

**Management Report**  
**May 2008**

1. Upon concluding a well attended Study Session last week regarding the results of the F & B Web Poll, we have decided to redirect the small discussion group coffees for the next month. The plan is to host small F & B focus groups through the next month to help to further capture resident opinions regarding their desire for the future of the F & B operation as we build the 2009 Business Plans this summer. I will facilitate weekly focus groups until we have given everyone the opportunity to be heard. I am also encouraging residents who have already left for the summer to email me their thoughts. It is our goal to have a Director, Nico Carbone and myself in attendance at all the focus group sessions.
2. The Management Team has been tasked with providing current information on the HOA web as to how they are utilizing, or plan to utilize, volunteers in the operating activities. We plan to post the individuals who have joined our teams and their purpose very shortly on the website. For you information those Operating Support Teams working with Administration are actively involved in the following:
  - a. Activities-
    - i. Reviewing family swim hours during busy holiday periods
    - ii. Attempting to better define “commercialism” for the crafts room
    - iii. Reviewing a concept to permit outside Dove Mountain residents to purchase events ticket at a higher fee after our residents have first been given the opportunity to purchase tickets
  - b. Safety and Risk Management
    - i. Discussing speeding issues and what could be proposed to address this concern
    - ii. Reviewing the cost effectiveness of having a gate attendant at the front gate between the hours of 11p.m. and 5a.m.
  - c. Communications
    - i. Preparing to review the first new template to update the HOA website
    - ii. Getting involved in designing upcoming web polls
  - d. Marketing
    - i. Working with F & B to target market to nearby neighborhoods to bring them into the grill
    - ii. Designing display ads for visitor and bridal guides in Pima County
    - iii. Brainstorming ways to highlight and celebrate the Clubhouse Grand Re-Opening this Fall
3. We are moving the bulk of our recruiting efforts to “jobing.com” with some initial success. We are most pleased with the 2:26 min video they have produced for us. We plan to acquire rights to the raw video footage so that we can plan for a general promotion video for HH and perhaps launch it from our website. It is our plan to show the jobing.com video at today’s Board Meeting.
4. Our records for participation at the Fitness Center for April continue to be strong with 4146 visits to the center for the month. We believe that participation will remain strong over the summer.

5. HH has recently become a member of PAPC (Purchasing Association of Private Clubs). We believe we will have the opportunity to save \$\$ through the national account purchasing of this organization based out of Louisville, Kentucky. They have programs in office supplies, food service, fertilizers / chemicals, cleaning supplies and furniture and equipment just to name a few. The first year annual membership fee was waived at my urging due to the potential purchasing for the current renovation project. My first attempt to use their services has been painless and saved us \$300.00 on the 40 stackable chairs recently ordered for the Fitness Center.
6. All Directors have received an updated organizational chart that has been also placed on the HIOA website. Our next step will be to publish our salary ranges for HH positions and actual job descriptions to follow.

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Jeff Ziegler, General Manager

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Date