

CAC Meeting minutes 6/26/18

In Attendance: Les Purcell, Gary Miller, Herb Roe, Jerry Horn, Suzanne Auwater, Lew Furman, Gail Lynch, Larry Bohanen

BOD Liaison Cheryl Jacobs
Meeting called to order @ 4:05 pm

Discussions

Executive Council Meeting: Les gave us a synopsis of the meeting including that he reported that the new management Team at the YC & BC are doing a great job so far and comments received by the CAC have been very positive. Les also commented that the CAC needs to now focus more on the BC and make appropriate suggestions related to comments from the community.

YC

Although comments from customers at the YC have been mostly positive, the biggest complaint is the wait time to get a table. The consensus among the CAC is that the Matt Ortt Company has succeeded in making the YC popular again which has led to much bigger crowds and therefore longer wait times. One question asked was whether you can make reservations for dinner yet.

There were large crowds for the Friday and Saturday concerts but the bars did a pretty good job of managing the demand for drinks and outside food. There were at least 5 bar-tenders working the Tiki Bar both nights. There was also a satellite bar offering beer and wine. Unfortunately, that location was cash only so a number of customers still had to use the regular bars.

As always in Ocean Pines, there are still requests for lower priced food and drink items, especially at the Tiki Bar. Are hot dogs (like the big ones offered at swim & racket) an option for those that want something easy, kid friendly and cheap? How about a couple daily drink (liquor/beer/wine) specials?

Weekends are normally very busy at the YC Pool. If you dont arrive by 10:30am you probably are not going to get a table or umbrella. Last Sunday there was only one bartender in the tiki bar and one wait staff working the pool area inside the fence. They were both quickly overwhelmed. A second bartender eventually came out to help, and later a second person came out to work the pool area. About 1:15 pool regulars started to order lunch items and were told that because of the Sunday Brunch crowd, lunch items would not be available till 2pm, but we could order off the “starter” menu. We were also told that this week “grab & go” sandwiches would be available for lunch. This

Sunday only Breakfast sandwiches and the starter menu were available. Fortunately that includes several very good flat bread options.

Flys are still a problem both inside and outside the YC. This has been an ongoing problem for the past couple years. Although the management team is working with an exterminator, we questioned if the downdraft fans that were installed early last year are still working and is there a unit over every outside entrance? We will also forward information from a previous annual report regarding additional suggestions for fly control

Comment cards. The CAC had been directed by OPGM Bailey to develop a comment card that can be used at all of the OP food venues. That was done and a test of the cards was started at Terns Grill just before it was turned over to the Golf Management team. A few of the CAC members received similar cards produced by MO Company while dining at the YC, but a few had to ask for them. The CAC needs to provide a sample of our card and talk with MO to see who will be keeping track of the comments.

Beach Club

One of the CAC members and their spouse went to the BC for lunch last week and were disappointed that the food and service was not up to the level they had experienced at the YC. We were under the impression that the BC was going back to the self service model used in the past where a customer would go to the counter to order food and then pick it up when called that it was ready. Apparently there were wait staff taking orders at tables as well. There was a comment that there were only 2 beers on draft and they were both of the fruit flavored style. We hope and expect that within a short period of time, these few kinks will be worked out as well.

NOTE: The following information was provided by Matt Ortt Management to clarify the Beach Club meeting comments above.

75 % of our food business (at the BC) is grab and go just as we had described it would be. Yes, we do have servers taking drink orders at both the pool and tables around the decks, and yes, if someone asks the server to get them food, OF COURSE, we are more than happy to do that. No guest is required to wait to be served, grab and go is always the fastest option, which is why it was our choice of food delivery from the start.

There are 5 options of draft beer. Bud light, Corona Light , Beach Club Shandy, Beach Club Lager and finally RAR Draft. As you can clearly see, there is not a fruit connection to 60% of those options. Additionally, we have 13 other canned beer products to choose from giving us a grand total of 19 beer options.

Coordinating wth the Matt Ortt Team

Matt Ortt agreed to let us move our regular meeting location back to the YC. Meetings are on the third Thursday at 4pm. It is our hope that someone from the Matt Ortt Team

will be able to spend a few minutes at our meetings discussing upcoming events, comments, concerns and suggestions.

Meeting Adjourned at 5:10pm

Next regular meeting is on Thursday July 19th at 4:00 pm, in the YC hallway bar

Respectfully submitted on 7/2/18
Gary Miller
CAC secretary