



CMAA's Communications

Keeping You Up to Date & Informed



Keeping You Up to Date

Club Management Magazine

- The official magazine of CMAA.
- Bimonthly – Available in print and digitally
- Provides news, insights, and best practices to help you better manage your club and career
- Fully searchable archives
- Share your good news to goodnews@cmaa.org to be featured!





Keeping You Up to Date Board Brief

- Designed to educate and inform club boards
- Available bimonthly as an insert to CM Magazine or via printable PDF
- Redesign coming soon!



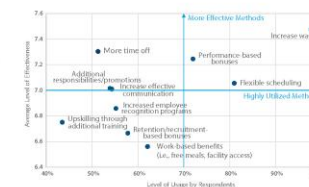
By the Numbers: Inflationary Impacts on Service

GGA Partners continues to team up with the CMAA Research Committee to administer a research survey for CMAA members of the Association. The survey – A Club Leader's Perspective: Emerging Trends & Challenges – serves as a contemporary update on the pressing needs of club management professionals and looks at emerging trends and challenges from their perspective.

This report was designed to gauge the impact of the coronavirus pandemic on club operations and its ripple effects into 2023 and beyond, and the research results will help club managers and their boards better prepare for the next normal. We'll look at data regarding Inflationary Impacts on Service in this edition – but you can find more data in the full report.

Methods Used to Retain Staff vs. Effectiveness

Responding clubs indicated that to retain staff, compensation incentives and flexible scheduling continue to be the most utilized and generally effective tactics.



Approximately 54 percent of responding club leaders indicated that their club surveyed employees in 2022, an increase from 46 percent in 2021. Clubs that surveyed their employees showed higher utilization of all retention methods aside from increased wages, and slightly higher effectiveness with those retention methods.

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Keeping You Up to Date Club Management Weekly

- Digital newsletter
- Delivered on Mondays via email
- Uses AI to deliver customized content to each member
- Features leadership, executive, HR content

CLUB Management
WEEKLY



PRESIDENT AND CEO'S PERSPECTIVE

August 2024: Updates from the 2024 Summer Board Meeting

President & CEO Jeff Morgan, FASAE, CAE, shares insights into the recent Board of Directors meeting including governance, the 2025 budget and fees, ways to improve the CMAA member experience, and much more. Watch now!



THE CMAA COACHING DEPT. BLOG

The Magic of 100/0

Isn't it interesting that when tension is present in a relationship, communication challenges are lurking close by, both as part of the cause and part of the solution?



HOSPITALITY LAWYER

Restaurant Settles EEOC Lawsuit Based on Denying Cook's No-Sundays Request: 6 Steps for Handling Religious Accommodation...

A North Carolina restaurant franchisee has agreed to pay \$40,000 and take other corrective measures to settle a religious discrimination and retaliation lawsuit filed by the EEOC after being accused of denying a cook's no-Sundays request.



Keeping You Up to Date

Let's Talk Club Management Podcast

- Available bimonthly+
- Delivered via your favorite podcast platform
- Features insider stories of best practices and club insights



LET'S TALK
CLUB MANAGEMENT



Keeping You Up to Date Digital Newsletters

- **Outlook**
 - Delivered to your email inbox every other Friday
 - Features all the CMAA news you need to know
- **Chapter Digest**
 - Monthly
 - Designed specifically for Chapter Leaders

September 6, 2024



Professional Development

Leading with Heart, Courage, and Brains at the Upcoming Leadership/Legislative Conference

In this engaging and inspiring presentation, Daniel Lewis will explore the fundamental qualities that drive transformational leadership within CMAA: Drawing parallels with the iconic characters from *The Hobbit of Oz*, we will delve into the heart (empathy and passion), courage (bold decision-making and resilience), and brains (strategic thinking and innovation) needed to lead effectively in today's dynamic club environments.

Attendees will learn how to harness these qualities to foster a culture of excellence, enhance member experiences, and navigate the complexities of club management. Through real-life examples, practical strategies, and interactive discussions, this session will provide leaders, managing directors, and chapter leaders with actionable insights they can bring back to their clubs, chapters, and personal lives. Join us on this journey down the yellow brick road to discover how transformational leadership can elevate your club and create a thriving, inclusive community for all members.

Don't miss this transformational leadership opportunity! Hear Lewis on Monday, September 16 at the **2024 Leadership/Legislative Conference**.

