

2009 Minutes of House Committee

House Committee Agenda

January 8, 2009

Goals

1. Bring More Members Back to the Club
2. Create Awareness of Importance of Member Support
3. Generate Ideas that Generate Revenue
4. Create a Positive, Enjoyable Atmosphere

Bring More Members Back to the Club

- Ideas/Feedback

Create Awareness of Member Support

Generate Ideas that Generate Revenue

- BOB Night
- Pasta Night with Chef Preparing
- Music Fridays/Saturdays
- Weekly Specials Announced on Monthly Calendar
- Menu Input

Create a Positive, Enjoyable Atmosphere

- Suggestion Box
- Staff Nametags/Name Recognition
- Maintenance
 - Men's Bathroom/Locker Room
 - faucet/sink
 - shower drain
 - Ladies Room Upstairs
 - Lock on Door

Other Issues for Discussion

- Red Wine Change
- Lighting in DR

Next Meeting: February 5th

House Committee Meeting Minutes February 12th, 2009

Present: Laurie Wingfield (Chair),
Members: Maria Boswell, Debbie Trainor, Tim Weidman
Also Present: Fran Donleavy (CCMA Rep) and Larry Spielberg

Meeting was called to order at 3:10pm

-Minutes from the January 8th meeting were approved.

- Larry announced the following plans and events that are “in the work”
 - 1) Theme nights will begin in March starting with “Half-Price Hamburger Tuesdays” with featured beer specials
 - 2) Pasta nights are being considered.
 - 3) “Weekly Specials” will be developed by Marco and announced by blast emails
 - 4) Bring Own Bottle idea is deferred for time being, but there will be one or two Happy Hours this spring/summer to which all residents may be invited
 - 5) The club will advertise in the TOC beginning in April including an ad for Golf Academy memberships for residents discounted from non-residents.
 - 6) Sunday brunch is open to the public in the Members Grill
 - 7) During March there will be a 10% discount in the Dining Room for non-member residents and 15% for members.
 - 8) Larry would like to have any of our menu requests by March 15th so that early April Marco can decide menu changes and publicize by end April. There may be a couple menu items changed from time to time depending on demand/availability.

- New name tags (first names only) should arrive by end of Feb. and all staff will be instructed to wear them. Larry wants a photo book for staff.
- Training or retraining of all staff will commence in March to reinforce quality of service and increase awareness of background and other aspects of FCCC. During the course of the year staff numbers range from about 100 to 200.
- A new reservation computer system will be installed which should eventually provide greater efficiencies for members as well as staff.

- The Suggestion Box has been placed in the Computer Room and it was requested that this be advertised in the Scorecard.
- It was suggested that occasionally some “fixed price” menu options be made available.
- There were several suggestions that more events and special information be broadcast by blast email instead of just via the Scorecard.

The meeting adjourned at 4:00pm

March meeting is TBD

House Committee Meeting Minutes
March 6, 2009

In attendance were Tim Weidman, Maria Boswell, Debbie Trainor, Laurie Wingfield and Melissa Blane

Melissa indicated that starting April there will be music on Friday or Saturday evening in the Grille room or Harry's. She also mentioned that our first 1/2 price Burger Night was a great success and there was much positive feedback. Every Tues will continue to be 1/2 price Burger Night.

Further discussion brought up the ideas of Theme nights, expanding our choice of appetizers or any fun hooks that will attract more members to the Grille Room. It was also suggested that the Dining Room could be customized to accommodate Dine Around groups with a prix fix menu including prior to dinner a social time with drinks and hors d'oeuvres.

Melissa also stated that the staff would begin CUSTOMER SERVICE TRAINING in the month of March. Name tags for the staff have been ordered.

The extra cleaning of the Ladies room tile downstairs is in progress. Also painting touch ups through out the building are being addressed.

**And lastly, the wine list in the Dining Room will be integrated with the Grille Room wine list to offer members a greater variety and quality of wine. The wine list in the Grille Room will not be offered in the Dining Room though.

All further discussion ended at 4:30

Respectfully submitted by Debbie Trainor 3/11/09

**Per Melissa, there will be continued discussion on this in the FCCC management meeting, once I receive the information I will forward.

