

CAC MINUTES – DECEMBER 20, 2018

ATTENDANCE

Gary Miller (Chairperson)
Slobodan Trendick (BOD Liaison)
Jerry Horn
Herb Roe
Cheryl Jacobs
Lewis Furman
Larry Bohanan

Meeting called to order at 4:00 P.M.

NEW COMMITTEE MEMBER

The Chairperson opened the meeting by welcoming new committee member Cheryl Jacobs who previously served as the BOD Liaison to the Clubs Advisory Committee.

DISCUSSION

The discussion began with a review of a sample of completed customer comment cards developed and used by the Matt Ortt Co. to evaluate Yacht Club food and beverage services. Comment cards are submitted to the CAC upon request to allow committee members to review service quality. The discussion revolved around the following questions.

Do the comment cards gather the type of customer information the CAC feels necessary to evaluate the quality of service provided to customers at the Yacht Club ?

Do we want to use the Matt Ortt Co. comment cards as opposed to the comment cards developed by the CAC , add questions to the contractor developed cards, or some combination of both ?

Is the data collected analyzed by a software program and a report produced ? A request has been made to the Matt Ortt Co. floor manager to determine whether or not such a report exists. No answer to date.

Does the CAC need to review completed customer comment cards and/ or report produced by the Matt Ortt Co. and if so, what frequency ?

A CAC review of completed customer comment cards to date has reflected very positive feedback from customers regarding the beverage and food services with few negative comments. Comments beyond evaluating the various service categories included adding additional items to the menu and lowering food and beverage costs.

Committee review of the overwhelming positive customer response to new management of the Yacht Club regarding food and beverage services led to a further and continuing discussion of what roles and responsibilities the CAC should assume in providing performance oversight in an advisory capacity. A major factor in this determination is that the Yacht Club is now operated by a private contractor as opposed to the OP Association. The BOD provides overall performance oversight and contract approval with the GM responsible for the day to day contractor operations. Does the CAC need to be involved in evaluating the performance of private contractor operations, and if so, to what degree ?

In response to these questions, the BOD Liaison indicated that he expects the GM to evaluate and supervise contractor operations and report directly to the BOD.

The CAC Chairperson asked the Liaison if the BOD would allow the committee to talk directly with Matt Ortt Co. management to gain information about any future Club plans to keep the community better informed and/or support plans to improve food and beverage services (i.e. upcoming special events, renovations, budgetary needs, etc.). This question was asked in context that under the prior Acting GM contact with Yacht Club and Beach Club operational staff was prohibited. The Chairperson also asked the Liaison if a member of the Matt Ortt Co. partners or management staff could be approved by the BOD to attend monthly CAC meetings. Again with the purpose to provide information about future plans or activities for the clubs. The Liaison responded that he had no problems with the request for BOD approval. It was also recommended that the CAC invite the GM to meet with the committee to gain his perspective on how he sees the CAC interacting with the Matt Ortt Co. given the GM's overall responsibility for managing the day to day operations of the contractor and reporting to the BOD. Based on the outcome of this meeting, a second meeting could then be held with a Matt Ortt Co. partner to further define the relationship between the contractor and the advisory committee.

The Chairperson will ask the GM to attend the next committee meeting.

TRIVIA PURSUIT

To date, no final answer on whether or not trivia pursuit will continue while the Yacht Club is closed during the winter season. It is anticipated the club's food and beverage services will be closed during January 2019.

GOLF CLUB RENOVATIONS

Renovation plans for the Golf Club have not been finalized. Bids have been submitted but the BOD has not met to date to make the final decisions. The Chairperson asked the Liaison whether or not the golf club would be open for the upcoming season. The Liaison responded that the decision would be related to the approved bids ranging from simple renovations to a complete teardown and building of a new club. It is hoped the BOD will meet and approve the final bids in January 2019.

BEACH CLUB RENOVATIONS

The BOD is awaiting the GM with input from the Matt Ortt Co. to submit recommendations and an operational budget before final approval.

MATT ORTT PLANS FOR 2019

Not determined since Matt Ortt Co. representative did not attend the meeting.

Meeting adjourned at 4:55 P.M.

Next meeting will be held in the Conference Room in the OP Administration Building at 4:00 P.M. on January 17, 2019.

Respectfully Submitted.

Herb Roe

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