

# THE DIGITAL CLUB

# THE LISTENING TOUR











MPs set to move out of  
Parliament for six years  
while renovations take place.



# House of Commons seeks tech infrastructure lead ahead of renovation

Written by **Sam Trendall** on 30 August 2018 in **News**

**Vacant role advertised for senior manager to oversee computer hardware**



















MEMBERSHIP  
ENGAGEMENT



SERVICE  
EXPERIENCE



FISCAL  
ACCOUNTABILITY





# MEMBERSHIP ENGAGEMENT

# MEMBER INTELLIGENCE

1

Collect valuable  
Member Service  
Feedback

2

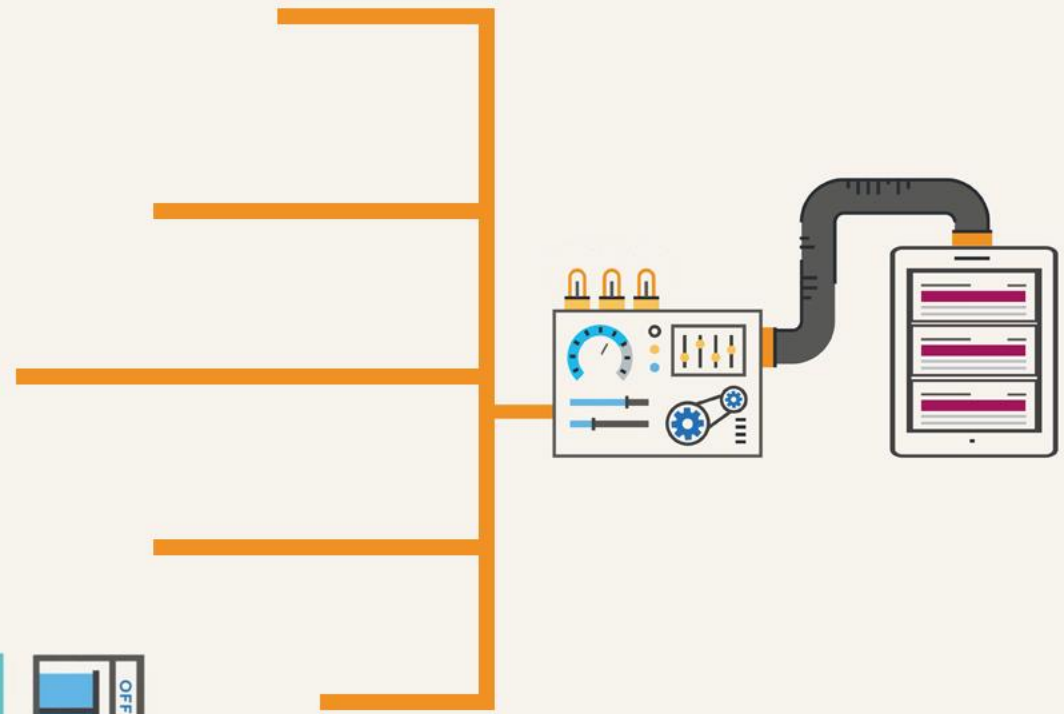
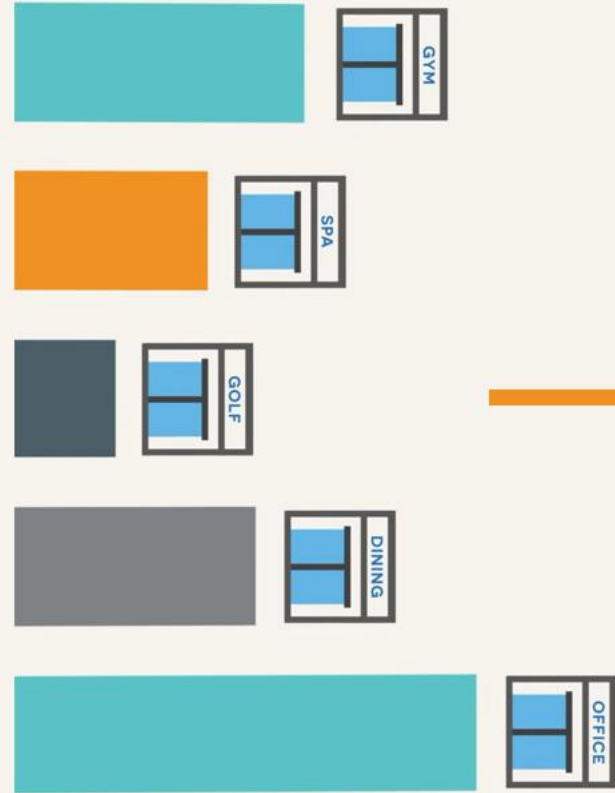
Take Action on Member  
Ratings

3

Benchmark and  
Evaluate your Club & its  
Departments







Last 30 days

Relational & Depts

All locations



9 NPS®

Search Comments Go!