Ford's Colony Country Club - House Committee
Meeting minutes – May 20th, 2009

Present: Laurie Wingfield (Chair), Maria Boswell, Tim Weidman
Also Present: Larry Spielberg and Melissa Blane

Meeting was called to order at 4:00pm

Melissa informed the Committee that Anna James is scheduled for Music in the Grille beginning Friday May 29th from 6-9pm. Management is still working on getting possible other music for future dates in the Member's Grille

New lids for the plastic cups have been ordered. Harry's Tavern staff is responsible for stocking the outside water facilities and the Cart Attendants are responsible for keeping it maintained

Harry's issues should be taken care of with new condiment caddies, utensils wrapped in napkins and salt and pepper on the tables. It will be stated in an upcoming Scorecard that Harry's Menu is designed for quick items and fast service. Copy of the full menu will also be accessible from the Scorecard. There is a possibility that some salads may be added to the menu.

Suggestion to send out Blast Emails to remind Members of all upcoming Club Events was discussed again, but Management does not want to over do with more than necessary.

Suggestion Box: 1) a recommendation for Kate (cart girl/brc) to become the next employee of the month.
 2) complaint about the lack of hours on Sundays for after golf dining

“Comment cards” soon will be included with checks in the Member's Grille. A different comment card will be used for the Dining Room.

Recent cleaning procedure for tile/grout is still a problem in downstairs Ladies Room. Another company that was recommended by the installing company is scheduled to come and try a different procedure

New menus for Lunch/Dinner in Grille were discussed. Committee feels that not many requests/suggestions were taken into consideration especially on the Dinner Menu. Larry explained that Chef Marco plans on changing the menu every 2-3 weeks and will work in different items at that time. Also dinner Specials might include some of the Member requests. Committee is asking for more appetizers/bar menu selections for either Grille or Harry's. Larry asked that these requests be emailed to him so that he can discuss with Chef Marco

Committee voiced concerns that menu requests come to them from many “members” and should be seriously considered for at least the “member’s grille”. Committee also asked if Chef Marco would/could attend monthly House meetings as most of the discussion seems to center around the Menus.

Italian Buffett in the Member’s Grille was a great success. Next one scheduled for May 28th is already sold out in both Member’s Grille and Dining Room.

Burger night continues to be a great success.

The meeting adjourned at 5:00pm

June 4th at 4PM is next meeting.

House Committee Agenda July 16, 2009

Goals

1. Bring More Members Back to the Club
2. Create Awareness of Importance of Member Support
3. Generate Ideas that Generate Revenue
4. Create a Positive, Enjoyable Atmosphere

Bring More Members Back to the Club

--Friday Night Happy Hour-Staffing/Advertising

Larry was happy with the turnout and agrees that more staffing is needed, 4 servers and 2 bartenders will be working on 7/17. Regarding advertising, Larry would like to make sure Members needs are being met before advertising to non-members.

-Event Wine Selections-Pinot Grigio will be available at the Social Events

-Petite Portions/lunch-Larry will talk with Marco about having petite portion salads at lunch

-Tonic Complaints in Harry's-The lines were recently cleaned so hopefully this will help the situation, if not, they will continue to use the bottles.

Create Awareness of Member Support

-Menu Update-Timing of New Menu Larry introduced the new Italian menu for Harry's. The committee is very excited about the changes. Discussion on improving service and general feeling of Harry's followed.

-Grille-lunch on Thursdays/MGA-2x/month the 9 holers have a formal buffet in the banquet room. The other 2 Thursdays were discussed as being busy, Larry will monitor, but it was agreed that this is a busy lunch day due to both the ladies and men finishing at the same time.

-Dinner Wait times-several complaints submitted regarding the wait times. Larry was aware of a particular evening when they were short on kitchen staff and had a banquet as well. The committee requested that the servers do

a better job of communicating to the members when there are delays.

Generate Ideas that Generate Revenue

-Italian Night Recap/Future Theme Evenings

-frequency-discussed possibly having Italian night 2x/month. Larry thinks the novelty would wear off if we offered it more than once per month.

-attendance-July is sold out. 178 people attended the June event.

