

FOR RKC
MEMBERS
ONLY

GROW'S CALL



AUGUST / SEPTEMBER 2011
NEWS BULLETIN of ROYAL KLANG CLUB
GENERAL NOTICES TO MEMBERS

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TO THE MEMBERS FROM THE PRESIDENT
REPLY OF THE GENERAL COMMITTEE TO THE PETITION AGAINST WITHDRAWAL OF
WAITING AND CATERING SERVICES AT THE SPORTS TAVERN

Attention is drawn to the petition served on the General Committee titled “**CLOSURE OF SPORTS TAVERN**”. As your President, I believe it is my duty to explain to the members the reasons behind the decision of the GC in taking the step to withdraw the services of waiting and catering that hitherto had been provided by the staff.

In the said petition purportedly signed by 198 members, the organizers have raised the following issues, viz,

1. that they object to the “*closure*” of the Sports Tavern;
2. that if it was the intention of the Committee to reduce the number of F&B outlets, why then was the Pirates’ Inn opened?;
3. that the Committee should have dialogues with the members on how better to improve the Club instead of rashly deciding on opening and closing outlets as they wished; and,
4. that Sports Tavern provides the members a place where they can gather together and have a drink in a casual setting which the Smugglers’ Inn, Benbow Bar and the Lagoon do not so provide.

A copy of the petition is displayed at the Club Notice Board. The list of persons who have signed the petition is deliberately omitted for reasons of good governance.

MY REPLY IS AS FOLLOWS :

1. ON THE “CLOSURE” OF THE SPORTS TAVERN

The GC states at the outset that the organizers of the petition are sadly misinformed. There had never been a decision taken by the GC to **close** the Sports Tavern. The decision was and has always been to withdraw the waiting and catering services which the Club had been providing hitherto, and which the GC had found was a loss-making one from the beginning of our tenure. I set out herein a chart depicting the kind of income earned at the Sports Tavern from December 2010 to May 2011 as an illustration (refer appendix B at Club Notice Board). As can be seen there are hardly 10 members patronizing the outlet in a day. When the taking is compared with the cost of salary and utility, it clearly becomes an unviable venture. Another important factor is the waste that a barrel of beer goes to once it is opened but not consumed soon enough. This barrel is then considered spoilt and becomes a cost to the Club.

Having said that, I give the assurance that the Sports Tavern will continue to remain open except that there will be no staff present to extend service. Therefore, members are still free to gather around there if they wished. A soft drink-vending machine has been installed in the vicinity for the convenience of any member or child who wishes to procure a cold drink.

The Sports Tavern will also be opened with full service for any special sports occasions like inter-club meets hosted by the Club or even for intra-club events like the social events of the section on request made to the respective Chairman.

The GC is even amenable to allowing the use of the Sports Tavern for social events like the recently-held Father’s Day and the Carlsberg Nite.

Rationale for the withdrawal of waiting services of the staff

It is a glaring fact that the Sports Tavern is a money-losing outlet. Confronted with mounting costs and deficits in the profit-and-loss account of the Club each month, and with the proposal to increase the subscription defeated at the recent EGM held for the purpose, the GC had little option but to look into cost-cutting measures, including by withdrawing services at the Sports Tavern. Proposals are afoot for more reductions in costs which are being looked into in earnest. The fact is that we cannot go on the way we have been without either an increase in the subscription or by initiating some hard-hitting cost-cutting measures, for otherwise we will certainly be heading into financial disaster.

Random surveys done by the Committee Members responsible for the relevant portfolios have confirmed that contrary to what had been claimed by the organizers of the petition, the Sports Tavern is hardly patronized, thus the reason for the losses. Therefore, it comes as a true surprise that the organizers could have amassed 198 signatures of members to back their claim because if there indeed had been this many members who claim to have such ardent support for the Sports Tavern, and if indeed that had been frequenting it, then profits from the outlet should be soaring. This, unfortunately, is not the case. There is simply no point in gathering names when these persons do not also patronize the outlet.

2. **ON THE OPENING OF THE PIRATES' INN**

The organizers of the petition had questioned the reason for opening the Pirates' Inn while withdrawing the services at the Sports Tavern. Although this is an issue that had been explained numerous times in the past, and where the positive result of opening the Pirates' Inn are there for all to see, I will again explain the rationale for the opening of the Pirates' Inn.

The GC had initiated that main Club building as a NO SMOKE zone in line with the current trend towards health-consciousness, and in deference to the many members complaining of inhaling secondary smoke at the Benbow Inn. Short of making accommodation in the main building for a smoker's section the renovation costs of which were prohibitive, the GC had decided that the ground floor of the vacant machine room be converted into a bar at minimal costs where members and their guests who smoke can gather and have their beverages.