Annually, the LLC invites aspiring, current, and sustaining CMAA Leaders. Be part of this vibrant and boutique educational and networking opportunity in Washington, DC, September 15-17. There's still time to join us.

[LEARN MORE AND REGISTER TODAY!](#)





Keeping You Up to Date Blogs & Vlogs

CEO's Perspective Vlog

August 2024: Updates from the 2024 Summer Board Meeting

President & CEO Jeff Morgan, FASAE, CAE, shares insights into the recent Board of Directors meeting including governance, the 2025 budget and fees, ways to improve the CMAA member experience, and much more.



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The Coaching Dept.

The Coaching Dept. Blog extends the benefit of CMAA's Coaching Program, providing a space for CMAA's Coaches, Keith McDonald and Shelley Macdonald, to share articles and bring coaching principles to the membership of CMAA. [Learn more about their coaching services](#) in the Club Careers section.

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| <p>The Magic of 100/0 Isn't it interesting that when tension is present in a relationship, communication challenges are lurking close by both as part of the cause and part of the solution? 16 AUG 2024</p> | <p>What You Say to Yourself If you want to change your world you may want to pay attention to what you say to the person that you will spend your whole life with. 16 JUL 2024</p> | <p>Who You Are Matters More Recently I was asked how to build a great reputation in an industry. My immediate answer was the same as always: Work on building your character, not your reputation. 30 JUN 2024</p> | <p>There's Something I Need to Say to You If you look at your calendar for the year you will see that at some point in our history, it was decided that we should collectively designate some days to say or do something special for special people in our time. 21 MAY 2024</p> |
| | | | |
| <p>When a Flower Doesn't Bloom Nature has a way of teaching us valuable lessons about ourselves and how we lead. And nature has a way of speaking directly to us—sometimes all we need to do is listen. 16 APR 2024</p> | <p>I Remember My First Time At the recent CMAA World Conference Shelley and I had the opportunity to speak to the attendees of the conference who were attending for the first time. 26 MAR 2024</p> | <p>Happen To the World! Things have changed. Our business has changed. Parenting has changed. The people we serve have changed. The people we lead have changed. I have changed. 22 FEB 2024</p> | <p>The Truth About Time This time of year brings on a new kind of overwhelm for many. The truth is only season and any time of year brings on overwhelm in our society. 17 JAN 2024</p> |

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Legislative Report

DOL's Tip Rule Struck Down by Court of Appeals

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Quick Read Summary: The Department of Labor's 2021 tip rule, limiting the amount of time that tipped employees can perform non-tipped work when an employee uses the tip credit, has been struck down by the Fifth Circuit Court of Appeals.

Nearly three years after it became effective, the Fifth Circuit Court of Appeals has struck down the Department of Labor's existing rule limiting the amount of time that tipped employees can perform non-tipped work when an employer utilizes the tip credit. The rule that had been in effect since December 28, 2021, was struck down on August 23, 2024.

Under the rule, an employer could only use the tip credit when a tipped employee is performing labor that produces tips and labor that directly supports tip-producing work, if it is not performed for a substantial amount of time. The final rule defined a "substantial amount of time" as either (1) exceeding 20 percent of the hours worked during the employee's workweek or (2) performing for a continuous period exceeding 30 minutes. The rule had become known as the 80/20/30 rule.

In the ruling, the Fifth Circuit stated that the rule was "arbitrary and capricious" and was "contrary to the Fair Labor Standard's Act clear statutory text." The Court referenced the recent reversal of the Chevron doctrine.

The ruling is applicable nationwide. Clubs who currently use the tip credit should take time to evaluate their current business practices, educate and train their supervisors and managers on the change, and confirm existing state laws.



Keeping You Up to Date

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Keeping You Up to Date



CLUB
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To unsubscribe from a specific message topic, please uncheck the corresponding box.

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Advocacy & Legislative Information
Includes the monthly Legislative Report.

Business Opportunities
Includes Club Business Expo Exhibiting, Premier Program, Partnerships, Sponsorships, and Advertising.

Career Development

Chapter Officers
Includes the monthly Chapter Digest newsletter and monthly CMAA Insider from President & CEO.

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Wine Society

World Conference & Club Business Expo

Women in Club Management

Young Professionals

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