

BOARD OF DIRECTORS' MEETING  
THE MONARCH AT ROYAL HIGHLANDS, INC.  
February 27, 2026

A meeting of the Board of Directors of The Monarch at Royal Highlands, Inc. was held at 8:00 a.m. in Mtg Rm A at the Rec Ctr. Those present: Rick Mason, Harold Beasley, Esther Patterson, Tom Cvikota, Keith Beile, Jeff Scott, and Bobbie Iredale. Bonnie Rex, and Dean Woodle were absent. Max Haarz, General Manager, and Dawn Catando, Food and Beverage Manager, were also in attendance. Craig Shelton, Course Superintendent, was absent.

Esther Patterson called the meeting to order. The minutes of the 2/13/26 meeting were approved.

**Course Superintendent – Craig Shelton (Absent)**

**Food and Beverage Manager – Dawn Catando**

February Events:

February 18 – Night Golf – 54 attended. Restaurant doubled what was sold last year. Front of the house did an excellent job. Service was awesome.

February 19 – Fashion Show – 72 attended. Guests raved about the event and service.

February 21 – Birthday Bash – 81 attended

February 25 – Mixed Chicago – 46 attended

- Staffing: We still need one bartender and one more server in the Front of the House
- Facebook and Instagram are up and running. We need to attach to our website and email blasts to establish our presence and gain a following throughout our member and community. I will be posting daily both to assist in advertising and attempting to drive business in our direction. I have the capability to advertise for help wanted positions as well. So this will allow us another outlet to assist in gaining applicants for employment as well. To access Facebook page, type: The Crown & Shield Restaurant at Monarch Golf Club in the search bar.
- I have received the following guest feedback since our last meeting:
  1. *Pizzas are not consistent. Sometimes burnt sometimes not cooked at all*
  2. *The pizza have been horrible. What did you guys change? And why?*
  3. *Onion soup has too many onions, onions not cooked enough.*
  4. *Why can we never get pizzas or wings?*

**General Manager – Max Haarz**

- Kim is doing a nice job replacing Craig, who is out on a family emergency.
- Even though we had a couple of bad days in February, we are right around last year for rounds of golf and revenue.
- We made \$5,000 in revenue in the restaurant on Wednesday and Thursday of this week.
- Golf Now provides us with Point of Sale (POS) equipment (used to process customer payments, credit cards, debit cards, managing transactions, updating inventory, and printing or emailing receipts). As a tradeoff, they get 2 tee times/day of which we do not receive any revenue. They do not see our revenue, finances, or member information.
- I am meeting again with the accounting firm on Monday and will review the contract with them to get a better understanding of expectations.
- The accounting firm uses QuickBooks, but not online. The server is attached to the office laptop, which then must be taken home to access the data.
- Will provide Bobbie with rates for use in the membership flyers.
- Will send out Member-Member results to the participants.

- Will send out a letter to all members early next week regarding the several issues on the golf course that need to be addressed (driving in separate carts, fivesomes on the course, golf attire, carts on cart paths, etc).
- Will get with Craig to look at terms and availability of the aerification equipment.

**Rick Mason – President**

Royal Highlands provided a quote of \$500 to trim the three overhanging trees on St Andrews Arc. Rick will research the cost of doing this project in-house.

**Vice President – Dean Woodle (Absent)**

**Esther Patterson – Secretary (Nothing to report)**

**Treasurer’s Report – Bonnie Rex (Absent)**

**Marketing – Tom Cvikota**

- I received a note from the RH Softball president offering to provide us with a banner on the softball field fence at no cost given the support that The Monarch has given them in the past. Tom will work with Craig to get with them to provide the artwork needed for the banner. Note: The Monarch donated a golf package for their Music Bingo event.
- I will proceed to research the specifics for another banner on the back side of the softball field scoreboard (viewable from the road). The previous banner was taken down because the plywood rotted and needed replacement.

**Membership – Jeff Scott**

Status Updates

Tim Panfil	2-month Trial member	eff. 2-1-26
Sandy Pilling	Limited General Single	eff. 3-1-26

**Building and Grounds – Keith Beile**

- The 50-50 money collected by the MMGA was used recently to purchase Fiberglass bunker rakes that are lighter and will last longer and a ball washer (\$1100).
- MMGA 50/50 funds have also been approved by the MMGA Board to purchase 50 rope stakes \$19 apiece.
- We have recently noticed that trash cans (\$100 each) and ropes have been disappearing.
- Aerification equipment: Need to get with Craig to look at terms and availability of this equipment as we would like to have the aerification done no later than April/May time frame.
- A member volunteered to stain/paint the water coolers prior to the Member Guest tournament.

**Golf – Harold Beasley**

Upcoming Events:

- Club Champion Tournament – March 4, 5, 7 – 8:00 a.m. shotgun start. Signup sheets are available in the lobby. To date, the following have signed up: 9 men (black tees), 16 men (gold tees), 4 men (green tees), and 12 women (silver tees).
- Member Guest Tournament – April 9, 10, 11. Committee is meeting regularly. So far, 108 people have signed up.

**Communications – Bobbie Iredale**

- I have the information on the patio bricks and am going to confer with Dean as to the best location to place it on the Monarch home page.
- Will get with Harold to discuss with the Golf Committee an idea for a 9-hole putting event on a weekday evening.

Meeting adjourned at 9:00 a.m. The next Board Meeting is scheduled for March 13, 2026, at 8:00 a.m. in Mtg Rm A at the Rec Ctr.

Respectfully submitted,  
Esther Patterson