

CAC MINUTES – January 17, 2019

ATTENDANCE

Gary Miller (chairperson)
Larry Bohanan
Donna Hickey
Cheryl Jacobs
Lewis Furman
Herb Roe

Meeting called to order at 4:00 p.m.

DISCUSSIONS

YACHT AND BEACH CLUBS

The chairperson opened the meeting with a discussion of his meeting with John Bailey, General Manager, regarding the relationship and responsibilities of the Clubs Advisory Committee (CAC) for future interactions with the Matt Ortt Company (MOC). The future CAC roles and responsibilities have been brought into question in the last two meetings given the operations of the Yacht and Beach Clubs are now under a private contract with the MOC.

In the meeting held on January 17 with the GM, he agreed that the CAC should continue to interact with the MOC partners or representatives to advise and make recommendations with community input. The next step is for the chairperson and/or the committee to meet with Matt Ortt and further define the working relationship between the CAC and MOC. It is recognized by the CAC that it's primary responsibility is to advise the BOD on issues or recommendations to improve the food and beverage services at the clubs. It is not the responsibility of the CAC to oversee the day to day operations. This is the responsibility of the GM.

The CAC strongly feels that the only way we can carry-out our advisory role is to have regular ongoing communication with the MOC to be able to comment or make recommendations and keep the community informed of future plans and activities for the clubs. For example, does the Yacht Club plan to change the menu after the first year or does the Beach Club plan to move forward with renovations. It was further recommended that if the GM and/or MOC are unable to attend the CAC monthly meetings, we at minimum should have meetings scheduled on a periodic basis.

Based on comments in a prior OP public meeting and some ongoing concern regarding how the MOC performance bonus is calculated, the chairperson distributed a copy of the MOC contract with the OP association for review. It appears the contract clearly states the terms and conditions for the contractor to receive bonuses and does not represent a committee concern at this time.

GOLF CLUB RENOVATIONS

In the December meeting, it was reported that the existing bids for golf club renovations ranged from 1.2 million for a complete rebuild and 1.5 to 2 million for renovating the second floor and bringing the first floor up to building code. It is the committee's understanding that the BOD has now requested the GM to get additional bids for a complete rebuild of the club in that this may be more cost effective than renovations. The proposals would reduce the size of the club from 14,000 to 7,000 square feet. The chairperson stated that BOD Steve Tuttle had also entered a motion to direct the GM to negotiate with the Gillis Gilkerson Co. to tear down the existing golf club and construct a new club approximately 7,000 square feet building on the same footprint.

TERNS GRILL

The Terns Grill is not being run by MOC or another private contractor. The CAC acknowledged that we need to further define our advisory role for food and beverage services at the Grill while recognizing that we have an ongoing responsibility for communicating any community issues or concerns to the BOD.

Several community members who have been to the Grill have experienced incidents of slow service to prepare and serve food. This is especially problematic for golfers who have limited time while playing golf. It was suggested that a "grab and go menu" could expedite the process. The Tern grill currently offer chips, pretzels and nuts but only in small bags. It was suggested they offer these snacks, along with popcorn, by the bowl at a reasonable price so a group of golfers would be encouraged to stay a little longer for a drink or two. Buying these items in Bulk would keep the price down. Adding a hot dog machine would allow golfers to quickly grab a dog, chips, and beverage in a timely fashion so not to slow down the play. This is a common practice at some other golf courses in the area which from a profit perspective, increases the demand for drinks.

EVALUATION/COMMENT CARDS

The chairperson stated that the MOC contract requires customer satisfaction survey results to be forwarded to the association on a monthly basis. Based on this requirement, the CAC needs to determine if this requirement has been implemented. Also, does the MOC have a computer program to consolidate the results and provide a report to the GM and BOD. The answers to these questions will help the CAC to reach a final decision as to what degree the committee needs to be involved in the evaluation process. As previously indicated, the CAC has developed its own comment cards that can be used and /or combined with the MOC customer satisfaction comment cards if needed.

ADDITIONAL COMMENTS

It was brought to the attention of the committee that the Yacht Club charges an additional \$2.00 for ice when a drink is ordered "on the rocks". One OP resident who expressed

concern for this additional charge produced receipts from two other local restaurants that did not charge for drink ice. When this issue was brought to the attention of the MOC the explanation was that it was a POS problem that could not be fixed at this time. Follow-up is needed by the committee with the MOC to see if this problem can be resolved.

MOC BUDGET REQUESTS

To date, the committee has not received an answer as to whether or not the MOC request for additional funding to renovate interior sections of the Yacht and Beach Clubs will be approved by the BOD.

The meeting was adjourned at 5:00 p.m.

The next meeting will be held at the Yacht Club on February 21, 2019 at 4:00 p.m.

Respectfully submitted.

Herb Roe