

# **2011 Minutes of House Committee**

# House Committee Minutes

## January 12, 2011

In Attendance: Maria Boswell, Gale McCune, Dan Desmond, Marco Thomas, Yumi Prasut, Melissa Blane, Laurie Wingfield

### F&B Update:

-Marco said the target date for the Dining Room and Grille to open up permanently is the end of February, renovation plans permitting. The Dining Room will be open for Valentine's Day weekend, beginning Saturday, February 12th for dinner, Sunday the 13th for Brunch and Monday the 14th for dinner. There is hope that the Grille room will also be open in time but a definite decision has not been made. During this weekend, Harry's will be closed because the limited kitchen staff during the winter months cannot service both upstairs and downstairs. The committee expressed their concern about Harry's being closed for those that want something more casual, also, once again, inconsistency with the Harry's hours continues to become an issue.

-Brian Ford created the 'specials' of the different nights for January and it was asked of Marco if there was any fallout of Burger Night not being available these months since it was always very well attended. The question was also asked if Burger Night would return in March, so far Melissa and Marco believe it will be. The committee expressed concern that Burger Night attracted an average of 140 people each week and it was a positive event on many different levels.

-Harry's will be closed once the Grille Room opens the beginning of March until Mid-March. The Grille room will remain open until 5:00 on Sundays during this time. Once Harry's reopens, Marco is planning a new menu, still casual but more generic than the current Italian menu.

-Concern over the increase in drink prices. Yumi stated that a .50/drink increase did take effect in December. The committee asked the rationale behind the increase and were told that Joe and Steve had made the decision. The concern is the increase in pricing also increases the tax and tip and the drinks are out of line with other restaurants in town. Again, the concern of the committee is that Members should be able to have drinks at their club without feeling they are being taken advantage of with pricing. This practice will not increase revenue if Members stop coming to the club because they can go elsewhere and enjoy drinks for less money. It was suggested that the pricing be revisited with a sample of how much it would cost for either a couple to come in for 2 drinks, or other scenarios to make sure it is fair and reasonable. Yumi has assured that drinks upstairs and downstairs are now all the same price. The question was asked if the computer could automatically charge Happy Hour pricing during specific hours so there would be no room for error if a server forgets to ring it up correctly. It is doubtful since the IBS software the club is on is more geared towards the Pro Shop and Golf than Food & Beverage. Melissa has a call into IBS and will ask the question. Drink pricing and Happy Hour pricing has been an ongoing topic regarding the items included in Happy Hour, the times of Happy Hour, Member pricing etc. Yumi understands the frustration and will work with Steve and Joe to resolve.

-The overcharging of gratuity was also addressed. Although all gratuity is 17%, there is an override button on the computer that can charge more. The Committee expressed concern that members should not have to study their bills each time they purchase food and drink. Members need to trust that their bills are correct.

-The 'Match of the Century' final will be held on Sunday at noon. The committee expressed concern that for those members watching, it would have been great to have the match later in the day and then they could visit Harry's for Happy Hour and ½ price appetizers. As it stands now at noon, they will finish at 1:00 and Harry's will be busy for brunch. The point being made that while a great idea and another way for members to enjoy the club, it could potentially be a bad experience if all spectators want to come to Harry's and they are too busy with brunch to get service. It also would have brought a crowd in after brunch and before dinner which is a slower time of the day.

-Management was asked for an update as to what renovations are being made in the Grille. There will be an update in the Scorecard on Thursday. Also, the gas fireplace has not been working in Harry's, Melissa said that Steve has asked that all of them be serviced so they work properly.

Meeting adjourned at 5:10 pm.

**Next meeting:** February 10th

# House Committee Minutes

## February 10, 2011

In Attendance: Debbie Trainor, Dan Desmond, Maria Boswell, Gale McCune, Melissa Blane, Yumi, Marko Thomas, Steve Dreybus, Laurie Wingfield

### Tour

Brian Ford gave the committee a tour of the renovated areas which showed incredible physical improvements as well as comfortable chairs in the dining room. Chef Marko also gave the group a tour of the kitchen.

### F&B Update

Chef Marko indicated that the grand reopening of Harry's will be on March 12<sup>th</sup>. There will be a new menu, away from the Italian theme. Any menu item suggestions are welcomed.

Yumi indicated that they are interviewing for a new manager in Harry's and hope to have them in place by the grand opening. The beverage carts will be going out on any days where the weather is over 55 degrees, since that is when the majority of players will play. It was suggested that a beverage cart be available at hole 17 for the playoff of the 'greatest match of the century'.

Harry's hours were discussed as to the days they will be open once the season is underway. Steve mentioned they are not sure what to do about Mondays, since it is a slow day. The committee suggested that the BRC remain open on Mondays, but members should understand that all country clubs are closed one day of the week and usually that day is Monday. The discussion about weekend hours created a need for clarity as to what 'last seating' versus 'closing time' means. The terms are often used interchangeably, yet mean different things. It was suggested that they obviously need to have a time, but it needs to be consistent in wording so members understand. The question of what was being done to ensure that all gratuities are correct on the member's bills and Yumi said she was looking over the bills and had spoken with the wait staff about being cognizant that all gratuities were correct before giving the member's their checks. The committee expressed the importance of having the bills correct and the responsibility of the staff to confirm.

