

## **CAC Meeting minutes 01/14/16**

**In Attendance:** Les Purcell, Gary Miller, Donna Hickey, Herb Roe, Audrey Wahl, Wayne Littleton.

YC Manager Jerry Lewis and Banquet Manager Brian also attended

New CAC member Gail Lynch is out of town until April.

The CAC currently has 2 openings for new members

Meeting called to order @ 4:05 pm

### **Discussion**

Jerry expressed his positive feelings about the budget process and how he feels that, based on his meetings with the Budgetary Committee and Bob Thompson, many of the suggestions the CAC made to the OPBOD and that he requested will be approved . At this point we just have to wait and see what the BOD decides.

Jerry commented that about 30 people attended the new Italian Buffet on Sunday and the Friday "Date Night" and Saturday "Prime Rib" night were both growing in attendance.

A new menu is being developed and after comments from the Committee about particular favorites that show up and then are taken off the menu, Jerry suggested that the CAC make a list of items we would like to see stay as staples. The Committee enthusiastically agreed to do this.

### **Old Business**

Consistency with the food is still a major issue. Gary, Donna and Herb all had instances recently when they had ordered an item in the past that was very good and ordered it again and the item was not good. This is the one problem that the CAC keeps coming back to as the major issue with the Cove. We are hoping that the BOD approves the budget request for a full time Food Expeditor to help resolve this issue.

In order for the Expeditor position to be successful, the CAC suggests that a tally of complaints and returned dishes be kept each day. The following day the expeditor should meet with the Chef and Jerry to discuss how to correct the particular problem.

### **New Business**

A common comment heard is that locals want plain food done well, not overly fancy dishes. In order to find out if that is really true, we need to get better feedback from

customers. Comment cards are currently kept at the Hostess stand. In order to get a better feeling for what customers have to say about the food, service, decor, etc., we suggest that the cards be placed with the bill in the Bill Sleeve so that ALL customers are encouraged to respond. We would also suggest that the hostess make a point of asking the customers to fill out the card when they are first seated. Any cards that are filled out should be given to the hostess who would add the date and hold them for Jerry to review. Adding the date will allow for a check on who was working in the kitchen when bad comments are made and/or food is returned. This may help to shed some light on why we have a problem with food consistency.

Another thought to help with food consistency would be to set up an internship program. Paul Supley, a former executive chef at the old Yacht Club, teaches at the Culinary School at WorWic Community College. This might present an opportunity for Paul to select a couple of his outstanding students to do an internship in The Club kitchen. If they are particularly good, hire them as line cooks.

**Meeting was adjourned at 5:20pm.**

**Next meeting is scheduled for Feb. 18th**