

CAC MINUTES – JULY 11, 2019

ATTENDANCE

Gary Miller (Chairperson)
Steve Tuttle (Acting BOD Liaison)
Josh Davis (OP Marketing & Public Relations Director)
Susan Auwarter
Larry Bohanan
Cheryl Jacobs
Gail Lynch
Lou Furman
Herb Roe

MEETING CALLED TO ORDER AT 4:00 PM

DISCUSSION

YACHT AND BEACH CLUBS

The chairperson opened the meeting by asking the BOD liaison to respond to the CAC question regarding how the Matt Ortt Co. (MOC) will communicate information back to the CAC. As previously noted, the CAC will communicate any issues or recommendations in writing to the BOD concerning Yacht and Beach Clubs food and beverage services. The chairperson further stated that the prescribed one way communication to the BOD and subsequently to the MOC with no feedback mechanism or process hinders the CAC's ability to effectively carry-out its role as an advisory committee. The CAC preference is to have a MOC representative attend the monthly public meetings to provide information on any upcoming special events, menu changes, needs to improve services, etc. This feedback will allow the CAC to advocate and promote club activities. The presence of the BOD liaison at the meetings will provide a safeguard to prevent any perceived CAC influence on the clubs day to day operations.

To date, the BOD has not formally responded to what process will be used to provide the CAC with MOC feedback. The chairperson also requested the OP Marketing and PR Director send press releases regarding the clubs to the CAC at the same time they are forwarded to the BOD. Agreement was reached that this can be done. However, to date, press releases have not been sent directly to the BOD but instead posted on OP Facebook and the web site. It was also agreed between the chairperson and BOD liaison that the CAC can begin sending monthly minutes to the MOC as another means of communication.

CAC RECOMMENDATIONS

To date, the CAC has not received a formal response from the BOD regarding the following recommendations:

- Conversion of the Yacht Club marine store to another bar to better serve the large number of people attending the music nights and other outside events. The MOC had originally

stated to the chairperson that an additional bar was needed to more effectively serve the large crowds.

- Smoking Policy to govern outside smoking at the clubs. The CAC has recommended designated smoking areas, posted signs and enforcement. The question also remains as to who has primary responsibility, the BOD or MOC, for setting smoking policy. The MOC states it is the BOD who sets policy for their compliance and the BOD advocates the responsibility to the MOC for their food and beverage facilities. Clarification is needed. The CAC has requested this clarification over the last three months. The chairperson also asked if additional no smoking signs had been purchased and if so, where they have been posted.

The BOD liaison will discuss these questions with the BOD and report back to the CAC.

OTHER ISSUES

The issue of evaluating customer satisfaction with food and beverage services at the clubs was discussed. It is a contractual requirement for MOC to evaluate customer satisfaction and submit an annual report to the BOD. To date, to the liaison's knowledge, no such reports have been submitted to the BOD. CAC is requesting the liaison to follow-up.

Another issue brought to the attention of the CAC concerns the Yacht Club practice to place restaurant customers on a waiting list and contact them by cell phone when their table is ready. This procedure is problematic when customers are listening to loud music outside on music nights. It is difficult to hear a phone ring and not all customers have cell phones on their person. On one occasion, a customer on the waiting list's table was given to another customer because the hostess had incorrectly written down the phone number. In the past the Yacht Club has used portable buzzers to alert the customer when the table is ready. The CAC is recommending to the BOD to request the MOC to return to the use of these buzzers. It is felt this is a more effective means of communication and is used by other local restaurants.

The chairperson also reiterated the need to install sound baffles to reduce the high level of noise both in the restaurant and upstairs banquet room. This recommendation will be sent to the BOD.

THE MEETING WAS ADJOURNED AT 4:45 PM.

THE NEXT MEETING WILL BE HELD AT THE YACHT CLUB ON AUGUST 15, 2019, AT 4:00 PM. The chairperson is requesting a meeting area on the second floor to prevent any potential interference with operations as well as loud noise during dinner serving hours at the restaurant.

**Respectfully Submitted
Herb Roe**