### House

Steve mentioned that a new Maintenance Man has been hired and he is very experienced with HVAC issues. The request had been made to fix the fireplace in Harry's since this is the ideal time of the year to have it working. Steve said new logs and a new valve were being purchased so the fireplace should be up and running soon.

## House Committee Minutes March 10, 2011

**In Attendance:** Herb Bloser (Harry's manager), Tim Weidman, Dan Desmond, Maria Boswell, Gale McCune, Steve Dreybus, Melissa Blane, Marko Thomas, Laurie Wingfield

### **Staff Update**

Steve introduced Herb as the new Harry's manager. He recently managed the Kitchen at a restaurant in Clearwater and has also worked in National Chains. Steve mentioned that Yumi and Herb will be reporting directly to him. A new banquet manager has been hired and JD is continuing to manage the bev carts. Joe has been moved into the bartender position since Brad is no longer working for FCCC.

### **Chef Marko Update**

Chef shared with the committee the recent health inspection performed by James City County. He reviewed the 3 violations that were noted and has made the necessary changes to prevent them from happening next inspection. He reviewed the new Grille menu and will be working on the new Harry's menu.

### **Harry's Update**

The W&M women's golf team will be hosting a tournament this upcoming weekend which involves 14 other universities. The suggestion was made that since Harry's is currently closed that F&B be available on the terrace for the weekend. The committee also agreed that having this type of activity will create a very good atmosphere for the members whom many may be interested in watching the tournament.

Concern over Harry's being closed the entire month of March instead of the previously mentioned timeframe of 2 weeks was addressed. The committee feels that continual inconsistencies in Harry's hours remains an issue with the members and could adversely affect business once Harry's does reopen on April 1<sup>st</sup>. It was suggested that a 'Grand Opening' 'Happy Hour take place 1 week after a 'soft' opening (April 8<sup>th</sup>).

House Committee Minutes  
May 12, 2011

In Attendance:

Doug Meredith, Maria Boswell, Gale McCune, Dan Desmond, Yumi, JD McGrath, Chef Marco, Melissa Blane, Laurie Wingfield

We began the meeting by reviewing the Goals of the House Committee with Doug. He felt that the Committee's goals mirrored Affiniti's goals for FCCC.

Bring More Members Back to the Club

--F&B Update Marco

Marco provided copies of the new Grille menu as well as the new dessert menu. The addition of 'petite selections' was well appreciated by the committee members. Concern regarding the lack of sides in Harry's with sandwiches. The presentation seems lacking without a side. Marco said he could add chips and increase the price of the sandwiches up to .65. It was mentioned that since the sides are included in the Grille the same should be offered in Harry's. Request was made for Sweet Potato Fries as an option to regular fries, Marco mentioned they did not hold up as well but will look into to see if the quality had improved in some of the newer items.

Yumi stated that business had been good in the Grille. She has a strong staff in place. It was requested that the outside terrace be set for dinner, the concern is the lack of tables and chairs. Doug will look into possibly purchasing enough to have upstairs as well as downstairs.

--Seasonal Hours-Concern over hours of operation in all the dining venues. With the season upon us, the request was made that they open earlier than 11:30 and stay open later on the weekends. Doug said they would be looking at the hours of operation in the upcoming weeks.

Create Awareness of Member Support

Generate Ideas that Generate Revenue

-TGIF 2011-The committee mentioned that we would like to see the 'buckets of beer' return for TGIF.

Create a Positive, Enjoyable Atmosphere

- Dining Room Renovations- Doug is aware of the ceiling in the Dining Room and Jeremy was returning to finish painting the hallways as well as the ceiling. It was also brought to his attention that the new windows in the Grille room still had the natural wood window panes. The curtains still need to be hung, the banquet closet needs to be finished and the carpet on the stairs is frayed. The bathroom tiles need to be scrubbed as well.

Next Meeting: June 9th

## House Committee Agenda June 9, 2011

### 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

- F&B Update-Yumi/Marco/JD
- Seasonal Hours
- Drink Pricing

### Create Awareness of Member Support

### Generate Ideas that Generate Revenue

- TGIF 2011

### Create a Positive, Enjoyable Atmosphere

- Cleaning of Bathroom tile
- Housekeeping Update

### Discussion

Next Meeting: July 14<sup>th</sup>

## House Committee Minutes July 14, 2011

In Attendance: Dan Desmond, Maria Boswell, Debbie Trainor, Jane Savage, Gale McCune, JD McGrath, Yumi Prasut, Melissa Blane, Marco Thomas, Kim Jacobs, Doug Meredith, Laurie Wingfield

### Food & Beverage Update:

-Yumi- Grille has been quiet for the first week of the new quarter.

