



## CLUBHOUSE MANAGEMENT

**M**anaging the Seven Oaks Clubhouse (pictured above) used by residents living in over 2,500 homes, villas, town-homes, apartments, and condos at Seven Oaks is challenging. It requires a person with expertise in numerous jobs who can multi task with ease and is not faint-hearted. Theresa Flores, Clubhouse Manager, has those characteristics. Theresa and Bryan Cooper's (Staff Supervisor) day is jam packed working with vendors, planning events, filing reports, monitoring activities, supervising employees, and answering telephone calls.

They also handle numerous visits daily from the residents at Seven Oaks. In this article, I will provide you an insight into how Theresa, Bryan, and part time employees insure the clubhouse is an enjoyable oasis for the residents at Seven Oaks.

### PERSONNEL

Theresa and Bryan are the only full time employees at the clubhouse. They schedule their days off, compensatory time off for attending night time functions, shopping for supplies, and lunch hours so that at least one of them can be at the clubhouse 9 a.m. to 6 p.m., seven days a week.

There are 7 to 20 part time employees depending on the time of year. They consist of Sheila and Sue, who work from 7 a.m. to 3 p.m. Monday - Friday. Each one works two or three days a week so just one of them is on duty during the weekdays. From 3 p.m. to closing and on weekends, five part time employees cover these hours. During the warmer months when the residents use the pool, the number of part time employees increases from 7 to 20.

### BUDGET

Since the CDD is required to have a separate budget for the operation of the cafe, the CDD actually has two budgets:

- 1) Enterprise Fund-Cafe Budget
- 2) General Fund Budget.

The Enterprise Fund Cafe Budget is \$61,375. It contains funds for employee salaries, supplies, food, beverages, equipment, and repairs. The employee salary portion is \$20,875. Since some clubhouse employees work part time in the cafe and part time elsewhere in the clubhouse, the \$20,875 is not a precise number, but it is the best estimate of the portion of salary employee expenses that go to operate the cafe.

The General Fund Budget has the rest of the clubhouse expenses. These expenses include but are not limited to:

**Salaries:** \$247,041  
**Special Events:** \$15,000  
**Pool Contract:** \$31,800  
**Pool Repairs:** \$10,000  
**Tennis Court Maint.:** \$12,000  
**Athletic Field Repairs:** \$22,000  
**Tel Fax Internet:** \$3,234  
**Facility Supplies:** \$5,000  
**Fitness Eq Repairs:** \$3,000  
**Security System Maint.:** \$5,260  
**Furniture Repair:** \$4,500  
**Office Supplies:** \$3,500  
**Janitorial Services:** \$11,000  
**Miscellaneous Expenses:** \$40,000

### MANAGING FUNDS

Keeping track of funds received for cafe sales, gathering room reservations, access cards, non residents fees, memberships, vendor fees, cabana rentals, and tenant user fees requires a person with accounting experience. Theresa uses programs and spreadsheets to carefully track purchases made with both cash and credit cards.



### VENDORS

One of the benefits to residents is professional instructors in dance, guitar lessons, swimming, zumba, soccer, tennis, karate, personal training, flag football, Spanish, and math. Theresa and Bryan require them to sign a contract that has been reviewed by the CDD attorney. For vendors who require physical activity, she checks that they have liability insurance.

### REVITALIZATION PROJECTS

Keeping the clubhouse and the equipment in like-new condition without impacting service to the residents can be very challenging. Due to Theresa doing her due diligence before making any recommendation to the CDD Board, most projects such as renovating the theater, changing the junior activities room to a conference room, replacing gym equipment, etc. have gone very well. Management makes every effort to prevent problems such as with the pool slide and the gathering room floor having to be redone as she knows how these impact the residents.

### FOOD SERVICES

The cafe has a four page menu with a wide variety of food and drinks. Supplies are kept in two storage rooms with seven freezers. These supplies are inventoried each day. Serving food to the public requires all food servers be trained on issues with sanitation, food labeling, storage practices, expiration dates, cooking temperatures, contamination issues, etc. Theresa, who is a trained Food Certification Manager personally certifies each clubhouse employee who serves food to be a Food Service Handler. She has a bulletin board in the cafe where she posts articles about any mistakes made by places serving food and requires employee to initial it.

### RESERVATION SYSTEM

Taking reservations is not as easy as it sounds. Rules must be known by each employee so the reservations are fair to all residents. Reservations can be made for the gathering room, theater, conference room, cabana, soccer field, and tennis courts. Each of these vary in price, capacity, number of times rental is permitted, and security deposits. Emphasis is placed on reservations to ensure



**THERESA FLORES**  
CLUBHOUSE MANAGER

they are done correctly. Imagine how upset a resident would be if he/she reserved the soccer field for a wedding and the clubhouse for the reception and the facilities were not available on the day of the wedding.

### MEDICAL EMERGENCIES

Although a life threatening medical condition is rare at the clubhouse, all the employees must be ready to handle such a situation. Management has developed and posted an action plan in the cafe, pool area, and beside the defibrillator. It tells the employees what to say when they call 911 as well as how to use the defibrillator and perform CPR. Most clubhouse employees know CPR as they are offered training once a year.

### SPECIAL EVENTS

Most of the special events have been for children. Santa and Mrs. Claus visit, Easter egg hunt, and the Halloween costume contest are the most popular. The adults love Bingo night as well as live bands and DJs playing a variety of music by the pool. Theresa would like residents to contact her if they have suggestions for additional special events they would like for the clubhouse to sponsor.



**BRYAN COOPER**  
STAFF SUPERVISOR

### POOL MANAGEMENT

Early in the morning, a contractor cleans the pool, brushes the tile, and insures correct chemical balance seven days a week during April-August, five days a week September- October, and three days a week November-March. During the day, it is kept in operational condition by the CDD staff.

### GROUP MEETINGS

Several clubs and groups (e.g. Moms Group, Bridge, LeLeche, Mah Jongg, Bunco, Book Club) enjoy the clubhouse for their meetings. The clubhouse staff insures the areas are ready prior to their arrival and the group restores these areas to their original condition when they leave.

### SECURITY SYSTEM

The security system at the clubhouse is a tad bit more complicated than the ones in most houses and takes some training to know how to operate. For example, while I was at the clubhouse gathering information for this article, a Pasco County fire truck came to the clubhouse. Fortunately, it was not a fire, but a smoke detector had tripped during routine maintenance. In addition to alarms, there are 21 cameras inside and outside the clubhouse with a sophisticated operating system that require training to operate.

### ACCESS CONTROL

To insure that the clubhouse is only used by entitled members, cards that expire (such as the ones for members with leases) have to be made invalid. Theresa and Bryan also run a report weekly on expired cards that have been swiped to determine if someone was trying to gain access when they are not members. They also do periodic in-person checks to identify anyone who should not have access.

### CLEANING

Next time you are in the clubhouse, notice how clean every room is kept from the kitchen area in the gathering room to the bathrooms. Although the general cleaning is accomplished by a part time employe and the deep cleaning of the bathrooms is contracted, all the clubhouse employees are constantly cleaning, picking up trash, and putting back furniture, books, and magazines in the proper location. The staff also cleans up the outside area during the day if it becomes trashed. It can be one of those thankless jobs, but one that goes a long way to creating an oasis for the residents at Seven Oaks to enjoy.