



ANNUAL REPORT 2009

President's Message

Phil Feely, President

We have gone from some difficult years to thrive in a time when many golf courses struggled. A year ago I would never have guessed that we would have had so much success in 2009 at our golf club. I sincerely hope that everyone had a very good and enjoyable golf season at Ken-Wo.

At the time of writing this message we are in the process of working with Grant Thornton to finalize Ken-Wo's 2009 financial statements. The operating results are significantly beyond expectations thanks in large part to Rene's leadership, his dedicated management team of Rick, Deb, Derek and Brandy, as well as the especially hard working and personable staff. A heart felt thank you to every Ken-Wo employee!

We have a very positive and energetic Board which I absolutely enjoy being part of. Thank you to each of the other Board members for their dedication to Ken-Wo. A special thanks to Jane Cayford and Jack Culliton, who are retiring from the Board, for their continued valued contributions to the Club.

One key goal is to always keep the golf course in great playing shape while continuing to make improvements along the way. The course was in great shape while the new pond on number 4 and the new path to right of 18 green are just two examples of course improvements. The Pro Shop renovation was a very positive change as was the implementation of the new Point of Sale system. We will continue to incrementally improve Ken-Wo to the extent that resources allow.

Going forward there are a number of issues to address including the aging course maintenance equipment and the sand traps. Also, there is the question of whether changes are needed to the clubhouse to make it more efficient from both an administrative and operational perspective. We have committees looking into these matters and will keep the membership fully informed.

A big reason for this year's success is the membership whose support is crucial to our success. I encourage the members to continue to support Ken-Wo which I think we all agree is a very special place. Also, we would not be successful without the behind the scenes volunteer work of many of our members. Thank you to all the membership and guests. A special thank you to all the volunteers and committee members because we can't do it without you.

My first year as President has been a good one. The year got off to a bit of a rough start but once we hired Rene MacKay, as the Director of Golf, everything got better quickly. I am confident that Rene will do an even better job in the years to come. Rene has a lot of good ideas which he continues to bring forward and communicate appropriately. We all need to continue to support Rene and his management team.

I am sure we are all looking forward to 2010 being another positive year led by strong membership and management!
Respectfully, Phil Feely; President

Director of Golf's Report

Rene MacKay, Director of Golf

The 2009 season began on Friday, April 17th, the beginning of what proved to be a very successful season at Ken-Wo Golf Club. The golf course wintered very well and remained in excellent condition throughout the season. With approximately 35,000 rounds tracked over the course of the season, the condition of the course and efforts of our maintenance crew were challenged; however, the golf course and crew withstood the test and came out on top!

A golf course that plays host to so many rounds in one season obviously relies heavily on the management and customer service teams in all departments. I would like to recognize our management team of Rick Phelan – Golf Course Superintendent, Brandy Martin – Administrative Assistant, Debbie Barclay – Food and Beverage Manager, Derek MacKinnon – Head Golf Professional and Dan Fraser – Associate Golf Professional, for their efforts and leadership throughout the 2009 season. I can state with confidence that the service provided by the Ken-Wo staff was exceptional with hopes of exceeding this level of service in 2010!

This year marked healthy and positive spike in our membership base as membership returned to full capacity with 575 adults and 150 juniors. Even more encouraging was the fact that over 160 “new” members were introduced, or re-introduced, to Ken-Wo in 2009. As the strength and annual success of the club is driven by the membership base, a fully subscribed membership in 2009, and a waiting list of 10 individuals for 2010, bodes very well for future years in terms of membership.

The overall outlook of the club is once again very positive. There is still a long road to hoe, but it is fair to say that we have turned the corner. This past season saw promising numbers in various revenue categories including two key areas – membership (\$505,000) and green fees (\$323,000). It is these numbers that directly affect the success in all revenue streams including pro shop, power carts, food and beverage, etc. All in all, the club experienced an excellent season and is positioned well for future development and growth.

More specifically, the pro shop experienced a major turn around with an increase in sales of approximately \$45,000. As the club has only recently taken over ownership of this department, the overall impact on the bottom line is very encouraging. The income contribution in terms of power carts also saw a major increase of approximately \$23,000 on year-over-year basis. Thank you to our members and guests for their continued support of these departments. In our members recognizing that the pro shop is now their own, and supporting it as such, we have been able to generate a new source of revenue that is re-invested in the club to improve the overall service and product. Thank-you!

