

2010 Minutes of House Committee

House Committee Minutes

January 7, 2010

In Attendance:

Dan Desmond, CCMA Liason
Maria Boswell
Tim Weidman
Melissa Blane
Steve Dreybus
Marco Thomas
Laurie Wingfield

The meeting began by welcoming Dan Desmond to the committee as well as reviewing the House Committee's goals established in 2009. It was agreed by both management and the committee members that the goals would remain the same for 2010.

Bring More Members Back to the Club

- Top Member Concerns
 - Harry's Update-The committee was informed that due to lack of business the past 2 months, Harry's will be closing until mid-March. The committee's concerns regarding this closing:
 - Lack of Sufficient Time Open with new menu for public and Members to support the venue
 - Lack of overall Marketing for the venue resulting in no business
 - Lack of requested 'Teasers' to bring people in to the venue, ie 'Free appetizer with dinner, Buy 1 meal receive 1 at half price, etc'
 - Lack of confidence by the committee before December regarding service and food.
 - Lack of consistency in FCCC dining venue hours as a whole ie. Sundays...open in the Grille, Harry's or not at all?

Drinks available or just beer? Overall confusion among members as to what venues are open and the hours.

-Realizing that results of the Member's Survey cited Harry's as being an area needing improvement, the House Committee has focused on this venue since the results of the survey were released. It will be difficult to measure the success of the new menu and improved service if the restaurant is closed.

-It was suggested that Harry's be open for Friday night Happy Hours with appetizers available for purchase. The concern of staffing both the kitchen and bar was addressed and the suggestion was made that the banquet staff could assist in covering these evenings. The decision was made to advertise a Happy Hour in Harry's on January 15th and future Friday night Happy Hours in the winter months will be decided pending attendance.

-Committee requested a 'Grand Reopening' of Harry's in mid-March.

-Suggested that Advertising/Marketing for Harry's be looked at annually vs. sporadically.

-Theme Evenings-Mediterranean night was a hit and will be featured again in January.

-Prime Rib Night-committee would like to see the first Thursday of each month designated as 'Prime Rib' night.

-New Brunch Menu-Available latter part of February. Chef Marco requesting menu item suggestions.

-New Member's Grille Menu-Available 3rd week in January. Lamb shanks will be brought back and Chef is still working on the other items.

--Dress Code-to be discussed at CCMA Board meeting

-Bruce Update-he continues to be an asset to the club as an advisor/consultant.

Create Awareness of Member Support

-Entertainment-Clavinova use determined to be a better fit for outside events ie. Happy Hour, after tournament play

Meeting adjourned at 5:28 pm.

Next Meeting: February 4th

House Committee Minutes

February 18, 2010

In Attendance: Tim Weidman, Debbie Trainor, David Rawlins, Marko Thomas, Dan Desmond, Melissa Blane, Steve Dreybus, Laurie Wingfield

Bring More Members Back to the Club

--**Top Member Concerns**-Much Discussion around the significant wait times in the dining venues and how it relates to staffing. Dave is in the process of hiring staff for the season. The committee's suggestion was to err on having too much staff rather than too little staff. It seems easier to send someone home earlier due to slow business than not have anyone available if the restaurants get busy.

--**Prime Rib Night**-Question was asked if this should be offered again, knowing now the amount of staff needed. Marko felt the kitchen staff had a hold on things and they could offer it again. He also mentioned that by reserving the prime rib ahead of time, he had known exactly what to cook which resulted in a very cost effective evening.

--**Weekly Specials Pricing**-Marko would like to keep the weekly specials pricing in line with the other items on the Grille menu. There will be a less expensive fish special (during the lent season). The thought being that if the members would like a less expensive entrée they can frequent Harry's once it reopens. **The target date for reopening Harry's is March 23rd.**

--**'On the House Items'**-It was agreed by management that in the event of a table receiving poor service, Dave has the authority and will take initiative to offer something (at his discretion) to help rectify the situation.

