



**Marina & Harbour Team Update
to
HYC Waterborne Meeting
Thur 7th Dec 2017**



Update on :

- Marina Finances
- New Services & Initiatives
- Visitors
- Marina & Moorings
- Hard Standing
- Questions

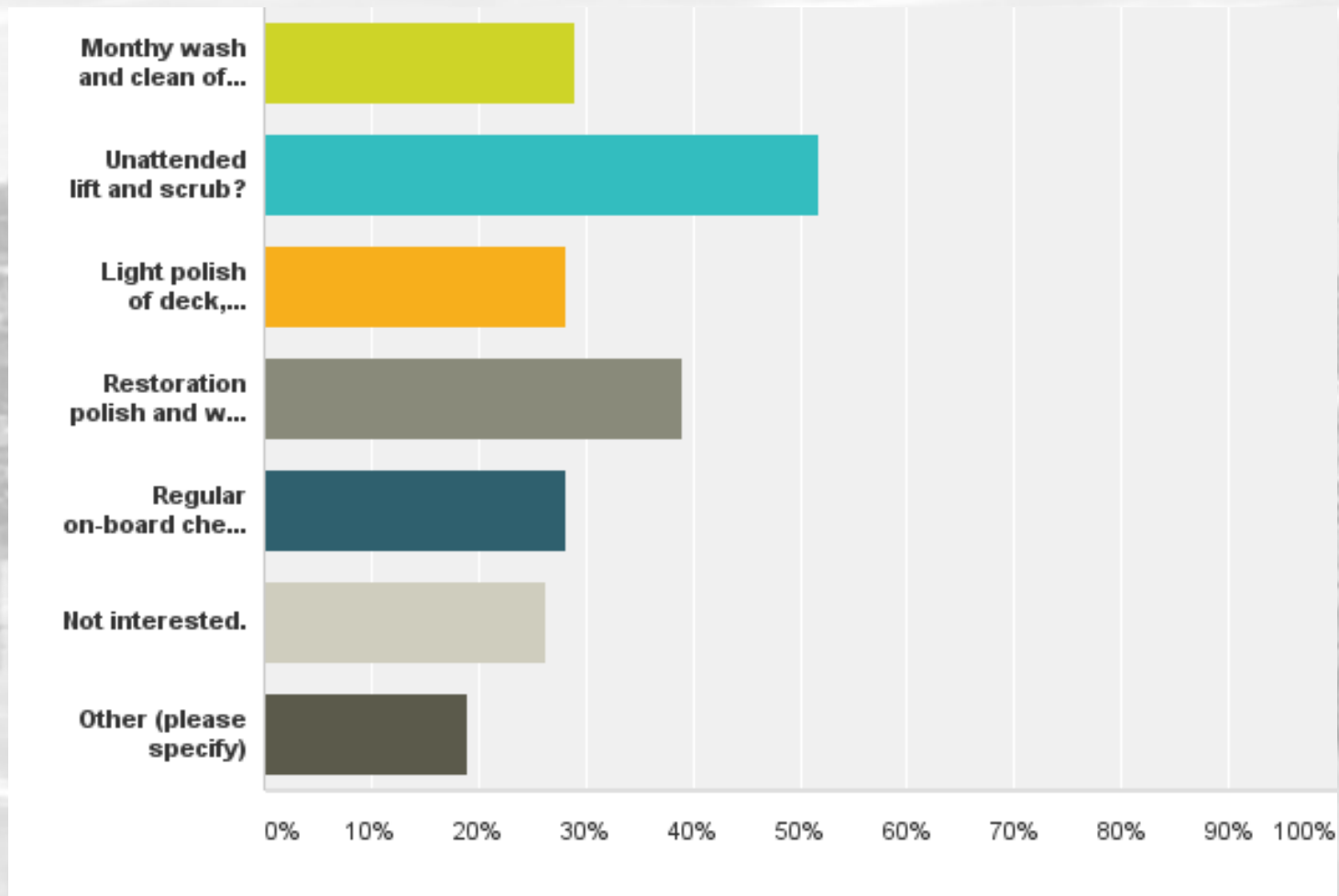
Marina Finances

- Strong performance
 - Costs down 15%
 - Revenue up €87k
 - No price increases
- Debtors an issue

New Services & Initiatives

- Most popular polishing & unattended scrubs and service
- We lifted Starpoint saving and extending crane capacity
- Cruisers up to 32' on moorings
- Employee incentives

Q1: Would you be interested in the following services to clean or valet your boat?



Visitors

- Visitor numbers up and number of nights up too
- VHF Etiquette
- Visitor Tourist packs & local information
- Late night visitor reception
- Pre booking
- Assistance and support services
- ⁶ Email mailing list

Marina & Harbour

- Major maintenance (69k) on time & budget to get us to dredging without incident
- New volume fuel service successful
- Workshop and store cleared out and reorganised
- East Pier sheds
 - Increased prices to cover costs
 - Chain and X Lifeboat Sheds cleared & dried. Long shed maintained.

Hard Standing



- Bird Scarer
- Drysailing Keelboats & RIBs introduced
- Winter Storage
 - A total of 42 boats accommodated last year incl 11 club boats (with 31 paying) and waiting list
 - This winter 47 (8 club boats & 39 paid boats and no waiting list)

Marina & Harbour Summary

- Big improvement in customer service
- Effective cost management
- Employee management and incentives
- Demonstrated that increasing prices is not the only way to increase revenue and contribution
- Got maintenance and certification back on track
- Clear, transparent and documented berth allocation

Marina & Harbour- More to do!

- Payments and Debtors
- RIB Racking and dry sailing
- Notice of absence
- More moorings available
- Review use of yard trailers
- Wash down pad
- New fuel delivery system

Any Questions?

