



## General Managers Report

It is pleasing to report that Ettalong Beach War Memorial Club has had a significant turn around in financial performance for the year ending 30 June 2010. The Club has recorded for the first time in six years a profit of \$366,954, as opposed to our last financial year loss of (\$17,490,303). The overall turn around in our trading profit is a result of a combination of the ongoing support from Suncorp Metway Bank, our valued members and guests, our committed and professional employees and the genuine dedication by the Board of Directors.

The necessity of the Club to undergo a major restructure over the past two and half years has well and truly been vindicated by this year's very pleasing result. Needless to say this is only the very beginning of what Ettalong Beach War Memorial Club can achieve. Now the building blocks are all in place the Club I believe can only go from strength to strength.

This year via the CDSE the Club has supported many local charities and sporting bodies to the tune of \$183,360. This is a significant contribution to the community.

In relation to the Club operations, there will be a number of projects being undertaken in the coming months. These include:

- Stage 2 of the Alfresco gaming room
- Introduction of new membership loyalty program
- Upgrading and redesign of the gaming room

As mentioned, this year's bottom line financial turn around couldn't have been possible without the effort and support from your Chairman Don Young and his Board of Directors. The time devoted to future strategic planning as well as overseeing the direction of the Club's current operations is an onerous one and they should be congratulated.

To the Management Team, Staff, and Joint Venture Partners, you continue to exceed expectations and I know this is very much appreciated by the Board of Directors and our Members and Guests. I would like to thank all of you for your ongoing support, commitment and the professionalism you have displayed throughout some of the most difficult times over the past three years.



Members, I would like to once again thank you for your continued support and patience over the past three years, as without you there would not be an Ettalong Beach War Memorial Club. I know at times you have not always understood why things have been done a particular way, but I'm sure you can appreciate we have needed to focus on the big picture to ensure the Club operates successfully.

We look forward to continuing to provide you with a Club of which you can be proud. Please feel free to contact me at any time with your suggestions and comments for improvement. I assure you these will be seriously considered for inclusion in our future plans where possible.

A handwritten signature in black ink, appearing to read "Melissa Hamilton".

**MELISSA HAMILTON**  
General Manager