The food and beverage operation also rebounded nicely in 2009, a turn around we can all take a great deal of pride in. Although we have yet to perfect this department and a great deal of work remains to be done, it gives me great pleasure to report an increase in profitability of approximately \$40,000 on a year over year basis. To those of you who support the Ken-Wo food and beverage operation on a regular basis via Friday Social, Ladies Day, Sr Men’s Day, Men’s Night or just regular daily play, Thank You! And to those of you who have yet to experience our excellent food and service, with very reasonable pricing, we look forward to tempting your taste buds in the dining room next season while you enjoy some fun and socializing with our staff and fellow members.

Not only did the 2009 season come with success in terms of finances, but several minor improvements were completed on the golf course, as well as around the clubhouse. There were also minor improvements completed within the clubhouse with the renovation of the pro shop being the most noticeable difference – a change that was very well received. To go along with these improvements and changes, a new and improved Point-of-Sales system was installed and implemented – a system that has proven to be very beneficial as it provides a great deal of pertinent information. This information has been and will be very helpful in the decision making process. All in all, a system that will provide a great deal of information and benefits for many years to come!

This past season also welcomed change in other areas. In conjunction with the hard work and efforts of previous boards and committees, the Governance Model for Ken-Wo was updated and approved in 2009. There were many reasons for the changes, including the need to recognize the new management model that reflects the Director of Golf position. Coinciding with the work on Governance were the efforts put forth in updating Ken-Wo’s by-laws to better reflect today’s current business practices. These efforts remain a work in progress as this report is being written, with proposed by-law revisions to be presented at the 2009 Annual General Meeting.

In speaking with several long time members and staff, it was felt that the overall atmosphere at the club experienced a rebirth in 2009. A great deal of thanks goes out to the members of Ken-Wo for their unwavering support of “their” golf club. Without you the member, Ken-Wo in and of itself simply doesn’t exist, so “thank you” for everything you do on a daily basis to make Ken-Wo a better place to join, visit, work, and play golf.

would like to thank the board of directors for their support and patience in my first season as Ken-Wo’s Director of Golf, while also thanking them for donating their personal time to represent the membership. Many thanks as well to the Ken-Wo management and customer service team for their efforts in servicing our members and guests throughout the season. And last but certainly not least, I would like to once again thank the members of Ken-Wo for the support and loyalty shown towards “your” golf club all season long. As mentioned earlier, Ken-Wo would not exist or succeed without the support of its membership. Each and every one of you has played a major role in the club’s success in 2009. Job well done!

In closing, I would like to wish you all a safe, healthy and enjoyable “off” season. We look forward to welcoming you back to Ken-Wo Golf Club for the 2010 season.

Respectfully submitted, Rene MacKay; Director of Golf

Greens & Long Range Planning Committee

Ian Palmeter, Chair Greens & Long Range Planning Committee

I hope you all enjoyed another season of great golf at Ken-Wo this season. With over 35,000 rounds of golf played over the season I would like to extend to Rick and his crew a great big thank you for the product they produced for us. His crew has completed several projects this year including new cart paths, tree cutting and planting and not least of all a new pond on the right of #4. The pond was added to help the drainage in this area and to encourage all of you long ball hitters to stay out of the pasture.

For the 2010 season we have budgeted for the addition of a new washroom behind #18 tee box. As well we will continue upgrading our fleet of maintenance equipment to help continuously improve our number one product, golf. We are also budgeted for some trap improvements. Please be patient with us, this project may at times interfere with play. Hope everyone enjoys a happy and prosperous off season and we hope to see everybody out early in the spring. Respectfully, Ian Palmeter

Human Resources Committee

Rod Murray, Chair Human Resources Committee

This year saw a transition with the position of the Director of Golf at Ken-Wo. While the Human Resources Committee would like to thank Jamie Brown for his efforts at Ken-Wo and wish him well in the future, we were happy to find a successful replacement after a detailed search by the Board.

This year proved to be a very productive one for Ken-Wo in many areas with a great deal of credit going to Rene MacKay, our new Director of Golf, and his hard working staff. We were fortunate to keep some of the same senior staff members here through the transition which helped immensely. Rene began the implementation of his “Ken-Wo’s Seven Steps to Customer Service Excellence” which clearly brought a very positive attitude to all areas of the club. As well, thanks to Rick and his crew for a job well done.