--**Frequency of Menu Change**-A new Brunch menu should be ready by the end of February

-Gratuity-the question was asked regarding what the gratuity percentage should be on a member's check. It was determined as follows (all gratuity is based on total bill BEFORE member's discount applied):

17%	Tables of 7 or less
20%	Tables of 8 or more
20%	Banquet Evenings (ie Beach Party, St. Patrick's Day party etc.)

Create Awareness of Member Support

-TGIFHH-past 2 weeks have been slow but it was noted it was probably weather related.

Generate Ideas that Generate Revenue

-Reservation Times-Since the dining room is now available during the week, it was asked if we are able to accommodate more people during the 'dinner hour'. The reservation system is a bit inadequate when trying to determine the number of tables being seated.

Management agrees that something needs to be fixed so they do not overbook a particular time.

-1/2 Price Wine on Thursdays-Need to determine whether this will still be available

Next Meeting: March 12th

House Committee Minutes

March 11, 2010

In attendance:

Debbie Trainor, Maria Boswell, Dan Desmond, Laurie Wingfield, David Rawlins, Marko Thomas, Steve Dreybus, Melissa Blane

Discussion: Slow Service

In response to several comments made on the slow service upstairs, and with the beginning of the season upon us, our main objective of the meeting was to address the members concerns. The issue seems to be how many people the kitchen can service successfully during a half hour time frame in the Grille and the Dining Room. This number is still undetermined, but Marko would like to start at 25 per room per half hour and work up from there. There is also a possibility of hiring 1-2 more kitchen crew to help thru the busy reservation times of 6:00-7:30.

David has hired 3 new servers that he feels very comfortable with and they are currently in training. A manager for Harry's has been hired and will begin in the upcoming weeks. It was discussed with Brian Ford whether they should postpone the opening of Harry's until we have the staff trained, but the decision was made to have a 'soft opening' on the date that was originally set-March 23rd.

It is believed that once there is some stability in the staff at Harry's, and with the new manager, it will become a successful venue for the club. As pointed out, once the members feel comfortable with the servers, they are more likely to be sympathetic when things don't go right at times.

An issue that was addressed again is that management needs to be visible and approach tables if the wait time is considerable. The members would be a bit more

understanding if an apology was provided, or at least an acknowledgement that the service is slow.

TGIFHH will continue with the hopes of entertainment to begin the end of April.

In conclusion, it is apparent that the staff is dedicated to making the dining venues successful. Knowing that the goal of the HOA-CCMA ad hoc committee is to bring more revenue to FCCC by attracting residents to use the venues open to them, the staff must be prepared to provide the service to keep them returning.

Next Meeting: TBD

House Committee Minutes April 8, 2010

In Attendance: Maria Boswell, Debbie Trainor, Tim Weidman, Marko Thomas, Bruce Snyder, David Rawlins, Melissa Blane, Steve Dreybus, Laurie Wingfield

SLOW SERVICE

Marko feels comfortable with the amount of staff hired. Need more servers, Bruce feels this would improve Member service significantly.

HARRY'S

Positive comments on new staff. Entertainment to begin 4/23 for TGIFHH. Question raised about Sunday hours. Steve will check with staff, but agreed that with the warmer weather, Harry"should be open on Sundays.

MEMBER'S GRILLE

Request made for outdoor dining (weather permitting), management agreed and the tables will be set each night. New Brunch menu in 1-2 weeks.

GET IT DONE

House Committee and Management very appreciative of the ladies that offered their time and talents in making the foyer of the club more inviting.

ICE MACHINE

Part has been ordered, should be fixed this week.

Next Meeting: May 6th

House Committee Minutes May 6, 2010

In Attendance: Maria Boswell, Tim Weidman, Debbie Trainor, Dan Desmond, Laurie Wingfield, Steve Dreybus, Melissa Blane, Danny Smith, Dave Rawlins, Marko Thomas Special Guest: Joan Treacy

Bring More Members Back to the Club

--**Top New Member Concerns**-several comments made at the New Member reception about slow service in the Grille.

--**Staffing in Grille**-Dave Assures that Staffing is Complete

--**Harry's** -Sunday Hours beginning Memorial Day weekend- BRC Food and Cocktails available until 7:00. Hoping to offer weekly/daily specials in the upcoming weeks.

