

CAC Meeting minutes 06/16/16

In Attendance: Les Purcell, Gary Miller, Herb Roe, Gail Lynch, Lew Furman and Donna Hicky

Meeting called to order @ 4:05 pm

Minutes from previous meeting approved. Copy to be sent to Theresa for publication

Discussion

Discussion on food issues were highlighted by a recent Garden Club Luncheon. The Garden Club President had arranged the luncheon and when she arrived asked about the table setting as there were no spoons. The manager commented “I went to college for this” and made no move to put spoons out. Anne wound up going into the kitchen to get spoons for everyone. Some of the customers asked for additional salad dressing and the waitress came out with a large tumbler instead of a small serving bowl. Some comments from customers were that although the strawberry spinach salad tasted good, several portions only had 4 **slices** of strawberry on the salad and some had mush more. Several customers asked for chicken on the salad and mentioned that the ends were very dry.

Donna mentioned that on Friday evening she had brought friends and had two tables of 8 (16 total). One table had a small child. The waitress was obviously new. She took drink orders and one of the men asked for a “Dewers”. The waitress did not know what that was. Thirty minutes later the drinks were still not delivered. The men went to the bar to get their drinks instead of waiting for the waitress to deliver them. When they were seated, they ordered food and the mother of the child asked that the grilled cheese sandwich be brought out right away as the child was hungry and it was getting late. It took an additional hour for the food to be served, including the child’s sandwich.

Gary mentioned that he had been at the YC Pool and ordered the chicken salad wrap. The salad was so spicy he could not eat it.

Specials; The wait staff hands a paper with a list of specials and no explanation of what they are. Charcuterie was one of the items listed. Most of the customers that night had no idea what that was. Neither did the waitress. There was also a fish, similar to a Chilean Sea Bass but with a different name, that most people did not know what it was.

Recommendations; Consider a 3 tier service system. Have the front desk person seat the customer and make sure that the place settings are correct. Have a separate wait staff person take the drink orders and deliver them then have a 3rd wait person take the food order.

Offer midweek specials that are inexpensive and family friendly to bring customers back in.

Why does the CAC meet? The committee does not feel that our suggestions are being taken seriously. Should we ask for a meeting with the OPBOD?

Old Business

Food Truck CAC understands that the food truck is probably not going to happen. There is talk about having Rosenfelds Jewish Deli bring their truck in to see how it works. The CAC questions how that would work and would Rosenfeld pay OP a fee to bring the truck in? Where would he put his food truck? NOT at the YC!

Approved budget items When will the bar rail and room dividers be installed? Who approves the design? Can the CAC review? Why are the dividers going to be attached to the wall? Would they not be more versatile if free standing? Are there going to be “down blowers/fans” installed at the rest of the doors leading into the bar/first level?

Outside Grill Use What is happening with the idea of the portable 3sink system? Have we heard from the county about other requirements before we can use the grill?

Dinner Cruise? Any progress?

Staffing issues Is there still a problem getting people to work at the YC? Any idea of the reason? Are we paying enough? Would advertising in the Pines for locals help?

Beach Club Food is good and the menu is much more extensive than at the YC. Why? The Beach Club has part time staff and a small kitchen but they put out a larger menu and the food is consistently good. Why can't the YC?

New Business

Can the CAC find out what items on the menu are being ordered? We are particularly curious about how many “Dinners” are sold compared to just “sandwiches/appetizers/specials”. Do we need to revise the menu to offer particular items ALL THE TIME?

BOD election. A majority of the candidates are suggesting that OP turn the YC over to an outside person/group to manage. If the YC numbers do not improve, there is a very real possibility that this could happen if particular candidates are elected.

WAIT STAFF AT YC POOL; The pool customers seem to enjoy having wait staff take food and drink orders. We would suggest that a small copy of the menu be printed so that the staff can carry the menus with them for faster service and less walking for the staff.

Meeting Adjourned at 5:10

Next regular meeting on July 21st @ 4pm