In closing, Human Resources would like to thank the membership for their support and patience throughout the golfing season and we look forward to many successful years under Rene’s leadership! Respectfully, Rod Murray

Governance Committee

Gwen Phillips, Chair ad hoc Governance Committee

The ad hoc Governance Committee of the Board considered and completed the three items on its agenda.

1. The duties of the Board committees as approved at the 2003 AGM were amended to be consistent with the role and responsibilities the Board expects of the Director of Golf position.
2. As a follow-up to the 2002 Report of the Governance Committee and the 2003 amendments to the Club’s By-laws, a document entitled “Ken-Wo’s Model of Governance” was created. This document spells out the roles and responsibilities of the Board, its Committees and the Director of Golf. In addition, the document outlines the terms of reference and membership expectations for each committee.
3. A total review of the Club’s By-laws was undertaken to bring them up to date and to ensure they are consistent with current practice. As a result of this review, shareholders will be provided a revised set of By-laws for consideration and approval at the Annual General Meeting in December.

Respectfully, Gwen Phillips

Ladies’ Division

Jane Cayford, President Ladies Division

The ladies’ division enjoyed a successful season with a number of highlights. In June, it hosted the seventh Scramble for Cancer Care tournament. It was a great hit to have CTV’s Cindy Day join the field. Over the history of the tournament we have raised over \$19,000 in support of Cancer Patient Navigation at the Valley Regional Hospital. August saw the division celebrate the 85th anniversary of the ladies’ club championship, with Beth Lloyd being a repeat winner despite being sidelined by injury for much of the golf season. Former club champions joined the group for the event, and a fashion show illustrating clothes from each decade was a hit. In particular Peggy Smith’s grandmother’s golf outfit was spectacular. Later in August twelve golfers teamed up to participate in the first “Kenquest” match play competition with the golfers from the Eaglequest Grandview club. Friday at Ken-Wo was blessed with magnificent weather and Ken-Wo won the day; the team was not so fortunate the second day either in weather or scoring. An average of 44 women participated on Thursday mornings and we continued our home and home exchanges with Paragon and Oakfield. Along with the club organized events, Ken-Wo golfers also had representation at provincial tournaments and field day events. Laura Harris captured the NS Women’s Amateur title, Beth Lloyd and her partner

won 1st gross at the Paradise Classic and Kathy Fleiger and Ann Young won 2nd net. Elaine Craig and Bonnie Lockhart won 1st gross in the 3rd division at the Provincial 2-Ball and Mary Ann Culliton and Cheryl Hawboldt-Smith won 2nd in the 2nd division. The Ken-Wo Bronze team of Audrey Ansems, Judi Thorburn, Martha Barry and Mary Marshall placed 8th overall. The Bank of Montreal continued its sponsorship of the women's division for a fifth year.

I wish to thank the executive for being such a great group of women to work with. Particular thanks go to four club members: Winnie Horton for the completion of the club history, Debbie Gauthier for taking the challenge of the anniversary club championship and running with it, Cheryl Hawboldt-Smith for her contribution to the division in heading the match committee and handling handicap issues, and Mary Ann Culliton who leaves the executive after seven years of service and once again coordinated the Scramble for Cancer Care.

A new executive is in place with Debbie Gauthier at the helm. I thank the executive and staff of Ken-Wo for assisting me in the last three years and wish the best for the future of the ladies' division.

Respectfully submitted, Jane Cayford, President, Ken-Wo Ladies' Division

Membership Committee Report

Trevor Schofield, Chair Membership Committee

Thank you to all subcommittees and their members that fall under The Membership Committee. Your hard work and dedication are appreciated by all. I would like to welcome the new 2009 members and hope you all had an enjoyable 2009 season at Ken-Wo. While restructuring the dues, we managed to exceed expectations in membership. We thank you.

The clubhouse has seen many changes throughout the year and we will continue with these changes to better utilize our building. Your input in the upcoming changes will be greatly appreciated.

Have a great winter, see you in 2010.

Respectfully, Trevor Schofield

Senior Men's

Robert Fraser, President Senior Men's

With our "Closing" October 7th, the 2009 season was brought to a close. It was unfortunate that the "Opening" and "Closing" events were both rained out. In between those happenings, great golf was played with a large number of special competitions.

