

Clubs Advisory Committee minutes 6/18/15

In attendance; Les Purcell, Jack Ferry, Audrey Wahl, Gary Miller, Donna Hickey, Steve Lind, Wayne Littleton, Bill Cordwell (OPA Board Liaison)

- 1) Les reported that two members have resigned from the committee, Mary Whitcomb and George Bowers. A note has been published on the OPA website advising members that there are two open spots on the committee. Les also advised of the need for a full time secretary, specifying that the position does not require a female.
- 2) The OPA "clubs" that the committee is tasked with advising the Board on was clarified and includes; the Yacht Club, the Beach Club, and the Country Club. Any suggestions to the Board will go through the committee liaison. The committee members discussed the option of going directly to the YC manager, Jerry Lewis, with suggestions on items specific to his control and responsibility which do not need Board approval. The Committee will advise Jerry well in advance of our meeting dates in the hopes that he can attend. If Jerry is not able to attend a CAC meeting, and when appropriate, a separate meeting would be requested so that suggestions can be discussed with Jerry. The committee will send two members to these meetings. At the end of the meeting it was decided that Les and Gary will attempt to set up a meeting with Jerry to discuss the suggestions listed below.
- 3) Gary made suggestions on improving the service **at particularly busy events**, such as Friday night when popular bands are playing. One problem discussed is the long lines at the Tiki Bar and Cove Bar. This is currently being fueled by the lack of a "service" bar for the wait staff. Is the planned new service bar going to be installed? Possible solutions that were discussed include setting up satellite stations for beer and possibly wine. These can be as simple as a large cooler/tub/drum filled with ice and canned beer or several large bottles of different wine which would be poured into plastic cups. A more elaborate option is to set up a mini bar on wheels that can be moved to wherever it is needed. These can be cash only sites to minimize the process. Another issue is the long wait for a table for dinner at these extra busy events. Customers that are told there will be a 50-60 minute wait are not particularly happy, especially when they see empty tables that remain empty for long periods of time. A suggestion was made to bring back the "grill station" offering other options for food when customers do not want to wait. In the past the grill has seemed to work well and adding a beer or wine station next to it would allow the same cashier to handle both. Part of the committee discussion included the number of wait staff available. Is this part of the reason tables are empty while customers have an hour wait? Is the Boards cut in payroll for this years budget contributing to the staffing problem?
- 4) Cove menu: It was noted that several of the more popular food items have been removed from the menu. It was suggested that there be some "core" or "signature" items that remain on the basic menu full time with special items being changed out as the Chef decides.
- 5) Pricing: The committee was in agreement that some items, including HH drinks, may be priced lower than needed. It is important to have some "basic family" items at

reasonable prices on the menu so that prices on the higher cost items can be increased. When there is a special on a particular drink (recently it was orange crushes), be sure to let the bartenders know so they are prepared to make the special and charge appropriately.

- 6) Computers: The bartenders are taking a long time to cash out customers and it seems to be because the computer system is not user friendly. Are there plans to improve the software?
- 7) Cove Decor:
 - a) The Boat. The current location of the boat looks like it was just moved to get it out of the way and is blocking the view of one of the framed photos on the wall. Can it be moved to a more appropriate location? Maybe along the short wall on the left as you enter the Cove dining room?
 - b) The Cafeteria. Although the entrance looks nice with the new palm trees, the dining room still has the look and feel of a cafeteria. The committee discussed inexpensive options to improve the look, including members volunteering to build room dividers that can be placed around the register/service station and other places to soften the feel and dampen the acoustics. Adding more framed artwork to the DR walls was also suggested. Maybe a conference with Jerry and/or Bob to discuss ideas would be appropriate.
- 8) Fly's and Fans: Is there a timetable for when the fans will be installed under the patio? Are additional permits required and have they been requested? Can Public Works do the installation? The fly's have arrived and are making eating outside undesirable. Dining inside can also be bothersome.
- 9) Lessons Learned Report: The report that was requested of the committee by the Board and which we submitted some time ago has not yet been discussed at a BOD meeting.
- 10) Steve wondered if next year we should consider moving the starting date for the Coves 7 day a week service to correspond with local schools closing for the summer.
- 11) Country Club: After hearing that a golf group was not able to have food served at a planned event this month, the committee wants to find out what is the permitted use of the facility and where is food prepared for events that are permitted.

July meeting on 7/16/15 @ 4pm at The Cove

submitted by
Gary Miller