Create Awareness of Member Support

-**New Member's Grille Menu**-Week of May 10th

Look for Lighter Menu Items for the Summer

-**Mediterranean Night** -Well attended reservations down by 50 people, Chesapeake Seafood night upcoming with Soft Shell Crabs

-Mother's Day reservations booked for early seatings

Generate Ideas that Generate Revenue

-**TGIFHH**-Entertainment set for May, also discussed possible 'cook out' items available for the MGA on Wednesdays as well as a special TGIFHH menu

-**Outside Dining**-this still have not been in effect. Tables will be set up with linen, glassware and silverware every night (weather permitting).

-Request made for **½ off wine bottle night**, if not weekly maybe 2x/month on a slower night.

Create a Positive, Enjoyable Atmosphere

-**Ice Machine Update**-being fixed 5/6

House Committee Minutes June 10, 2010

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

--**Jim's Assessment on F&B**-Jim felt the two areas needing most improvement were training and staffing. Harry's staff was the first to receive training and all others will be trained in the upcoming months. He believes there should be a supervisor in every venue. He says there are no issues in the kitchen, his observations reveal that slow service is a 'technological' issue with inputting orders into the computer in a timely manner, as well as better staffing large parties.

--**Harry's Update**-AYCE Spaghetti night not a huge success. The overall feeling is that it really isn't a good deal. Suggestion of having ½ burger night in Harry's on Tuesdays and attracting previous Shackelford's customers. Marco unsure if Harry's could keep up with a burger night, but will further discuss some type of special to bring Marriott and FC residents into dine. Sundays have been a success, earning \$800 on average, menu works but suggested an evening special in addition to the limited menu.

Create Awareness of Member Support

--**New Brunch Menu**-Marco would like to keep current menu in place until the beginning of next quarter.

Generate Ideas that Generate Revenue

--**TGIFHH-frozen drink machine**-Danny and Jim will look into 2 different frozen drink companies.

--**Outside Dining**-Upstairs continues to be set up and the tables are being used nightly. Outside seating downstairs will also have service from Harry's.

Create a Positive, Enjoyable Atmosphere

- **Kid's area**-With the success of TGIFHH, concerns were brought to the House committee about children playing on the putting green. Suggestion made for the pro shop to offer putting contests or other supervised games for the kids during this time. Jim will speak with TC and see what can be done.

Discussion

Next Meeting: July 1, 2010

House Committee Minutes July 6, 2010

In Attendance:

Maria Boswell, Tim Weidman, Debbie Trainor, Laurie Wingfield, Jim Mead, Marco Thomas, Melissa Blane, Steve Dreybus

Bring More Members Back to the Club

--F&B Update Marco-

New Grille/Dining Room Menu starting 7/8

New Brunch Menu starting 7/11

4 Working in Harry's Kitchen on Friday Nights

Would like to put request in Scorecard for any past entrees members would like to see on next menu (6 weeks)

--F&B Update Jim-

Yumi has been hired as the F&B Manager reporting to Jim and acting in a Supervisory position. The request was made to have a write up in the Scorecard introducing her to the membership.

Harry's will be losing 8 out of the 10 employees by August 1st due to college classes starting. Jim placed an ad on Craig's list and so far has hired 4 new people. He holds weekly orientations on Wednesdays.

--Harry's Update-Specials

Looking at possible 'Steak Nights', Rib Nights and Mexican nights with Margarita machines.

--Beverage Cart Deployment-the request had been made by the committee for some type of 'Standard Operating Procedures' for the Cart Girls. Jim had already created this and it will be included as an attachment. Yumi has prior experience with Beverage Cart employees and will now oversee and confirm that these procedures are being adhered to as requested.

Create Awareness of Member Support

-**Theme night pricing**- Committee had concerns about pricing of theme nights no longer being as affordable as when first introduced. Understandably, seafood is a more expensive venture than pasta. The numbers are looking very strong for the next Chesapeake Seafood Night. It was suggested that there might be 2 theme nights with a less expensive option.

Generate Ideas that Generate Revenue

-**TGIFHH-frozen drink machine**-the club will first rent a machine and see how it goes. Suggestion made for smoothies for the children as well as frozen alcoholic drinks.

