

BVSA

FOOD SERVICES ADVISORY COMMITTEE
Minutes for August 4, 2016

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

Members Present:

Hillary Gilmartin, Tom Gilmartin, Bob Reynolds, Guy Munday, Laurie Harris, Sande Dunchak

Staff Present:

BVSA General Manager, Edward Simpkins
Food Service Manager, David Zimmerman
Chef, Daniel Storino
Dinning Room Manager: Krista Wookey

Board Liaison, Larry Thompson

Approval of July Minutes by Larry Thompson and seconded by Tom Gilmartin

BVSA General Manager's Report (Edward Simpkins): Food Services total increase of 14% better than was budgeted. Year-to-date is \$28, 000 over. (Financials for June shows entire Association is \$300, 000 ahead of budget.) Watching carefully cost of goods is one reason for this development. Listed numbers for each department were given.

Food Service Manager's Report (David Zimmerman): Continuing effort at lowering cost of goods is showing positive results. Kitchen staff expectations are higher and seeing results. It is always a challenge to retain good employees. Kitchen equipment problems are a challenge to our service (slow meals, etc.). But we want to get it right. A new menu in the Mulligan Room creating a lot of comments from higher prices -- some of which have not changed for six years -- to maintaining the Chef Salad, to the new section called "Fit and Focused." Inconsistencies in serving size, pricing the meal and substitution requests can create problems with server and customer. If possible, substitution requests are welcomed. There will be a "locked-in" feature on computer that makes server aware of allowable substitutions. Food Service now has a Separate Reporter system for Mulligan Room and Restaurant. Pizza: a future oven may feature a layout plan of several smaller ovens to better utilize space. Good to hear that the M. Room has doubled sales in the past few years. Saloon News: Lost a server, but hired a new one who will be learning everything he/she needs to know. Get ready for the Football season! Krista Wookey is the new Dinning Room manager. Welcome!

Chef's Report (Daniel Storino): Mulligan Room's steak items are mostly prepared in Restaurant kitchen, and works out well. Check-out service is showing smoother operation. Wine Dinners: maximum number of tickets is 48. Get your tickets! Price is \$85. And date change to August 19th. Catering: Go to Tina. Also, see the Bear Tracks and Cub. For Twilight Specials, call the Restaurant.

Comment Cards. Total 641cards: Mulligan R., 43 cards (Food/Service ratings 4.6 to 4.9); Oak Saloon, 126 cards (Food/Service from 4.3 to 4.8); Oaks R., 140 cards (Food/Service 4.6 to 4.9). Pool had 2 cards (F/S all 5s). Consistently top ratings.

New Business:

Cleaning of condiment jars/Window frames in Mulligan R. A deep cleaning will be done

and always looked after. Quality of meat in the M.R. "Select" is the new term it seems. Zimmerman and Chef Storino are trying to go directly to the meat packers. Comment cards: How are they handled? Office member collects and organizes cards. Kathleen Chatten is taking over the tabulations of the cards.

Old Business:

"Spotlighting" employees in the Bear Tracks for the Oaks and the Mulligan Room. Tina Warren-Diaz (Special Events) was in the August issue. It was a good start. Suggest using an interviewing question sheet and an added "Passionate About" declaration from the employee.

New Topic for next month. None.

The meeting was adjourned at 2:20 pm.
Respectfully submitted by Bob Reynolds