This year we were very fortunate in obtaining some additional prizes from three sponsors. CIBC, Scotiabank and Best Toyota, all contributed for the "Home & Home" Competition with the Senior Men of Osprey Ridge. Jack Culliton donated the "Trophy" for that competition, a unique cast iron left handed golfer. Osprey won! Ron Giffin, President of "The Giffin Group of Companies", generously sponsored The Giffin Cup, our closing competition, which this year ended in a tie--rained out. Pat Barry chaired the organizing committee for the very successful Senior Men's Championship. As in past years, The Investment Planning Council of Wolfville and Standard Life were the sponsors. On October 7th, 2009, Reginald Boates was inducted as our second Emeritus Member. 2009 marked the end of our Match Chair, Bill Hill's tenure, of the past ten years. He was the recipient of a "match chair trophy" constructed by Pat Barry. Bob Douglas will be replacing Bill. 2009, also, marks the end of Gerald Murray's role as Valley Seniors representative on our executive. Andre Gauthier will replace him. It also was time to thank Jack Culliton for his years of service as he completes his responsibilities as our representative on the Board. Pat Barry's name has been put forward for nomination to replace him. This year our executive has started to update some of our history. Peter Oomen has completed the first part of a "memory book". This has updated the biographies of our trophy donators for the Senior Men's competitions. In addition, he has brought the picture albums from 2004 to 2009 up to date.

I would be remiss not to thank my executive for their outstanding commitment to the Ken-Wo Senior Men's Organization. Whatever we accomplish is all because of you. Special thanks to Burton Russell, for the donation of his book(s)-"Nova Scotia Golf Facts and Heroics". To all the Ken-Wo staff a very sincere thank you for making this year special in many ways. See you all next year and have a safe winter.

Respectfully: Bob Fraser, President KWSMO

The 2009 Executive: Vice-President-Pat Barry, Secretary treasurer-David Leslie, Match Chair- Bill Hill,

Promotion-Public Relations-Peter Oomen, Valley Seniors Representative-Gerald Murray, Members at Large-Wayne King & Gordon McMillan

Men's Division

Trevor Schofield, Men's Committee

Thank you to the Men's night committee (Kyle Selig, Rod Murray, Rene MacKay, Dan Fraser, Derek MacKinnon, John Lawrence and Randy Young) for getting men's night off to a great start and a very successful year.

Thanks to all of our weekly sponsor's for providing us with some great prizes. A special thanks to Kyle Selig for taking care of the scorecards each week.

If anyone has new ideas to make men's night even more enjoyable, your input would be appreciated.

Lastly, I would like to congratulate Kevin Newcombe for being the grand prize winner of the 50" plasma television donated by Leon's and to Mike Jolley for winning our 2009 Men's Club Championship.

See you in the spring.

Respectfully, Trevor Schofield

Handicap Report

John Horton, Handicap Chair

This report for the 2009 season begins with a positive note. Two Ken-Wo members were recently recognized for their accomplishments by NSGA at their fall meeting. Richard Griffis and Nick den Hartog were awarded Most Improved Player awards for Nova Scotia; Richard for the Senior Men and Nick for Junior Men. These awards were results of hard work during the 2009 golf season to improve and from posting all their acceptable scores to the RCGA Handicap system. Congratulations to Richard and Nick!

Another positive note: recently there were seven Ken-Wo members who attended and successfully completed a RCGA / NSGA handicap seminar. If there are other Ken-Wo members who would like to become better versed in the Handicap System please contact any of the Handicap Committee.

For those members who anticipate playing in club or other competitions it is requested that they post all scores. Remember that it is the individual member who can check on the others that he/she plays with to ensure that they are posting all acceptable scores. This Peer Review is the basis of an accurate and up to date Handicap Factor. It is not difficult to post scores and by doing so you will have a better idea of your capabilities and whether there is improvement or not, in addition to being fair to yourself, and more importantly to those who you compete with.

This year, as in last, members are posting more scores, but there is still room for improvement. Members who have questions about the handicap system or have difficulty in posting scores are urged to contact a member of the handicap committee. A participation rate of greater than 90% with respect to the posting of scores should be obtainable.