-**Outside Dining**-Management is working on getting speakers for the patio so music can be heard while dining outside. Also, request made for the Citronella candles to be moved from the top of tables to another strategic location so they would still be effective, but would not interfere with enjoying the food.

Create a Positive, Enjoyable Atmosphere

- **Sunset Views**-suggestion made that rockers/Adirondack chairs be purchased and placed in the front of the club so members can enjoy the beautiful sunsets.

-**Mildew**-Concerns about the mildew in the outside cushions on the patio, the bag drop tent and the pavilion. Requested these areas be focused on in the upcoming weeks.

Next Meeting with Kitchen Tour: 3:45 August 12, 2010

House Committee Minutes
August 12, 2010

In Attendance:

Steve Dreybus, Melissa Blane, Yumi, Jim Mead, Maria Boswell,
Dan Desmond, Laurie Wingfield

Bring More Members Back to the Club

--**F&B Update**-Jim reported that he is inspecting all areas of the previous health inspection report to ensure the 'critical' violations have been fixed. He has hired a person to come in on Mondays, when the club is mostly closed to clean more thoroughly. Each week, Jim has a list for him to work on, it was requested that this person's time could also be spent sanitizing the bag cart tent area as well as the pavilion to help get rid of the mildew.

Cart service continues to be a focus for Jim and Yumi and improvements have been noticed.

New Banquet Manager (Jerry King) hired and Jim believes Jerry's past experience will improve the quality of the banquet presentations.

There will now be a variance of menus in the dining room and the Members' Grille, although FCCC members are able to have either menu at any time, Marriott and other public guests will only have the dining room menu. The Dining Room business has been slow and usually serves as overflow on Burger Nights and Theme dinners. Burger Nights continue to be strong with over 140 People each Tuesday.

--**Member Survey Results and Action Plan**-The survey results were discussed and all are in agreement that the recent grades for F&B could still be improved upon. Both Jim and Yumi have reviewed the comments and believe with the current staff in place, and continuous training, they are moving in the right direction.

Create Awareness of Member Support

-**Theme night**-Numbers are strong for the Jimmy Buffett buffet

-**Gratuities** %-request was made by the committee to Steve and Jim to agree on a set % of gratuity and then post this to the Scorecard so everyone understands what the gratuity should be...it has been a moving target and we have still not been able to find a reason as to why the gratuity has ranged from 17%-40% on any given night. The committee stressed the need to have this issue taken care of as soon as possible.

-**TGIFHH**-Buckets of beer at the price of \$10.00 will now be available on Friday nights beginning with Coronas. Could possibly look at extending the availability to other busy days in the future.

Generate Ideas that Generate Revenue

-**Outside Dining**-request was made for overhead fans to cool things down.

Create a Positive, Enjoyable Atmosphere

- **Nametag Distribution**-Request was made that all employees have some type of name tag on at all times so the members can begin to know the staff's names.

Next Meeting: September 9th, 2010

House Committee Minutes
September 9, 2010

In Attendance: Dan Desmond, Tim Weidman, Maria Boswell, Laurie Wingfield, Jim Mead, Yumi, Melissa Blane, Chef Marco

F&B Update:

Concentrating on Banquet Staff Training. Request made to have the food labeled on buffets, due to many members having allergy issues. Jim assured that Jerry will be doing this in the future. Melissa also suggested having a print out of everything on the buffet to hand to the member if they have concerns about what might be in the food.

Gratuities-As of now, all gratuities are 17% regardless of how many are seated at a table when paying separate tabs. There is a 20% gratuity on parties of 8 or more where there is one check and also on banquet events. Theme nights are not considered banquet events.

Concerns about waiting on checks after dinner were addressed. All new staff are being cross trained to work on carts, banquet and Harry's.

Request made for **updating Harry's menu**. Marco will look at offering specials. Suggestion made to offer All You Can Eat Pasta on a different night than Burger night so members can enjoy both.

Advertising-11 ads will be in the Va Gazette this month with 6 of the 11 being geared towards F&B and advertising banquets.