Reset Filters

All responses

😊 Promoters

😐 Passives

😞 Detractors

All tag groups

🏌️ greens 73

🚗 parking 1

👥 staff and service 195

All tags



Search tags

All genders

♂ Male

♀ Female

869 Responses

Export CSV



Norma Muller  
Red Oaks Golf Club

13 hours ago | History

Note

Interactions 17

2

Could be cleaner. Smells quite often.

Add Tag



Bell Lakin  
Red Oaks Golf Club

a day ago | History

Note

Interactions 17

5

Almost all of the facilities were full today. And changing rooms were not clean

Add Tag



Kiana Beier  
Red Oaks Golf Club

a day ago | History

Note

Interactions 1

4

Very expensive

Add Tag



# PERSONALIZED FITNESS

1

Personalized Fitness  
Equipment

2

Club Branded Workout  
Experience

3

In-workout Messaging







# PROGRAM MANAGEMENT

1

Online registration tools  
for activities managing  
all critical forms

2

Centralized camper data  
accessible by all staff  
from anywhere

3

Better lead tracking for  
automated email  
campaigns





# MEMBER RESERVATIONS

1

Complex Booking Logic  
programmed with  
Waitlists

2

Athletic Trainers, Golf  
Pros and Spa  
Practitioners control  
their schedules

3

Seamless integration  
helps with billing and  
availability





[Courts](#) [My Bookings](#) [Manage Buddies and Groups](#) [Help](#)

<

Info

Today, Mon  
Oct 28

Tue  
Oct 29

Wed  
Oct 30

Thu  
Oct 31

Fri  
Nov 1


Sat  
Nov 2

Sun  
Nov 3

Mon  
Nov 4

Tue  
Nov 5

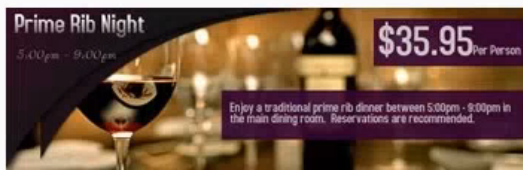
>

 SELECT DATE

▼

## Welcome to the Court Scheduling page.

The Court Type, Booking Length and Times to Display options will appear below after you select a date to book. Enjoy!



### Prime Rib Night

Shoulder tenderloin short loin, meatloaf beef ribs jowl biltong jerky hamburger brisket pork chop. Pork chop tongue pork loin, alcatra short loin pastrami biltong salami meatball pork sausage beef tri-tip beef ribs frankfurter. Capicola prosciutto fatback frankfurter pig, ball tip pork chop tenderloin picanha pork loin sirloin brisket beef ribs filet mignon ham. Meatloaf pork ribeye. swine kielbasa tongue short



# HOTEL MANAGEMENT

1

Online Hotel booking is  
the expectation

2

Dynamic room pricing

3

Accounting integration  
ensures Members are  
billed properly



M

S





# MEMBER WINE INVENTORY MANAGEMENT



Members can store their own wine collection at the club



Wine inventory is automatically tracked and updated



Members can access their account online to view & order additional inventory





## — THE GOOD LIFE, UNCORKED —

There are more than 350 world-class wines awaiting you at The Capital Grille, hailing from nearly every wine growing region on earth. Old World and New World gems, little-known labels on the brink of stardom, and some of the world's most celebrated wines. Our acclaimed dry aged steaks and fresh seafood deserve nothing less than an award-winning wine list. And neither do you.



