

CAC Meeting minutes 2/16/17

In Attendance: Les Purcell, Gary Miller, Herb Roe, Suzanne Auwarter, Lew Furman, Donna Hicky, Gerry Horn

CAC Liaison Dave Stevens

Meeting called to order @ 4:05 pm

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

Discussion

THE COVE

New Staff

Staff seems pretty good so far. There seemed to be a lot more staff at the soft opening than we have seen before. They were very attentive and the new floor manager was going around to make sure the customers were being taken care of. It will be interesting to see if this level of attention remains when it gets crowded.

New Location of Hostess Station

Several comments that there were occasions when there was no hostess at the front station. Although it was agreed that moving the hostess to the front foyer was a good one, it is important to make sure someone is there at all times. There should be at least one, if not several "runners" to take guests to their table. The committee is not aware of how the hostess is keeping track of what tables are open but we are aware of several options including a paper chart as well as electronic methods.

Tuffy's Tavern

Although there is still concern that families with kids will be forced to walk through the new bar area on their way to the dining area, it was agreed that it will be a convenient place for guests waiting to be seated to sit with a beverage. With bar stools, hightop tables and a drink rail along the wall this area has the potential to be a very crowded gauntlet that customers will have to navigate to get to their tables.

Bar/Lounge Area

The new decor is very nice. The staff and volunteer decorator did a good job. The only negative comment is that the new large TV is mounted too low on the divider. If you are seated close to the divider, the TV is too large to see and if you are seated further back, the view is partially blocked by people sitting in front of you. We suggest that the TV be mounted in a higher position. The acoustics have also been improved.

Menu

Although improved there is still a problem with consistency. Sometimes rolls are served with dinner, sometimes not and the consistency is not always the same. Seems like they are very good and fresh on one visit and the next time they are hard like they had been frozen and then put in a microwave. Committee members commented that several items, like the scallops, salmon and creme-brulee were very good but others, like the chicken, were rubbery. The seafood pasta was heavy on the pasta and light on the seafood. The price is still an issue as well. One committee member ordered the caesar salad (\$9) and added chicken to it (\$9 add on) for a total of \$18 for a salad. The problem is that for the price being charged at The Cove, customers can go to a lot of other local restaurants and get better food and service. The Committee feels that prices have to be reasonable and the food has to be good, not necessarily great.

It will be especially important that pricing be reasonable at the Tiki Bar during the summer. There is an opportunity to sell a lot of reasonably priced food to customers using the adult pool. Last year this was a problem with some of the sandwiches costing \$14 and salads with any added protein could be even more.

There was also a discussion about the new format for Sunday Brunch. We are curious as to why the change to just plated items and wonder what affect the change will have on attendance.

COUNTRY CLUB

Dave Stevens advised that the downstairs is currently being renovated with more open space, and a larger Terns Grill. The upstairs will also be renovated with a new kitchen, larger bar area and more meeting space.

BEACH CLUB

Dave advised that the Beach Club renovations are moving along slower than had been anticipated but should still be completed by spring. Apparently obtaining all of the permits has been the hold up. There was a discussion about the facility possibly staying open later in the evening. It may be possible to offer limited associate memberships to visitors who do not live in OP but who would like to eat/drink at the Beach Club and use the pool.

New Business:

Changes/additions

Dave said that the "Bar Rail" along the wall by the water is going to be installed but was not sure of the timing. The "Pirate Ship" playground and a pergola for the bands should be installed soon.

Sound/Volume control

It was noted that at a recent Friday night music event upstairs the volume of the music was louder in the bathrooms and bar than in the ballroom. Dave had mentioned that the volume could be controlled by The Cove but did not know exactly how that would be

done. When the floor manager was informed about the different volume levels mentioned above, it was adjusted in the bar and bathrooms, but it appeared that the band was controlling the the volume in the ballroom. Several committee members commented on the noise levels outside with the new band location facing the back of the building. We are all anxious to see how well the volume can/will be controlled this summer since most bands control the sound using their own soundboards. Will The Cove be able to override whatever the band deems appropriate?

Outsourcing Management of The Cove

Referencing an article in one of the local papers, we questioned Dave on plans to turn management of The Cove over to an outside entity. Apparently there is no current plan being considered.

Meeting Adjourned at 5:25

Next regular meeting on March 23,2017 @ 4pm