

CAC Meeting minutes 8/20/15

In Attendance: Les Purcell, Audrey Wahl, Gary Miller, Steve Lind, Donna Hickey, Wayne Littleton, Tom Terry, Board Liaison
Herb Rowe, New member applicant

Meeting called to order @ 4:10 pm

Approved minutes, give to Theresa

Thanked Audrey for her excellent job running the July meeting

Discussion

- 1) Flies, still a problem inside and out. Discussed previous suggestion for fly traps and Wayne suggested that Mancini's Restaurant uses some sort of Crystals to control flies. Wayne texted the owner and got a response that they use Golden Malrin which is available at Southern States and Amazon. [I forwarded info to Jerry](#) should revisit Steve's info on the fly traps and hire an exterminator that specializes in flies.

- 2) Tiki Bar was using same buzzers as inside The Cove to let customers know when food is ready. No more yelling. We all hope they continue the practice.
[Sat. 8/22 buzzers were used at times, but the wait staff "forgot" to enter the code on my order so they had to call my name. Apparently I was not the only one because several other names were called out.](#)

- 3) Pool Fun Night, Food is offered inside the pool fence making it an issue for those not participating in Fun Night. Food used to be offered outside the fence. Fun Night ends at 8pm instead of 8:30 like it used to. Reason? Tiki Bar is busy as long as fun night runs. Maybe it can be extended to 8:30 so more bar items can be sold?
[spoke to Colby, the Aquatics director about this and was advised that Fun Night is run by Rec. and Parks and that it ends at 8pm because there are no lights. Cant go later until lights are installed around pool](#)

- 4) Donna commented that training of staff is still an issue. Last week at a table of 8, the server neglected to ask patrons if they would like water, rolls, desert, or asked if their meals were satisfactory, never checked back during the whole meal. With some staff, there seems to be a lack of appropriate commentary that comes with good service. Person taking reservations is doing a GREAT job however. The script used is very good.

- 5) CAC will send a Thank You to Bill Cordwell for his service as our BOD Liaison.
- 6) Steve suggests that the money approved by the BOD for a second Fire Pit would be better used to fix other problems at The Cove. A discussion ensued about the YC being an amenity to please the residents that want a second Fire Pit with Steve arguing that the people sitting there do not buy drinks so it is a waist of money when other things still need improvements. Transitioned in to suggesting that a specific budget be established to FINISH THE BUILDING. Instead of trying to get ongoing problems fixed in a piecemeal fashion, with the advise of Tom Terry, the Committee decided to formulate a plan to address ALL of the concerns so that the building can be finished and The Cove can concentrate on being the best Restaurant it can be.
- 7) The YC pool has lighted fountains that should be turned on in the evenings while the Tiki Bar is open. Having them on will add to the atmosphere and become part of the scenery. Should also have music playing during the day when the pool and bar are open. Island music?
- 8) Wait Staff Service should be included for the YC pool. More sales of food and drinks would result if a waitress walked around taking orders and delivering the food/drinks.
- 9) Donna commented on The Coves decor, or lack thereof, including the ongoing problem with acoustic, the need for decorative screens to hide the staff workstation (similar to what is at The Sunset Grill), replacing the can lights with small "bowl" type hanging lights and dimmers for lights. It was suggested that we request that an RFP be sent for a professional decorators consultation as part of our Budget report to the BOD.
- 10) Food is still the biggest issue with The Cove. Once customers find something they like on the menu, they get frustrated when it is no longer available. Many people plan their outings around particular menu items they like at particular restaurants and may go other places when their favorite items is not offered. The Beach Club has a wide variety of reasonably priced lunch items. Maybe The Cove should copy them?
- 11) adding a bar menu was again suggested.
- 12) Wayne asked about a "Special Events" calendar. Publish a special calendar to entice locals back to The Cove BEFORE the snowbirds leave for Fla. Ideas include; "Locals" party, "Advisory Committee" Thank You party, "Neighborhood" party for specific OP neighborhoods, Wine Tastings or dinners, Bourbon/Scotch tastings or dinners, Christmas party, NY Eve party (Book band now), Special Entertainment events such as "Tina & Ted's wedding"
- 13) Hold some of these at the Beach Club 2nd floor bar. Advertise that it is available for rent.

- 14) IT is still a problem. Swipe cards do not always work. Suggested a “debit card” for use by OP residents at all of the “Clubs”. Can be pre-loaded with a set amount of money with purchases deducted at each use. Can be refilled automatically or at owners request. Drawback may be the inability of the OP IT system to consistently keep track of transactions.
- 15) Country Club is still being used by a large number of groups even though the building is in bad shape and the kitchen is basically nonfunctional. Reason is that the Com Center does not have enough meeting space.
- 16) Wayne suggested the Cove consider doing a “lunch is on us” promotion similar to what “Mio Fratello” does. “Buy 5 lunches for \$7.99 or more and get the 6th lunch on us” A card is handed out and then punched each time a qualifying lunch is purchased. After 5, the next one is free. Great way to get some local back in the door, especially during the winter and shoulder seasons.

Respectfully submitted by Gary Miller on 8/23/15