

October 16, 2014 Clubs Advisory Committee (CAC) meeting minutes

Attendees: Les Purcell, Wayne Littleton, Jack Ferry, Steve Lind, Audrey Wahl, Gary Miller, Donna Hickey, Mary Anne Whitcomb

Yacht Club Management: David McLaughlin, Nadine Horsey

Board liaison: Bill Cordwell

Actions:

Dave will send out a list of proposed capital budget items for discussion at the November CAC meeting

Discussion:

Chair Les Purcell introduced new members Donna Hickey and Gary Miller.

A motion was made and accepted to approve the minutes.

Bill Cordwell sent an email to all directors on expanding the first floor bar into the restaurant, including furniture and equipment for football season and to add more space to the bar area.. Of the directors, Tom Terry and Sharyn O'Hare said yes. Dave Stevens-said residents can go to Tern Grill; Jack Collins said too late in season to which Bill Cordell and Bill said week 4 of 23. He brought it up again at the meeting and was told to bring it up in the budget.

Dave McLaughlin said it will take more time to develop list of items for the capital budget—there will be considerable expense to get beer lines to the Tiki Bar and to make a service bar in the marina building. The Tiki bar was never covered in the Yacht Club budget. Other things include outside seating and more china. He will email the list to the CAC members who can provide comments and the list will be discussed at the next meeting.

Jack Ferry said in 2011 the CAC recommended a satellite bar. Dave said there was a temporary satellite bar in the marina building but it needs to be a fully stocked full service bar to handle the crowds in the summer.

Les said he met people who use the bar and are not concerned with these issues. Gary said everyone had such great expectations that it would be perfect. There are some things that weren't designed properly that no one had any control over so we should just move on to do the best we can. We can still move entertainment inside the restaurant. Dave said some people have complained about the sound level in the restaurant so it will be hard to appease people; as a result they will book just two-piece bands for background music in the off-season.

Gary asked if the designers will do things with acoustics. Dave said he could ask the question of the designers. Gary said for special events they could drop a curtain.

Donna Hickey asked about consistency of hot and cold foods. Dave said they don't have built in heat lamps; they have to run lines downstairs. They do have heat lamps upstairs for catered events.

Bill Cordwell said the Ocean Pines Association is still working the punch list with the builder to resolve these kinds of issues.

Donna said she has asked for input on Yacht Club and people were generally pleased with staff and service.

Wayne said the Yacht Club pool is drawing a younger crowd than in previous years and he asked why they can't attract the pool crowd to the restaurant, something is missing.

Donna said for the winter local restaurants have specials and advertise widely.

Bill Cordwell was asked about a motion to appoint a Working Group to look at lessons learned Yacht Club during its first six months of operation. Bill said this topic will be discussed at a special board meeting on October 18.

Donna said there is a gap in time between contacting Yacht Club and getting a response. Dave said he is aware of this issue and accepts the blame and will have a part-time staff person to assist with responding to inquiries. Donna asked why deposits are required for Ocean Pines clubs; she heard that there was a \$1000 deposit required on catering for local groups. Dave said that is a wedding contract and he waives fees for local groups and this should be done in the future. Brian the catering manager was new and didn't understand the Ocean Pines and how it works.

Dave discussed the room charge on catering. He tried to separate food and bar costs. Last year the Yacht Club had food, bar, labor and other costs; other costs included linens, candles, cleaning and set-up. He listed that separately in the total which gets a 20% service charge—this was \$240; later he changed it to a \$200 flat cost but listed it separately and the groups were upset. He will now add it back into food costs. Dave said they can work with smaller groups from Ocean Pines on event costs.

Wayne said it is very confusing and he thinks there should be a per person fee. Dave said some policies need to be solved and some have been since July. Nadine said she is establishing new contracts and policies.

Gary said the comments he was getting was banquets were doing well but there was inconsistency with service and food downstairs and there were no specials in the Cove restaurant.

Dave said you will see a complaint on temperature and it can't be adjusted and this is on the punch list to be changed.

David said next year there will be more weddings at higher rates and next year the catering will cover all costs of the Yacht Club.

Audrey said people enjoyed sitting in chairs outside even if mismatched; the barbecue was well received and these things were all done under challenging conditions. Audrey suggested that the Yacht Club should have special menus for local club groups and thinks this will make all the difference in the world.

Dave said OPA groups will have a separate menu which should be ready by the end of November. In response to a question by Steve, Dave said the bar downstairs will be open for New Year's Eve-- the issue is timing.

The day before Thanksgiving the Cove may be open with pub style menu. In November the Cove restaurant will close Monday-Wednesday; after November they will determine the schedule for the rest of the winter.

Respectfully Submitted,

Mary Anne Whitcomb

Executive Secretary