

CAC Meeting minutes 4/20/17

In Attendance: Les Purcell, Gary Miller, Herb Roe, Suzanne Auwarter, Donna Hicky, Audrey Wahl, Jerry Horn, Gail Lynch

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

Meeting was held in the Administration Buildings Marlyn Room. The CAC is still NOT allowed to meet in the YC building. The Committee will look into moving our meetings to the Terns Grill.

Glass or Plastic Glasses?

Some customers prefer to get their drinks, especially wine and beer, in glass cups instead of plastic. At Tuffy's Tavern the drinks are served in glass all the time. In the main bar, everything is in plastic. The reason seems to be that customers are more likely to carry their drinks outside onto the patio from the main bar, so for safety reasons, plastic is used. An alternative to the flimsy plastic currently used would be a heavier reusable plastic container at both of the Cove bars. The current plastic style is probably more appropriate for the Tiki Bar

Wait Staff

The CAC was sad to hear that Linda, the Beach Club Manager, has resigned. She was well liked, put in a lot of hours and was able to keep the food and service consistently good. She also handled getting the staff, made up of mostly Irish students, hired. This included helping them obtain their Visa's in time for the summer season. The CAC wonders who, if anyone, is handling that now.

Apparently management has decided it will rotate the wait staff and bartenders between the various OP Clubs. Several CAC members have already heard complaints about this practice. Most of the regular customers like having a bartender that they know and who knows them, as well as the drink they like. It creates a more friendly environment "when everybody knows your name". Moving staff between bars in the same facility, like Tuffy's and the Main bar, is fine. When there is a different bartender every time you go into one of the clubs, you no longer feel like it is "your bar". Moving the staff also makes it harder for them to get used to how a particular facility operates, feel comfortable knowing how the rest of the staff works or to have ownership of the product.

20% Discount

The CAC has been suggesting for some time that offering a Happy Hour at The Cove would be a good way to bring some of the old customers back, and generally bring people in just prior to dinner. Offering specials on drinks AND appetizers/small plates would entice people to eat at the bar and maybe stay for dinner. The CAC is not sure that having a 20% discount on food and drinks all the time will accomplish this. There were initially problems swiping the OP membership cards and confusion as to when the cards have to be shown to get the discount.

An additional concern is the amount of time it will take the staff to run the cards during the busy summer season. Friday & Saturday evenings can be very busy with long lines at the bars. Will swiping the cards cause a longer delay?

If the majority of the customers at the Cove are OP residents, does having a 20% discount really draw any more customers in then just reducing the price and having a happy hour?

BEACH CLUB

Note previous comments about Linda leaving and our concern about staffing.

New Business:

Nothing new to report

Meeting Adjourned at 5:30pm

Next regular meeting on May 18, 2017 @ 4pm.

Location to be determined.