-Harry's- member feedback

-see above comments

Create a Positive, Enjoyable Atmosphere

-Outdoor Patio Seating-Larry said that when offering outdoor seating to members for Italian night, they did not want to sit outside. Now that we are into the hot weather, it is doubtful that this is an option, we would still request for a few tables to be set outside if the weather is nice.

-Suggestion Box Update-3 suggestions submitted

1. Skipjack back in Harry's-Melissa mentioned one of the beers is no longer available, she will check to see if it is the Skipjack

2. Beverage carts on the course-it was noted that this has improved in the past few weeks.

3. Scorecards to reflect changes in course.-Larry said this was being done.

-Comment Card Feedback-Larry reviews these each day with both the kitchen and the Grille. Many positive comments are submitted and Larry is also able to address the negative comments with the staff. He believes that communication between the kitchen and the wait staff has improved due to the comment cards.

-Maintenance

-Ladies Room Downstairs

-Painting of Doors-completed.

-Outside Restrooms-locks have been replaced.

Other Issues for Discussion
Next Meeting: August 13th

Ford's Colony Country Club - House Committee
Meeting minutes – October 9th, 2009

Present: Laurie Wingfield (Chair),
Members: Maria Boswell, Debbie Trainor, Tim Weidman
Also Present: Fran Dunleavy (CCMA Rep), Melissa Blaine, Kevin Elliott, Steve Dreybus and Chef Marco

Main discussion about the “lack of timely service” in Harry’s. Kevin is working on getting the Member’s Grille straightened out and then his next mission will be to work on Harry’s. Recommendations were made for Paul to possibly work with Kevin to get service issues under control. Committee reiterated the problems that we had feared in Harry’s need to be remedied before any advertising to the Public happens. Harry’s will remain open on Sundays until 7pm serving the Brc/Bar Menu.

Member’s Grille new Menu changes: Chef Marco joined in the meeting to make it easier for the new Menu to be described. His intentions are to have the “favorites” remain on the Menu and that “new” entrees will be changed every 4-5 wks. Also under the Burger, Wrap and Salad heading, he has agreed to add the Cobb Salad, remove the Evening Wrap and replace that with another Sandwich choice, such as a Panini. Committee is requesting an additional Fish entrée at a lower price. Also more appetizers that can be shared and ones that are not seafood. Chef also explained that substitutions can be made if requested.

Customer Service training is continuing on Oct 13th & Oct 19th. It was suggested that we utilize the voluntary expertise of a member of the Community that formerly ran the 21Club in NYC for specialize training.

Name tags are still not being worn by employees. Management will continue to monitor this.

Melissa informed the Committee that soon we should have Music in the Member’s Grille provided by a Clarinova from the Piano Outlet.

We are still requesting Terrace Dining.

It was also suggested that we make Friday nights in Harry’s more of a Family night.

Mold on one of the Tents can be remedied by removing the tent and having Commonwealth Tent wash and return it.

Next meeting scheduled for November 12th @ 4pm. Room to be announced at a later date.

House Committee Agenda
November 12, 2009

In attendance: Maria Boswell, Tim Wiedman, Fran Dunleavy, Debbie Trainor, Laurie Wingfield, Melissa Blane, Marco Thomas and Steve Dreybus

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Bring More Members Back to the Club

- Top Member Concerns
 - Food Quality and Value-spoke at Length with Marco about lack of consistency in Harry's and suggested that he work with the cook to ensure the quality is where it needs to be.
 - Winter status-Harry's will be open for Dinner Only
 - Frequency of Menu Change-Brunch?-Chef Marco said he will consider a menu change in January/February

Create Awareness of Member Support

- New Menu-Members Grille Chef Marco presented 8 new menu items for the 'right' side of the menu

Generate Ideas that Generate Revenue

- Future Theme Evenings-German Night was a sell out and the next theme will be Mediterranean

Create a Positive, Enjoyable Atmosphere

- Name badges Update-still having issues with not everyone wearing their nametags, suggestion made that 'Stick on' tags should be worn if the employee forgets theirs
- Outside Bag Tent Condition-Pricing has been given to Management on replacing current tent