

## **CAC Meeting minutes 5/18/17**

**In Attendance:** Les Purcell, Gary Miller, Herb Roe, Donna Hickey, Audrey Wahl, Jerry Horn, Gail Lynch, Lew Furman

CAC Liaison Dave Stevens

OP BOD candidate Colette Horn

Meeting called to order @ 4:05 pm

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

**Meeting was held in the Terns Grill. The room is open and very noisy so we will move the meeting to another location for future meetings.**

### **Discussion**

#### **Liquor Sales at S&R Pool**

Slobodan Trendick had planned on attending this meeting to get the Committees feedback on the possible sale of beer and wine at the Swim & Racket Pool, but was unable to make the meeting. The Committee did discuss the idea in general but the general feeling was that we did not have enough information to make a formal recommendation. Dave said that he felt that having the option to get a beer or glass of wine was just an added benefit, Donna said it would be a nice convenience and several others said that they did not see any problem with the idea, but wanted more details on how it would work. When it was mentioned that this pool is primarily a Family pool, it was noted that the pool is really too deep for small kids and a lot of adults go there for the view. The real question was, since OP has 2 other pools, YC and Beach Club, where liquor is available why not offer it here? Other questions were related to who would be selling the liquor, would it require additional trained staff, would there be enough income to cover any additional costs and what time periods would it be sold.

#### **Trivia Night**

Donna mentioned that the past 3 Trivia nights have all had different MC's. Apparently Fred, the floor manager who had been running the games has been fired, so a different MC has run the games the past 2 weeks. This has caused some problems, primarily because the new MC's did not appear to have any training or experience in running such an event. The Committee would suggest that one person be trained and designated as a permanent MC.

Another suggestion is that a trivia night menu be available every week.

Donna mentioned that Trivia Night is going to continue throughout the summer but will probably be moved to a slower night.

#### **Ovation Dinner**

There is a comedy dinner theatre scheduled at The Cove, but as of our meeting date, there was no menu set and there is a concern that there may not be enough reservations to assure that the show will take place. Dinner at the show last year was so unorganized and poorly managed that many of those customers said they would not come back. This may be part of the reason for the low reservation count.

The Committee would suggest that for any special shows or events, a menu should be set and advertised along with the show details well in advance of the event. The first ads that went out for the Comedy show did not say what time the show would start and the day was changed in later ads. At this point, interested customers do not know for sure if the show will take place.

### **Hours for Entertainment**

Currently entertainment inside at The Cove is from 8pm to midnight. Several customers have commented that those hours are too late and have suggested they be changed to 7-11pm. There were also suggestions that serving dinner downstairs where it is more quiet and having the music upstairs may bring more customers for dinner.

We assume that the hours for music outside will remain at 6-10pm

### **Staffing**

The Committee was curious about the success of the recent OP job fair, but were not able to get any feedback. With the season getting started we are concerned about having sufficient staffing at all of the clubs.

### **Comment Cards**

Dave told the committee that the acting GM has said we could have access to the comment cards. This will allow the Committee to help evaluate service and food issues and make better recommendations to the BOD. We would suggest that a card be given with every bill and that the wait staff suggest the customer fill it out. We also would like to see "bill jackets" used for every bill. The comment cards could just be included in every jacket along with the bill.

### **20% Discount**

This was discussed at last months meeting and came up again when a couple Committee members were informed of a complaint from some of the women golfers at the Terns Grill. Apparently when the ladies were handed the bill one of them took out her OP card in order to get the discount. She was told by the wait staff that "its too late. I already put the order in the computer. If you want the discount, you have to give us the card when you place your order". When the lady suggested that the staff should ask if the customers were OP residents she was told that "we were told we can't ask that". At the recent Trivia night, customers were told that during the summer busy time, the staff will not ask for the card. If you don't give it when you order, you won't get the discount. The Committee voiced concerns about these issues in last months minutes, copied below, and it appears they were valid.

*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**

The Committee was curious about the turn out for the Mothers Day Brunch at the Beach Club, but were not able to get any information about the event. One committee member mentioned that she had driven by the facility around 11 a.m. and the parking lot was not very crowded.

## **Terns Grill**

Committee members who frequent the Terns Grill voiced their concern about the food. Before the recent renovations, the Terns Grill was known for its very good breakfast sandwiches and hot dogs. The new breakfast sandwich comes frozen and is then microwaved, not made fresh like the previous ones. The golf ladies mentioned above also complained that when they ordered lunch, 3 of the 4 orders came out quickly but one took so long that the lady got up to ask about it. She was told it would be right out but when it was finally served, the pizza rolls were burned to the point she could not eat it.

Dave commented that the Grill had only been open 2 weeks and it would take some time to get the problems worked out. Several members commented that they did not understand why, when the food and service had been so good before, things would change for the worse when it re-opened.

The advertised hours of operation for the Terns Grill is 7 am to 6 pm. The Committee questions why it closes at 6pm when golfers are still playing till 8pm or later. Those golfers are an income source that is being missed.

It seems that a lot of non-OP Resident golfers are not aware that the Terns Grill is there. The Committee suggests that some signs be put up in the front of the building and/or on the parking lot advertising the Grill.

Dave told the Committee that the bar top had been installed incorrectly but it was going to be corrected shortly to give customers more leg room.

Committee members noticed a lot of fly's inside the Grill. Maybe adding a "downdraft" air screen above the doors would help.

**New Business:**

Nothing new to report

**Meeting Adjourned at 5:30pm**

**There will be no meeting in June.**

**Next regular meeting is on July 20th, location to be determined.**