Overall Performance Highlights
Dec 31, 2013

- Revenue $374k ahead of budget
- Revenue $22k behind last year
- Contribution $337k ahead of budget
- Contribution $163k ahead of last year
## Overall Performance

**ALMA MATER SOCIETY OF UNIVERSITY OF BRITISH COLUMBIA VANCOUVER**

Business Operations Income Statement for period ended December 31, 2013

<table>
<thead>
<tr>
<th></th>
<th>Actual $</th>
<th>Actual (%)</th>
<th>Budget $</th>
<th>Budget (%)</th>
<th>Variance to Budget $</th>
<th>Variance to Budget %</th>
<th>Last Year $</th>
<th>Last Year (%)</th>
<th>Variance to Last Year $</th>
<th>Variance to Last Year %</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Revenue</strong></td>
<td>5,227,434</td>
<td>100.0%</td>
<td>4,853,152</td>
<td>100.0%</td>
<td>374,282</td>
<td>7.7%</td>
<td>5,249,595</td>
<td>100.0%</td>
<td>-22,161</td>
<td>-0.4%</td>
</tr>
<tr>
<td><strong>Total Cost of Goods Sold</strong></td>
<td>1,430,021</td>
<td>27.4%</td>
<td>1,361,688</td>
<td>28.1%</td>
<td>68,333</td>
<td>5.0%</td>
<td>1,508,286</td>
<td>28.7%</td>
<td>-78,265</td>
<td>-5.2%</td>
</tr>
<tr>
<td><strong>Total Gross Margin</strong></td>
<td>3,797,413</td>
<td>72.6%</td>
<td>3,491,464</td>
<td>71.9%</td>
<td>305,949</td>
<td>8.8%</td>
<td>3,741,308</td>
<td>71.3%</td>
<td>56,105</td>
<td>1.5%</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>3,067,236</td>
<td>58.7%</td>
<td>3,069,112</td>
<td>63.2%</td>
<td>1,876</td>
<td>(0.1%)</td>
<td>3,142,445</td>
<td>59.9%</td>
<td>75,209</td>
<td>2.4%</td>
</tr>
<tr>
<td><strong>Contribution before Overhead</strong></td>
<td>730,177</td>
<td>14.0%</td>
<td>422,352</td>
<td>8.7%</td>
<td>307,826 (72.9%)</td>
<td>11.4%</td>
<td>598,864</td>
<td>11.4%</td>
<td>131,314</td>
<td>21.9%</td>
</tr>
<tr>
<td><strong>Total Overhead</strong></td>
<td>504,226</td>
<td>9.6%</td>
<td>533,077</td>
<td>11.0%</td>
<td>28,851</td>
<td>5.4%</td>
<td>535,938</td>
<td>10.2%</td>
<td>31,712</td>
<td>5.9%</td>
</tr>
<tr>
<td><strong>Net AMS Business Operations</strong></td>
<td>225,952</td>
<td>4.3%</td>
<td>-110,725</td>
<td>(2.3%)</td>
<td>336,677 304.1%</td>
<td>62,926 1.2%</td>
<td>163,026</td>
<td>259.1%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1. Accounting system upgrade
2. Electronic Funds Transfer
3. Management Reporter
4. Insurance Renewal
5. Pension funds review
6. Benefits renewal
7. Leasing new SUB
8. New SUB financing enhancement
9. Successful fee referendum
Upcoming Projects

1. Extend EFT to Student Government payables
2. Eliminate manual invoices
3. Set up accounting for new building
4. Fixed Asset module
5. Year End & Audit
6. AMS Budget
7. Extend Labour Management software to Student Government & Student Services
8. Successfully transition the Finance, Administration, & I.T. services to the new SUB
Information Technology
Completed Systems Upgrades

1. Accounting system to Dynamics 2013
2. Firewall
3. Self Service Password Management System
4. Data Centre (moving to hybrid cloud)
5. Move from physical servers to Virtual servers for student archives and communications
6. Upgrade client workstations to Windows 7 from Windows XP
7. Create Virtual Server platform to run the student club CRM
Information Technology
Upcoming Projects

1. Design the new SUB IT Infrastructure
2. Establish the migration plan
3. Coordinate the new AV and surveillance systems
4. Acquisition of the Routing
5. Switches/Routers & routing configuration
6. Approval of Network Administrator position
Human Resources Update

1. Recruitment
2. Labour/Employee Relations
3. Training
4. Orientations
5. Process Improvement
6. Policies
7. Benefits
8. Systems
9. OH&S
Human Resources
Upcoming Projects

1. Recruitment Process Revamp
2. Recruitment Process Training and Rollout for Managers (including Student Managers)
3. Create and deliver Orientation Program for new Execs/ED
4. Create and deliver Anti-bullying/Harassment training
5. Job description Audit, Update and Organization
6. Create and roll out Performance Review Program
7. NewSUB jobs recruiting, onboarding
Human Resources
Upcoming Projects

8. Creation of hire guides for managers
9. Revamp of job posting process
10. Compilation, update and standardization of all Employee and student handbooks
11. Offer/Termination letter template reviews
12. Compensation Strategy and Plan
13. Revamp of investigation process for complaints
14. Company newsletter
15. Training Centre Creation (LR, Discipline, Interviewing)
Human Resources
Upcoming Projects

16. Succession Planning process creation
17. Employee satisfaction survey
18. Employee recognition program
Operations Update

1. Negotiated Administration Unit Union Contract; finalized and implemented
2. Executive Chef fully trained and active
3. New C&C Manager in training
4. Marketing Manager hiring plan in progress
5. 2014/15 Budget in final stages
7. Working with SCI on marketing plan for new SUB
8. Working on loyalty / rewards program
9. Catering package in final stages
10. F&B Branding in final stages
11. Compensation Strategy in progress
12. Alumni Center service negotiations in progress
13. Small wares RFP in final stages
14. Coffee RFP in final stages
15. Vending RFP launched
16. AV RFP in progress
17. F&B Furniture RFP in progress
18. Public area furniture bids are in
19. Access planning in progress
20. Way finding in progress
21. Only 1 lease space remaining
Operations
Upcoming Projects

1. Transition Planning into New SUB
2. Meeting new budget goals
3. Developing and implementing marketing strategy
4. Developing with HR a comprehensive and transparent compensation strategy
5. In cooperation with HR increase employee engagement and satisfaction
Operations
Upcoming Projects

6. Successfully launch Perch restaurant to raving food critic reviews making it a destination restaurant
7. Carefully execute succession planning
8. Sell Whistler Lodge
9. Be part of brewery project
2013/14 Sales & Promotional Initiatives

1. Implement 2014 – 2017 Sales Plan
2. Fall Marketing campaign to be developed
3. DMC and Tour Operator sales initiative in spring
4. Increase social media activity
Last Call... at The old SUB

..to try a baked potato & bacon pizza!
(trust us it’s seriously good)

ams.ubc.ca
Scan for deals & coupons!
Questions?