SPECIALTY DRINKS



FIND YOUR WINE



10 POINT CLUB



GREAT VINTAGES



SPIRITS & AFTER DINNER

Powered By **UPTOWN  
NETWORK**

SMART Menu Services for the Dining Lifestyle



# MOBILE APP

1

Direct and instant  
communication with  
your members

2

Booking club amenities  
right at your members'  
fingertips

3

View real-time  
Statements and pay  
On-Line







# TEXTING

1

Direct communication  
with your members  
without a mobile app

2

Market upcoming events  
at your club

3

Deliver automated  
booking confirmations  
and reminders









# SERVICE EXPERIENCE

# MOBILE POS

1

Table Side Ordering  
speeds up the service  
from dining venue to  
kitchen

2

Reduced time between  
order and POS entry  
keep orders accurate

3

Perfect for poolside and  
halfway houses







# PAY AT TABLE

1

Pay right at the table  
with credit cards and  
split the bill between  
guests

2

Fully integrated with  
POS systems – Close  
chits

3

Target dining members  
with future promotions





# ONLINE ORDERING

1

Perfect for take out and  
pick up orders

2

Customizable outlets  
and times of service

3

Seamless integration  
with the Point of Sale  
and Kitchen



Online Ordering

SELECT WHERE YOU WANT TO ORDER FROM



**Halfway House**

Open from 12:00 AM To 11:59 PM



**The Grill**

Open from 12:00 AM To 11:59 PM



📍 **Mystic River Club**  
8133 Mystic River Drive  
Boulder, CO

📞 Phone 215-887-3652  
✉ Email [info@mysticriver.club](mailto:info@mysticriver.club)





# MEMBER SELF SERVE

1

Members can help themselves to snacks and refreshments

2

Reduce labor costs

3

Integrated to Member Statement/Accounts for easy billing





# KITCHEN DISPLAY SYSTEMS

1

Seamless integration  
with Point of Sale

2

More accurate orders  
with instant updates for  
changes

3

Ensure all plates are  
ready simultaneously  
with item prep time  
countdowns







# ACTIVITY TRACKING

1

Enhance member experience through biometric club access (fingerprint, facial recognition, etc.)

2

Track & report on facility usage

3

Ensure member security & peace of mind







# FISCAL ACCOUNTABILITY

# BUSINESS INTELLIGENCE

1

Aggregates data and gives you key performance metrics from multiple sources

2

Gain better insight into how your membership uses the club in real-time

3

Make better business decisions based on predictive analytics





- Settings
- Home
- Bookings / Reservations
- Food & Beverage
- Marketing
- Membership
- Other
- Spending

Key Performance Indicators

8.02%

Accounts Receivable

Goal: 2% increase  
Last month's total accounts receivable compared to the same month last year.

13.46%

Dining

Goal: 2% increase  
Last month's F&B sales compared to the same month last year

11

Lessons

GOAL: 6  
Private lessons reserved for today

10.33%

Membership Spending

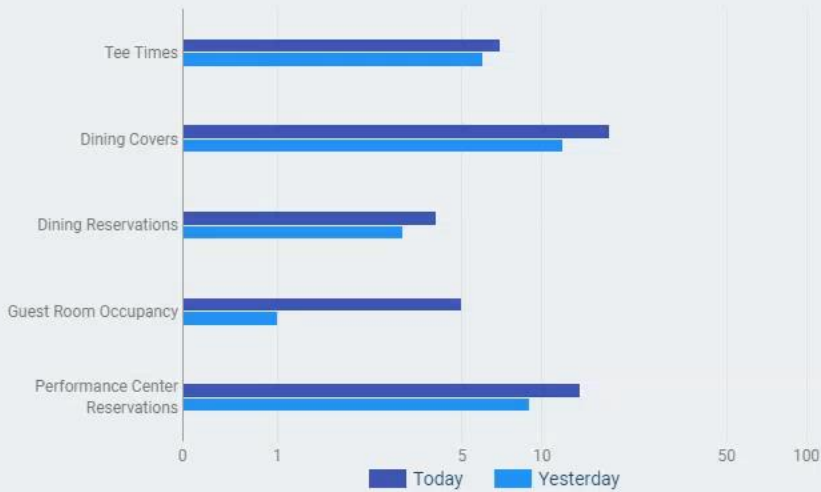
Goal: 5% increase  
Last month's total member spending compared to the same month last year (includes dues, initiation fees, etc.)

