***GENERAL MANAGER STATEMENT***

*Coolhurst has had an exceptionally successful year with increased membership numbers, improvements to facilities and continues to have a vibrant membership across a diversity of standards and ages. 2019 accounts show the club's financial position to be much improved with a surplus of 158k against 58k 2018.*

*As General Manager I am always mindful that as membership numbers and income streams grow there are tough decisions to be made in keeping the balance between trying to increase revenue whilst remaining as a member's club run for the benefit of its members.*

*2019 saw improvements to the club's web site, provision of lights to the Astroturf tennis courts, the installation of LED lighting to squash courts 1 & 2 , cosmetic improvements to the clubhouse and changing facilities, provision of modern office space, an upgrading of the studio and gym areas, and with a strong emphasis on looking at ways to cut expenditure without affecting the service and facilities the club provides.*

*Last year I echoed the Chair's statement, evolution rather than revolution and for me that statement still stands. There is further work to be done in improving/updating facilities, maintaining the strong financial position the club currently holds, continue listening to the membership so that the club can move forward in a positive and reflective way to meet member's expectations.*

*I would like to thank all those members that volunteer their time and expertise in helping with the running of the club. They are too numerous to mention individually but their help is invaluable in running the tennis social and squash club nights, those that organise and help with various club tournaments, meeting and greeting new and prospective members, legal , surveying and architectural advice, gardening duties , IT and lighting issues and the 101 things that a club needs to continue updating/keep working.*

*There will be a new GMC following the AGM with the current Chair Gerald stepping down after three years in the post. Gerald leaves as chair with the club in an extremely strong position, the best the club has been for many years and I am sure that all members will join me in congratulating him for the part he played together with other GMC members and the tennis/squash committees.*

*Lastly but not least a thank you to the staff, bar, administration, housekeeping, grounds who all play a part in making Coolhurst the outstanding club it is.*

*Sarah Luther*

*General Manager*