Thanks to Bill Hill, Cheryl Smith, Earl Maxwell, and the Proshop Staff for their efforts in helping members realize how important it is to post scores and maintain an accurate handicap factor.

Respectfully submitted, John Horton, Handicap Chair

Junior Program

Angus and Margaret MacLean

The Ken-Wo Junior Division has had a very successful year, under the direction of Maggie Kenny, Tom Thomson, Margaret and Angus McLean. Congratulation needs to go to the coaching staff of Derek MacKinnon, Daniel Fraser and Jordan Milne for their dedication and support to all of our Ken-Wo Juniors.

The Provincial Team had some very impressive finishes this year. Congratulations to Sam Holland and Ally Tidcombe on your first and runner-up placing at the NS Amateur championships. Also, congratulations to John Deacon on his strong performance at the NS midget championship, coming runner-up in a one hole playoff.

We had four in-house tournaments this year. These were all highly attended, with new golfers at every tournament. The Burger King was a success. We were thankful that the weather co-operated. The Junior/Senior/Ladies scramble was another highlight for the juniors. We had 35 juniors take part. The junior committee was placed to host the Lennie Smith Family Classic. This tournament was a huge success, with 76 teams entering. We look forward to hosting this event again next year.

We had a few first this year, which are worth mentioning. The **Future Links Girl Club** was started. It was highly attended by many of our girls at Ken-Wo. Thank you to Maggie Kenny for undertaking this project. A new award was established this year. It was the **Clarke Vaughan Fellowship Award**. This years' recipients were Darcy Fuller, Ally Tidcombe and Sam Holland. Finally, we had the first ever, **Ennis Group Ken-Wo Junior Closing Banquet**. Everyone had a great time. It was wonderful to see the support of families at this event.

Thank you to all our sponsors this year: Build-On Construction (Mike Ward), Lars Nichols Wealth Management, Vision Care Centre, Wickwire Place Assisted Living Residence (Paul and Lisa MacDonald) and the Ennis Group (Sean Ennis).

Congratulations to our 2009 Boys and Girls Club Championship winners: James Holland and Darcy Fuller

We look forward to another successful year next season.

Respectfully: Angus and Margaret McLean

Social Committee

Mary Ann Culliton, Cheryl Hawboldt-Smith, Pat and Martha Barry

Opening Soiree set the tone for Ken-Wo and the membership. Including the Fitzsimmons Mixed Tournament started the year off with a positive note with 90 participants.

Pat and Martha Barry were our coordinators for our Friday Night socials and not having them every week worked out tremendously each time they offered we had a full roster of 60 couples organizing it and had different themes. Canada Day celebration was well attended and a BBQ was held at noon with a ceremony for cutting a cake and singing of O' Canada. The Lobster Boil on the Deck in July was attended by about 100 people and combining it with a shotgun start for the golfers was a great idea. This social event brought many smiles to the membership and definitely a keeper. The Mixed Club Championship in August hosted 36 teams; it was an improved cross section of our couples. Brian and Pat Wirvin were our champions. A corn boil was offered with this event. The Applefest tournament was hosted by this committee and we had 46 teams with 6 Ken-Wo teams in the field. The Saturday was a tremendously successful day of golf and the Turkey dinner was superb. Sunday unfortunately was a washout but the good news is Ken-Wo's Casey and Renda Vandertoorn were co-winners with Gary and Donna Illsley. The players would recommend that on the Sunday we offer an early shotgun start, taking into consideration the people that travel. The Other Ryder Cup was held on October 17th with 106 golfers and 115 for the Roast Beef Dinner in the evening. A reverse draw for a 2010 membership was won by David Starling and ½ year membership was won by Sonya Major. This event was a huge success. D.J. and Dance followed. Dewar Trophy was won by Bob Thompson and the Volunteer of the Year by Pat and Martha Barry.

The social committee brought the Ken-Wo membership a year of continuity and camaraderie which improved the moral of our golfing community we were able to do this with the guidance and support of Rene MacKay and the Board of Directors. The communication was much improved and our efforts were well received by the membership.

The recommendations for 2010 would be to reach out and try to bring in the younger couples of our club to our social events. Please note that this year our goals were to bring a better atmosphere to the golfers and not necessarily to make a profit. Ideally it would be nice to be able to make these events more lucrative this could only be accomplished by getting more of the membership involved.

Respectfully, Mary Ann Culliton