I must say that the move to open the Pirates' Inn was a good one as it is not only proving itself to be a popular outlet, it is also a profitable one. This then gives the GC little or no reason to close it down. Therefore, for the organizers to compare the profitability or viability of the Pirates' Inn with the Sports Tavern is, in the least, an exercise in futility.

3. **THE COMMITTEE SHOULD HAVE DIALOGUES WITH MEMBERS INSTEAD OF MAKING RASH DECISIONS**

The organizers of the petition of claimed that the GC makes rash decisions, or at least had made a rash decision this time, and should have resorted to dialogues with members on how to improve the Club. We trust that the majority of members certainly do not think that the GC makes rash decision and neither do I think that the GC must meet the members for a dialogue anytime or all the time that we need to make a decision on how to improve the Club.

Our decisions on all matters of importance are raised, discussed in depth, and implemented in as careful a manner as there can be. Even on the matter of the withdrawal of services at the Sports Tavern, the discussion on it had begun some 7 months before. Many attempts had been made to draw the members to patronize the outlet before deciding on the withdrawal of the services, including by the introduction of social activities such as the Carlsberg Nite and the Father's Day celebration that were organized by the F&B and Social Entertainment Committees. Unfortunately they did not have the desired result.

Lastly, I wish to mention that the GC Members were elected by the members to manage the Club to the best interests of the members. This obviously implies that they had been entrusted to take certain actions within their power to run the Club in a manner not detrimental to their welfare. Matters such as cost-cutting are well within the GC's power to deal, and such measures are a necessity at the moment. To suggest that the GC must engage the members in dialogue sessions on every matter is not a practical suggestion. Such sessions can, and will, be resorted to on matters that warrant the occasion as determined by the GC from time to time, as for instance the dialogue sessions that were organized in the past on the proposed constitutional amendments. The action to withdraw the services at the Sports Tavern is not, in my view, one that warrants the need to hold a dialogue session. But this is not to say that concerned members cannot forward constructive suggestions to the GC on matters concerning the improvement or welfare of the Club. These are always welcome to do so.

4. **SPORTS TAVERN PROVIDES THE CASUAL SETTING WHICH SMUGGLERS' INN, BENBOW BAR AND LAGOON DO NOT**

The organizers claim that Sports Tavern provides the casual setting where the members gather and have a good time which, it seems, is not provided at the other outlets, viz Smugglers' Inn, Benbow Bar and Lagoon. Nothing can be further than the truth, because the truth is, as shown in the numerous spot checks made by the GC Members having charge of the relevant portfolios, and myself, show that the majority of the sports members continue to patronize the Lagoon after their activities in preference to the Sports Tavern. Similar spot checks made on the Sports Tavern show, invariably, the staff sitting by himself with the lights and fans in blast watching television. It this what we want?

There is absolutely no restriction on any member to patronize Smugglers' Inn, Benbow Bar or the Lagoon so long as the dress code is complied with for the former two. The Lagoon also provides a similar if not better casual setting as that in the Sports Tavern.

For the reasons set out above, it is my view and belief that the decision of the GC in withdrawing the services at the Sports Tavern be maintained for the time being.

DATO' C.K. LEW
PRESIDENT
ROYAL KLANG CLUB
1st August 2011

ANNOUNCEMENT OF THE INSTALLATION OF CCTV SYSTEM IN THE CLUB PREMISES

1. RATIONALE FOR THE INSTALLATION.

The CCTV cameras had been installed pursuant to a decision of the General Committee to improve the security and safety of members and their guests within the Club's premises. This follows a number of complaints from members relating to or arising from the quality of guests being brought in by members, to the increasing incidents of misuse of the Club's premises and facilities by members, their children, or guests whether these be during the hours of operation of the Club or thereafter, and also to the increasing incidents of theft or pilferage of liquor bottles purchased and retained at the bar members as well as to Club's properties and members' personal belongings such as the mobile telephones. There had also been a number of cases of violence or near violence that had broken out amongst members and/or guests and of reported cases of break-ins into motor vehicles parked at the car parks.

Therefore in order to forestall any untoward incident from taking place, the General Committee had felt it imperative to improve the standard of security and safety measures that are currently in use at the Club.

