

Message from the President

I would like to begin my column by drawing to your attention the common adage that we measure ourselves to customers' feedback and results.

As a result, we strive for change and we provide the necessary leadership to facilitate this change. It is often said that the difference between failure and success during change is leadership and the key to leadership is to establish what do you want and where do you want the Club to go.

In the process the Management Committee over the years have obtained valuable and constructive feedback and suggestions for the betterment of the Club, although not necessarily always the case. In order to make it manageable I would request members to pen their suggestions and submit them to the Secretariat. This would be helpful for all members and volunteers of the Club, rather than merely conveying by word of mouth. Word of mouth can be a terrible curse as a times, the Club is not able to respond to every feedback it receives and at the same time placing committee members and volunteers in a difficult position as they too, have to discuss with their colleagues before an optimal solution can be found, especially for the more complex issues that do not have straightforward answers.

The Club would continue to treasure and encourage feedback to keep coming in for the good of the Club. At this point I would like to thank Mr. R. Sivasubramaniam who had been loyally emailing me and the Club sometimes in the wee hours of the morning, on how we could improve the CSC website that we recently revamped. Because of this we had incorporated the SCA League and later, the School cricket results within a week. Now, avid sportsmen can obtain the results by Monday on our website. On behalf of the Club I sincerely thank him for his valuable feedback. Remember, this is your Club and we are your instruments within certain limitations. Incidentally, we are the first Sports Club to have these results on the web in Singapore. If you do wish us to include other sports news and results, please contact the Secretariat on how we can go about it. Our web site has been receiving an average of 650 'hits per month. Please inform your overseas friends and relatives to look up our website to keep abreast of what is happening at our Club. Our newsletters are now on the web. Good service is our next priority. The House Committee has devised some plans where we will reward deserving staff for excellent service and good suggestions. We shall reward them every three months by giving them a cash reward. This will serve as an important feedback. We shall provide all staff the challenges and rewards for achieving tangible results. We expect all staff to think creatively. It is said that "creativity is like heaven. But no one is in a hurry to go there." On this note for change, members would be pleased to note that we now have the Happy Hour every week day. As you can see, change is the buzz word, and we walk our thoughts.

We have just had a very successful Members' Nite with a very large turnout of more than 500 members and their families and friends. My thanks and congratulations to the Organising Committee.

National Day is just over. Jackpot Nite was held on August 23 and Karaoke Nite on August 25. The country is in the midst of National Day celebrations. We shall be having our National Day Dinner & Dance on September 16. Dear members and friends, we look forward to your presence and another Nite of fun and festivities. It will also be the day when the Club presents Merit Awards to members' children and youth members who had excelled in their studies in local institutions. I wish to end with this quote, ".....As for the best leaders, people do not notice their existence.....When the best leaders' work is done, the people say, "we did it ourselves" Lao Tzu

*Best Regards,
P. Raveentheran*