Theme Night Pricing-Concerns regarding a 22% price increase in Italian Night. Marco mentioned that the entrees for the upcoming Italian night are a bit more high-end than before.

Sundays are the 3rd busiest day of the Week for Harry's in terms of revenue. They are running specials during the football season on beer and appetizers.

Next Meeting: October 7, 2010

House Committee Minutes October 7, 2010

In Attendance: Debbie Trainor, Maria Boswell, Dan Desmond, Laurie Wingfield, Melissa Blane, Jim Mead, Yumi, Chef Marco, Steve Dreybus, Chris Moncure

Introduction of Chris Moncure as a possible committee member for 2011. Her background is in Catering and owning her own business as well as working on Capitol Hill for 15 years.

Bring More Members Back to the Club

-Chef Marco Update-New Menu to go in Effect November 1st. Weekly Specials are now a selection of 2 different entrees, with each having different price points. New sliders are doing well in Harry's.

-Jim Mead-Discussion of Beer Pricing, large price increase in some of the draft selections, Jim is switching out product to stay in line with the cost. Thursday night in Harry's is now Salad night, buy one get one ½ off. Suggestion made that now we are getting into the cooler months to offer a Soup/Salad as a special, to keep it more seasonal. Happy Hour pricing is now each day from 1:00-6:00. They are in the process of selecting new bread for Harry's.

Create Awareness of Member Support

-Harry's Winter Status-still undecided but Jim would like to see the venue remain open due and continue the momentum of the member's support due to the staff improvement. The committee agreed that closing it in January and February would put us back to square 1 in the Spring and all efforts made the past 12 weeks would be wasted.

Generate Ideas that Generate Revenue

-Off Season Brainstorming- TGIFHH is starting to taper off. Football games on Friday nights are contributing to less people attending. Suggestion made to have an outdoor 'fire pit' to keep people outside in the cooler weather. Cost is a factor. Request made for additional \$5.00 deal in Harry's similar to the Hot Dog and Draft beer but a bit more healthy (ie ½ sandwich and beer).

-Beverage Carts will begin serving soup/stew/chili for the cooler months.

Create a Positive, Enjoyable Atmosphere

-Staff Update-Dana is covering the BRC in the mornings and then returning in the late afternoon to help with hostessing upstairs. Positive comments about Dana from all committee members.

-Ladies Room/Pavilion-2 stall doors kick plates need cleaning. Carpet upstairs to offices needs cleaning. Mat at front door is worn and needs to be replaced.

Discussion-Requests made from a Member on the following:

-Bread Plates on table for banquets

-Salt and Pepper on tables

-Sugar/Sweeteners on table instead of where the tea is placed

-Condiments brought to the table with the meal rather than having to wait for the server to go back to the kitchen to retrieve.

Next Meeting: November 4th, 2010

House Committee Minutes
November 11, 2010

In Attendance: Maria Boswell, Dan Desmond, Tim Weidman, Steve Dreybus, Melissa Blane, Mark Thomas, Yumi, Laurie Wingfield

Special Guest: Jim Henry

Bring More Members Back to the Club

--F&B Update-Jim was not in attendance, but Yumi provided a copy of a trifold advertisement that will be used at the Marriott and possibly left at the front hostess stand, advertising upcoming F&B events

Marco's Update-Grille Menu was not changed on 11/1 as originally advertised. New Menu to be available week of 11/15 to include Rack of Lamb, Japanese Bouillabaise. Request was made again for \$5.00 golfer special to include a healthier choice than hot dog.

Create Awareness of Member Support

-Harry's Winter Status-FCCC Management is in a 'wait and see' regarding closing during January and February. They realize the request of the House Committee (as well as F&B) is to keep the venue open so as to not have to retrain staff as well as create the issue of inconsistency in hours.

Generate Ideas that Generate Revenue

- Club Decorating for Christmas-the committee requested the same Holiday decorating event as last year b/c it brought newer members to the event, management decided they would like to use this event as a 'thank you' to the CCMA Board and committees.

Discussion-request of ladies room stall door kick plates be cleaned, still need to be painted.

MGA Dinner/Dance-Successful Evening with close to 180 attending.

Next Meeting: December 2, 2010