It is fervently hoped that members do accept the measure taken in installing the CCTV cameras in the bars and car parks as nothing more than an attempt by the General Committee to improve the security and safety in the Club so as to make the visit to our Club a more pleasurable and memorable one, and certainly not as an attempt to spy on members' activities or to infringe on their privacy. For this purpose the General Committee has set strict rules (see below) on the usage and operation of these cameras. In order to forestall any misgiving, it is hereby stated that CCTV cameras shall only be in operation at the F&B outlets and the car parks.

2. RULES PERTAINING TO THE USAGE OF CCTV

The following rules shall strictly apply to the usage and operation of the CCTV system in the Club;

- a. the system shall operate on the basis of 24 hours for 7 days a week;
- b. the system shall operate from the General Manager's office;
- c. the system is designed not to give any access to anyone to view the tape at random, as viewing is strictly to be resorted to only in the event of a breach of discipline committed by a member or members or his/their guest/s as reported by a member or staff, or in the event of a theft or pilferage or of a wanton or reckless act committed, and where the party having been alleged to have committed the said breach or theft/pilferage or the wanton or reckless act (in cases where the identity is disclosed in the complaint made) makes no admission to having committed it;
- d. in any of the cases stated in paragraph © above, viewing shall be mandatory but such viewing shall strictly be restricted to the persons authorized to do so. The authorized persons for this purpose shall be:
 - i) the President;
 - ii) the Disciplinary Committee Chairman;
 - iii) the Security Committee Chairman; and,
 - iv) the General Manager.
- e. where a reported incident is criminal in nature, or where the law mandates any such incident be reported to the relevant authorities having jurisdiction in law over it, and/or where an order is made by the authority concerned to the Club to hand over the tape for purposes of their investigation, then and in all such events the Club shall and is hereby authorized to hand over the tape to the said authority.
- f. the CCTV system is designed so that all other cases, i.e. where there had been no incident reported that necessitates a viewing of the tape, to self-erase the tape in its entirety upon expiry of 14 days.

*By order of the President
Dato' CK Lew
01st August 2011*

SELAMAT BERBUKA PUASA



MENU B - RM 147
(6-8 Pax)

SPICY REMPAH SOUP WITH BEEF OR CHICKEN
FRIED SPICY CHICKEN
KAILAN WITH SALTED FISH
DEEP FRIED SELANGIN WITH TAMARIND SAUCE
SAMBAL PETAI PRAWN
HOT PLATE BEANCURD
ROJAK WITH TOW POK
WHITE RICE
SYRUP LIMAU & BUAH KURMA



MENU A - RM 67
(3-4 Pax)

SOUP BUNJUT WITH BEEF OR CHICKEN
CHICKEN SAMBAL
THAI STYLE FISH MEAT
FRENCH BEANS WITH DRY PRAWNS (SPICY)
ROJAK
WHITE RICE
SYRUP BANDONG & BUAH KURMA



MENU C - RM 237
(8-10 Pax)

SUPERIOR TOM YAM SOUP
THAI STYLE STEAM SELANGIN
CHICKEN MASAK MERAH
BUTTER PRAWN
SAMBAL PETAI WITH SOTONG
SPECIAL FRIED KAILAN
SCRAMBLE FOO YONG EGG WITH TOMATOES
ROJAK WITH TOW POK
WHITE RICE
CINCAU DRINK & BUAH KURMA



Untuk Tempahan Sila Hubungi Jane / Diana @ 03-3371 4625 / 03-337214 61

Social & Entertainment

Karaoke Open Competition

ROYAL KLANG CLUB

110th ANNIVERSARY YEAR

Date : Saturday 20th August 2011

Time : 8.00 p.m.

Venue : Smugglers Inn, RK

N.B.

1. The RKC Karaoke Open Competition is open to all RKC Members and Affiliated Clubs only . The Competition is confined to Vocal Solo :
2. Entry Fee : FREE
3. Attractive Cash Prizes/trophies will be awarded to :
 - i) Champion : RM 1,000.00
 - ii) 1st Runner-Up : RM 750.00
 - iii) 2nd Runner-Up : RM 500.00
4. Closing Date for submission of entry forms: 8.8.2011
5. Please bring your own disc.
6. Rules of Competition apply.

Effective 01st August 2011 entertainment in the F&B Outlets will be as follows :-

***Every Thursday from 8.30 p.m. until 12 midnight.**

A versatile entertainer Roland Choi and a Lady Vocalist will perform at the Lagoon Terrace Restaurant.

***Every Friday from 8.30 p.m. until Midnight.**

Ponns & Arlene will perform at the Lagoon Terrace Restaurant.

***(Every Saturday from 8.30 p.m. until Midnight.**

A versatile entertainer Jeremy Danker will perform at the Lagoon Terrace Restaurant.