

FSAC Minutes

June 2, 2016

Meeting called to order at 1:00 pm by Hillary Gilmartin.

Members Present: Hillary Gilmartin, Tom Gilmartin, Bill Marquardt, Guy Munday, Bob Reynolds, and Sue Sharp. Absent: Laurie Harris.

Staff Present: Edward Simpkins, Krista Wookey, and David Zimmerman. Absent: Chef Daniel Storino.

Board Liaison: Larry Thompson, present.

Approval of Agenda.

Approval of May Minutes.

David Zimmerman briefly discussed the highlights of his Manager's Monthly Report for April 2016. For all Food and Beverage Departments combined he shows almost \$6,000.00 better than budget. Total payroll expense was well over budget mostly due to the increased cost of employee insurance. Offsetting this, the Cost of Goods was well under budget in all departments. The Oaks Restaurant didn't meet their goals which was largely due to the Easter Brunch falling in March this year. The Mulligan Room had a large increase in sales and met payroll.

Opening Weekend of the pool was a huge success.

David and Chef Daniel have been trying to convert to a new inventory control tool which has been supplied by US Foods. Many problems have ensued mostly due to the fact that the new program only recognizes cases of food and not pounds. US Foods will be checking with other customers using this system to see if they have resolved this problem. While they are resolving this issue, they will continue to use an Excel Spreadsheet.

Larry Thompson reminded all present to send in their ballots as a quorum is needed.

Bob Reynolds reported on the Comment Cards. Customer satisfaction continues to remain high with very little change in either direction.

Judy Reynolds will no longer be handling the Comment Cards, as she has done for the past ten years. Firstly, there was a discussion whether the cards themselves had any value to Management. It was

agreed by all at the meeting that the cards were a good source of feedback, especially during changes. David is looking for someone to take on the job each month. He stated that it shouldn't be a Food and Beverage employee since some members have made allegations that the staff were tampering with the comment card results. One possible solution, if no one can be found to take on the job, is to have Kathi Chattin enter the card results, possibly daily.

This is the last month for the Bear Tracks being published by Maurice as he's retiring from the publishing business. Discussion on how to keep the Bear Tracks going. Edward stated that they might bring it in house as finding a publisher willing to take on the Bear Tracks is a major problem. Possibly, it might be feasible to combine publishing with the entering of the Comment Cards. They will be researching all avenues.

Hillary Gilmartin asked Krista Wookey if all servers had completed TIPS training. Krista stated there were only a few more to go. She said that the staff have been very busy getting ready for the Pool Opening this past weekend and that she would be resuming the training in the near future.

The new menu for the Mulligan Room Menu should be ready in two weeks. The Oaks Restaurant has a new menu.

Tina Warren-Diaz has been acting as Special Events Coordinator and Assistant Manager to David Zimmerman. Due to Tina's recent leave of absence, a heavy load has been placed on various employees filling in the gaps. The roles of Assistant Food and Beverage Manager and Special Events Coordinator, previously held by Tina, have been separated. Tina has decided to stay with Special Events and there is now a position posted for Food and Beverage Manager. Question came up about salary and David stated the salary would be commensurate with background - experience in the restaurant business, education, etc.

It was brought to our attention that the E-buzz would be a great venue for advertising changes to the menu.

Next Monthly Topic: Spotlighting employees each month.

Meeting was adjourned at 1:55 pm.

The next FSAC meeting is July 7, 2016.

