the AGM.

Having done a lot of groundwork we have plenty of projects in the pipeline which need member participation if BGGC is to survive long term so please do plan to give your time to the club in 2018.

Annual General Meeting

This year's AGM will take place on the Saturday 16th December at 1600 in the club bar.

I am pleased to announce the Christmas party will follow the AGM on the 16th and the club will be providing a **free Christmas buffet** to all the members!

Change to Committee Roles

As a result of a requirement that has developed throughout the year, the committee would like to change the **Marketing** role to an **Operations** role. Julian Rees who has been our marketer all year is standing down but has kindly offered to continue these duties in a non-committee capacity. The Operations role shall be formed in order to help us better coordinate our flying operations and maximize use of our facility to the benefit of everyone.

As the new committee structure was decided at the last AGM, we will be consulting the membership for approval of the change at this year's AGM.

New Committee Members

Committee members only stand for one year and at the next AGM they are either re-nominated or stand down. I would like to make all members aware that, at the moment, the following committee positions will become available and we are looking for members to hand in their nominations ASAP.

- Vice Chairman
- Secretary
- Estates
- Operations

All nominations should be received by the secretary at the very latest 24 hours before the AGM.

New Weekend Office Procedures

You will have probably noticed by now that the office is closed at the weekend. There were a number of benefit vs reward factors that prompted the committee to take this decision, not least the fact it will save the club around £3000pa.

We realise there will be teething troubles in the next few months and ask everyone to politely bear with us whilst the process is tweaked.

The main functions that the office used to perform at the weekend and the new processes are listed below:

- Welcoming trial lessons and directing them to fill in temporary membership forms

There is now a notice on the office window directing all weekend trial lessons to the café. Every Friday the office will produce trial lesson packs with contact details and give them to the café staff. Instructors will be emailed with details of their trial lessons on Friday and are asked to make initial contact either the day before or in the morning. On the day of the lesson the office packs will be handed to the trial lessons, with a high vis jacket, so they can fill in their temp membership forms and prepare for their flight. The café will contact the duty BI who will pick up the trial lesson and conduct the flight.

- Taking Payments into Flying Accounts

If members wish to pay by cash or cheque this can be done in the normal way by placing into an account envelope and posting through the letter slot in the front office desk. If members wish to pay by card this is available over the telephone during normal office opening times in the week.

- Flying Account Information

Members can still access their accounts through the office during the week, or ask the office staff to email them their account or print and leave on the front desk for them to pick up at the weekend.

This year Julian and Steve have been investigating a new office logging and account system. It is the aim that in the coming year we will be trialling the new software in parallel with the current software to ensure compatibility before switching over. If all goes well it should significantly improve the access members have to their accounts as it will be an internet based package and accessible remotely from any computer connected to the internet. We are also aiming to make it possible for members to pay into their accounts via BACS or PAYPAL.

Notice to Our BI Instructors

On a personal note from me, I would like to impress upon you the importance of the role you have as Basic Instructors.

You are ambassadors, not only for our club, but our entire sport. You are the friendly welcoming face for members of the public who often know almost nothing about what we do and are sometimes very nervous. Your job is to coach them through their early flights and maximise the chance that they take the sport up and so your early influence is crucial.

The new weekend procedure whereby you as the instructor personally contacts each trial lesson to discuss the flight and the whether it will go ahead is an ideal opportunity for you to add a both a professional and personal touch to their experience and increase the chances they will turn their birthday present or whatever into a lifelong sport. Even on the day of the lesson communication is key, if you are running late, keep them informed. Remember, these people are all potential new club members and friends.

Being a Basic Instructor is a fantastically rewarding privilege that we as a club bestow on you. Please please please enjoy it and share our enthusiasm for gliding with everyone who trusts you with their life.

Warmest regards for the festive season,

Dan
BGGC Chairman