

ATTENDANCE

Gary Miller (Chair)
Slobodan Trendick (BOD Liaison)
Colette Horn (BOD)
Jerry Horn
Larry Bohanan
Herb Roe
Suzanne Auwarter
Donna Hickey
Lewis Furman
Gail Lynch

Meeting called to order at 4:05 p.m.

DISCUSSIONS

MATT ORTT COMPANY PRESENTATION AT PUBLIC BOD MEETING ON NOVEMBER 10, 2018.

General Committee discussion regarding the presentation by the Matt Ortt Co. in relation to specific issues and funding requests for renovations at the Beach and Yacht Clubs.

BEACH CLUB

A special key is required by members to access the locker room and bathrooms downstairs. An issue arises when members forget their keys and ask Beach Club staff to give them access which creates an additional demand on staff time and impacts their ability to carryout other primary responsibilities. When members and the public in general can not access the lower bathrooms, they go to the upstairs bathrooms tracking in sand and dirt creating additional cleaning issues. Additionally, if the staff deny the public bathroom access customers could become angry with staff.

The Matt Ortt Co. has asked the BOD for recommended solutions to resolve this problem.

Funding requests were also made to replace the old and nonfunctional second floor windows with new ones to offer a better view and air flow. The Matt Ortt Co. added that they do not want the upstairs area to become a full restaurant but remain a food grab and go and bar. They would also like to extend the first floor bar to offer seating on both sides to increase capacity and be more functional.

YACHT CLUB

Funding requests were made to paint the dated wood trim on the second floor banquet room to match the décor and purchase a new POS system. Potential brides have complained to management about the appearance of the trim work on the second floor; and Matt Ortt has indicated that the current POS system is noncompliant with current standards regarding point of sales transactions for financial activities; and, a new POS would allow them to take food orders at the pool and increase efficiency in delivering the food to customers.

It is important to note that a new POS system was purchased approximately a year and half ago which is being reported as noncompliant.

Following the presentation by the Matt Ortt Co., John Viola, the chief Finance Officer for the OP association, took issue with the presentation for additional funding being made in a public forum rather than directly with the BOD. The Matt Ortt Co. responded that they were following the direction of the GM to make the presentation at the public BOD meeting. In discussion among committee members, the BOD liaison, and an attending Board Director, it appears the Finance Officer's concern was not specifically with the Matt Ortt Co. but questioning the appropriate process for requesting additional funding outside the budgetary process given the potential cost issues.

In concluding the Yacht Club discussion, the Committee Chair restated the Committee's recommendation in the Annual Report to fund an awning cover leading into the new entrance to the restaurant area.

COMMENT/EVALUATION CARDS

There was extensive discussion regarding the comment cards developed by the CAC and the in house cards developed and being utilized by the Matt Ortt Co. to monitor and evaluate services provided to their customers.

CAC members' comments ranged from using our own cards to monitor food and beverage services at the Yacht Club to utilizing the data collected by the Matt Ortt Co. or some combination of the two.

The discussion evolved into a need to determine the overall purpose of the committee regarding our primary roles and responsibilities for overseeing the Yacht and Beach Clubs' performance based on advisory committee guidelines and our responsibility to represent the community's needs and concerns. The question also arises regarding whether or not our oversight role has changed since the Beach and Yacht clubs are now operated by a private contractor rather than the OP association.

The BOD liaison recommended we review the advisory committee document developed for all committees to assist us in determining our responsibilities for monitoring clubs' operations.

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For the next meeting, the committee chair recommended that we compare the comment cards developed by the CAC and Matt Ortt Co. to determine if we would like to use our cards for evaluation, add some additional questions to the Matt Ortt Co. cards or continue to use their comment cards as designed.

The committee also needs to determine to what degree we want to analyze the data collected from CAC and/or Matt Ortt Co. comment cards. Currently, Matt Ortt gives the committee collected comment cards for our review when requested. The Yacht Club floor manager present at the time of the meeting was requested to determine whether or not the Matt Ortt Co. has a software program to analyze the data collected from the comment cards. If such a program exists, it could significantly reduce a labor intensive effort to collate and analyze the data.

OTHER COMMITTEE ISSUES/QUESTIONS

After the Thanksgiving holiday, what will be the opening schedule for the Yacht Club during the Winter months?

Will trivia pursuit night continue?

What is the status of the second floor Golf Club renovations? Will the work be completed by the Spring of 2019?

COMMITTEE VACANCY

The Committee Chair announced that Cheryl Jacobs has been approved by the Chair and BOD liaison for submittal to the BOD for final approval to fill the CAC vacancy. Cheryl is a prior Director of the BOD.

In closing the meeting, it was noted that the outside sliding glass doors on the restaurant level were leaking cold air into the restaurant and need to be followed up for repair.

Meeting was adjourned at 4:55 p.m.

Next meeting is on Thursday 12/20 at 4pm in the YC

Respectfully Submitted
Herb Roe