

Date : 3rd March, 2018.

THE GENERAL MANAGER
THE ROYAL LAKE CLUB
Taman Tasek Perdana
Jalan Cenderamulia
Off Jalan Parlimen
50480 KUALA LUMPUR.

Dear Sir,

We would like to report back to the House, that had appointed the Turn-Around Committee (TAC), on the work done to date, and to adopt the appropriate resolution, as presented below:

RESOLUTION

It is resolved that the house adopts the following:

1. A 5-year F&B Improvement Plan to address the concerns of members of declining F&B service levels. The Improvement Plan **must** contain the following elements:
 - a) Measurement and management of service levels;
 - b) food quality;
 - c) choice of F&B offerings;
 - d) profitability by outlet; and
 - e) staff training and productivity measured through sales and gross profit per staff.
2. The F&B Improvement Plan should provide for surveys, bench mark studies and field trips to continuously ensure that our service levels are comparable, if not better than the industry.

Proposed by
Chua Chye Hup
Membership No: 16652

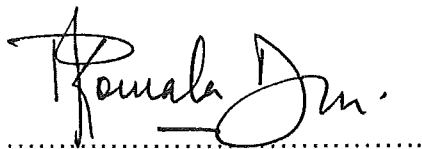




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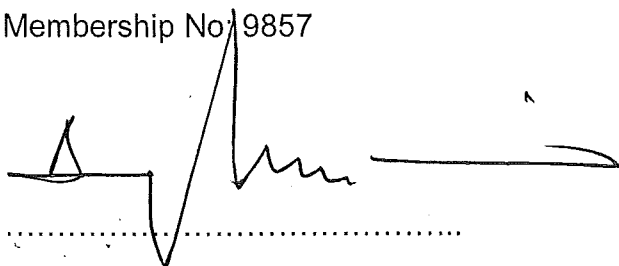
Seconded by:

Datin Paduka Komala Devi
Membership No: 9690



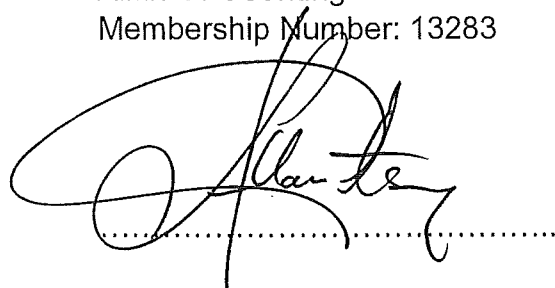
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Zait Md Isa
Membership No: 9857



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Allan G. Goonting
Membership Number: 13283



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Note: Explanatory notes are attached for your kind reference.