



Material Matters Limited

TRAINING MATTERS TASTER DAY

14th October, Windlesham Golf Club

A G E N D A

09:00 – 09:30 Arrival and Tea/Coffee

09:30 – 10:30 **Session 1 – Business & People**

Presentation Skills – Steve O’Shea, Qualia UK

Team Building & Motivation – Frank Newbury

10:30 – 10:45 Break

10:45 – 11:30 **Session 2 – Golf Course Management**

Machinery. Capital and Maintenance Planning Tools – Karen Proctor, Ransomes Jacobsen

The Quality v Cost Balance & KPI’s – Laurence Pithie, Turf Master One

11:30 – 11:45 Break

11:45 – 13:00 **Session 3**

Margin – is it about buying or selling? – Chris Durant, The Litmus Partnership

Retail Matters. Merchandise Well – Paul Hedges, Foremost Golf

How do we measure success? – Lee Turner-Jefferies, ESP

13:00 – 13:45 LUNCH

13:45 – 15:45 **Session 4**

Membership. The future – Jerry Kilby, Kanda Golf

Business Development. How to sign, keep and create new golfers – Rob Spurrier

COFFEE BREAK

Service. Who do you want to be? – Eddie Bullock

Social Media. How can you turn this into new business? – Sarah Duncan, Sleeping Lion

15:45 – 16:00 Break

16:00 – 17:00 **Final Session**

Inspirational Leaders & their behaviours – Cliff Ferguson, Rainmaker UK

FEEDBACK & CLOSE