

CAC Meeting minutes 3/23/17

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

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 Space was moved to the Administration Buildings Marlyn Room. The CAC is apparently NOT allowed to meet in the YC building any longer. Attempts to find out why we have been refused a meeting space were not successful. We were told that “they prefer that all committees meet in the same location”. The Committee will continue to discuss this topic until we get a reasonable answer.

OP “The Real Forum”

Dave said that “The Real Forum” is an attempt to get information & answer questions on a more timely basis to residents about ongoing issues and developments in OP. Problem may be the time involved to accomplish this task by the staff.

MARKETING

Donna mentioned that advertising and information about upcoming events at the various clubs is not always getting out in a timely basis. Sometimes not until just a few days before the event. One example was the recent Mystery Dinner and St. Paddy’s Day event. Dave said he would pass this information along to the BOD.

Several of the CAC members are also Sunset Grill VIP members (which means we get a weekly notice of specials) and receive a one page email that is sent out the day before a scheduled menu special and the day of the special we get that days menu with pricing. We STRONGLY suggest that OP do something similar.

THE COVE

The food seems to have improved but is still inconsistent.

Although the recent change in staff seemed to be an improvement, that is no longer the case. It seems that they (the new hires) were being trained and then were “shadowing” the experienced members of the staff. The night of the soft opening, all of the staff were very attentive and seemed well trained. More recently, the current staff members don’t seem to know what they are supposed to be doing, can’t describe all of the menu items,

and don't followup to ask about refills on drinks. There is a long period of time between being seated and having someone take your drink order. Once the order is taken, it is even longer before the drinks arrive and someone takes your food order. Once the food order is taken, no one comes around to ask about drink refills and after dinner is over, no one asks if anyone is interested in desert.

Why are the tables not set with S&P?

This change in the quality of service leads us to wonder if the staff has changed. If not, what happened? Is there any ongoing training of the staff?

An additional issue is how unaccommodating the service is. This very well may be at the direction of management, but if someone asks for a roll, staff should just go get them one. They should not tell them they will have to get an order of 3 and pay an extra \$3 for it. Most of the better restaurants in the area automatically bring a basket of bread or rolls to the table when customers are first seated.

Pricing is still an issue as well. The Shrimp Flat Bread @ \$12 is pretty good and reasonably priced. Ask to add shrimp to a salad and you have a \$20 meal. Same with asking to have chicken put on a salad. A review of last months meeting minutes will show that the CAC has been receiving numerous comments from residents about this issue since the new menu came out.

What happened to the comment cards? The CAC had suggested some time ago that a question be added asking if the customer was an OP resident. This would help us track who was coming in and also see if it is mostly OP residents who complain more than those from outside the community.

Reverse Happy Hour

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. A REVERSE HH that does not start till 8pm, and only on Sundays, accomplishes none of that.

Tuffy's Tavern

We still have a concern about families with kids being forced to walk through the new bar area on their way to the dining area. With bar stools, hightop tables and a drink rail along the wall this area has the potential to be a very crowded gauntlet during the summer busy season that customers will have to navigate to get to their tables.

COUNTRY CLUB

With the change in management at the Golf Course, Dave Stevens advised that the Terns Grill is now under OP control and one of the clubs this committee should report on.

BEACH CLUB

Nothing new to discuss

New Business:

Nothing new to report

Meeting Adjourned at 5:30pm

**Next regular meeting on April 20, 2017 @ 4pm.
Location to be determined.**