7

Tee Times

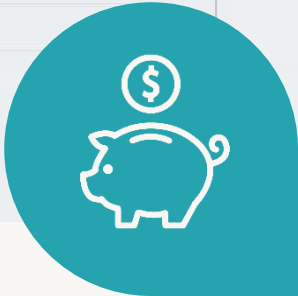
Goal: 40  
Private lessons reserved for today

Reservations



Recent Sales

Activity	Yesterday	Day Before Yesterday
Sales - Food & Beverage	\$5,790.21	\$9,855.76
Sales - Guest Room	\$846.20	\$759.00
Sales - Other	\$308.38	\$9,034.53
Sales - Performance Center	\$1,260.00	\$1,300.00
Sales - Pro Shop	\$7,653.42	\$8,446.06
Revenue - Credits Given	\$285.00	\$476.00
Revenue - Payments Received	\$10,456.56	\$11,854.53



< Scheduled Employees >  
**EMPLOYEE SCHEDULING**

Front of House  
Millarville Restaurant Group

Search

Carter Owen  
No Position

John Smith  
No Position

Johnny Appleseed  
No Position

Jacob Brown  
Bar-back

Sophia Smith  
Server

Jane Doe  
Server

Jackson Thompson  
Bartender

1

Predict Employee Costs  
with Alerts

2

Reduce Schedule  
Revision hassles

3

Reduce Unpredictable  
Overtime



# Long Term Care Schedule: May 15 – 21, 2017

Labour Budget

Dollars

Hours

\$39,608

Weekly Budget  
\$45,000

View Details

Publish This Week

last published: May 11, 2017 at 09:39

Shift Templates

New Shift

Filter shift templates

Day 8  
07:00 - 15:00

Day 12  
07:00 - 19:00

Evening 8  
15:00 - 23:00

Night 12  
19:00 - 07:00

Night 8  
23:00 - 07:00

Time Off

	Employees						
	Positions						
	RN						
	Today						
Employees	Mon 15	Tue 16	Wed 17	Thu 18	Fri 19	Sat 20	Sun 21
Available Shifts							
Amy Clayton 16hrs		07:00 - 15:00 RN			07:00 - 15:00 RN		
Andrew Peters 44hrs	07:00 - 15:00 RN		15:00 - 23:00 RN	19:00 - 07:00 RN		15:00 - 23:00 RN	15:00 - 23:00 Charge
Angela Cook 16hrs		07:00 - 15:00 RN	07:00 - 15:00 RN				
Alecia Rivera 16hrs		15:00 - 23:00 RN	15:00 - 23:00 RN				
Andrea Bell 16hrs	23:00 - 07:00 RN			07:00 - 15:00 RN	Designated Day Off	Designated Day Off	
Betty Greer 32hrs		15:00 - 23:00 CNA	23:00 - 07:00 RN	15:00 - 23:00 RN		15:00 - 23:00 CNA	
Brenda Bell 28hrs	07:00 - 15:00 RN	07:00 - 15:00 RN	07:00 - 19:00 RN		Designated Day Off	Designated Day Off	
Callum Smith 24hrs		23:00 - 07:00 RN		15:00 - 23:00 RN	15:00 - 23:00 RN		
Carla Scott 20hrs	07:00 - 19:00 RN	15:00 - 23:00 RN					
Carol Miller 24hrs				07:00 - 15:00 CNA	07:00 - 15:00 Charge	07:00 - 15:00 Charge	
Carter Patterson 24hrs		07:00 - 15:00 CNA	07:00 - 15:00 RN				07:00 - 15:00 RN
Cassandra Torres 16hrs		23:00 - 07:00 RN	07:00 - 15:00 RN				
Cathy Ward 24hrs					19:00 - 07:00 RN		19:00 - 07:00 RN
Dana Murphy 24hrs			23:00 - 07:00 RN		07:00 - 15:00 RN		15:00 - 23:00 RN

# INVENTORY MANAGEMENT

1

Save time by eliminating tedious manual inventory counts

2

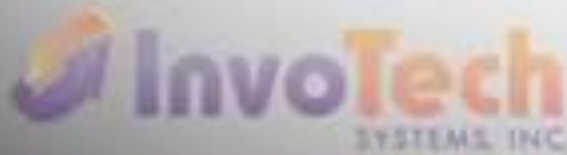
Maintain accurate inventory counts in real-time

3

Identify Shrinkage Quickly







# CORPORATE SPENDING INNOVATIONS

1

Automate your payments to streamline your AP process

2

Generate revenue through rebates for simply paying your bills

3

Increase security by eliminating paper cheques and flagging vendor errors