-Marco-New Menu starting 7/14 in the Grille. Talked of New Harry's Menu in the works with less Italian dishes, should be ready by mid-August. A request was made for a crabcake sandwich, Marco mentioned possibly deviled crabs since they are at a better price point for Harry's.

-JD-Harry's will begin having more glass/linen, less plastic. Continue work on training especially greeting customers. JD asked if we could please fill out comment cards when we dine in Harry's and to take note if the staff is professional. The issue of Gratuity being included and Marriott/Guests not realizing, so tipping additional was mentioned. JD said the gratuity should be circled on all of the checks to point out to those that might not know gratuity is included. There are now 3 Specials on Sunday nights. The committee recommended these be communicated to members.

-Kim-This was Kim's first meeting and she mentioned that training and pricing were top priorities for her currently. The banquet pricing on drinks is different than the rest of the Club pricing, which she has not experienced in other clubs she has worked in prior to FCCC. Her hope is to be consistent moving forward.

--Drink Pricing-The Committee reiterated that the pricing of drinks, the Happy Hours and consistency needs to be addressed and evaluated ASAP. Members are complaining about drink prices and we have asked for some type of resolution as to what the prices are by the next meeting.

--'Acts of contrition'-There have been complaints in the past that with slow service, members are given apologies vs. compensation. The question was asked if Yumi had the authority to offer drinks/desserts to help make up for a night of bad service. She assured us she is able to do that and the committee requested that with good communication between the staff and herself, she will know when food is not being delivered in a timely manner and will handle the situation and communicate to the members.

TGIFHH- Happy Hour will be all night on Fridays in Harry's instead of ending at 6:00. Theme nights are still being looked at by JD.

Update by Doug: Furniture is in the process of being ordered but it will most likely be the Fall before it is actually purchased and delivered. The committee asked Doug what his major concerns were with F&B and he agreed with the issues discussed-drink pricing, cross training of staff and lack of communication to the members. They are interviewing to hire someone that can help with communications.

Housekeeping-Grout/tile in the restrooms are being cleaned on Mondays.

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Next Meeting: August 11<sup>th</sup>

## House Committee Minutes August 11, 2011

In attendance:

Maria Boswell, Dan Desmond, Gale McCune, Frank McMorrow, Laurie Wingfield, Doug Meredith, Chef Marco, Melissa Blane, Yumi, JD

--F&B Update--

**Yumi**-business has been steady in the Grille, and has actually picked up during the week. New menu has been received well. Interviewing for replacements of staff members. Working on updating the 'after dinner drinks' menu.

**Chef Marco**-Discussed new menu in Harry's. Agreed that the price points are favorable, discrepancies on the 'Ultimate Burger' vs Burger with Cheese pricing as well as \$1.75 each additional topping. Seems excessive and Chef agreed to looking at a 'build your own burger' option. Next theme evening will be International Summer Night on August 31<sup>st</sup>.

**JD**-September 16<sup>th</sup> will be TGIFHH with a Breast Cancer Awareness focus. Still working on details. July numbers are down in Harry's. Heat probably a factor. Discussed possible menu cover change so middle page is not loose inside the cover.

Drink Prices-

Doug proposed the new pricing structure. The pricing will be the same for all venues, all hours and all member events. Instead of 10% member discounts as well as Happy Hour pricing, the discounts will already be considered in the price. The committee was in agreement that the proposal be accepted, Frank requested the proposal be presented at the JAB meeting, and if agreed, to be in effect right away.

Event Pricing

It was brought to the committee's attention that the theme nights pricing was advertised at \$24.95, yet when the bill was presented it was \$27.95 with a 10% discount. Yumi explained the reasoning was due to a more efficient check out time. It was suggested that this be advertised so members are aware of the set price.

### Comment Cards

The route of the comment cards once filled out by the members:

1-completed cards either given directly to Yumi or placed in the Comment card box in the Grille or in Harry's

2-Cards are then reviewed by Chef Marco, Yumi and Doug and appropriate action is then taken, resulting in a follow up by email or a phone call to the member if necessary.

### F&B Manager

Doug is interviewing several candidates for Director of Food & Beverage locally as well as possible candidates from the Atlanta area.

### Dress Code

Shorts are allowed in the Grille. No blue jeans or hats.

### Housekeeping

Doug updated the cleaning schedule of the marble tile, the dining room rug will be shampooed in the next month. The water area will be getting new cabinets.

Next Meeting: September 8th

**House Committee Minutes  
September 8, 2011**

**In attendance:**

**Jane Savage, Laurie Wingfield, Doug Meredith, Chef Marco,  
Melissa Blane, Yumi, JD**

**-- F&B Update--**

**Yumi/Marco- business remains steady, LNO contributed to a 90 cover evening. New menu will begin week of September 12th. Last Theme night on August 31<sup>st</sup> not very busy, concluded the timing of the storm and possibly the menu. Next theme will be 'Virginia Fall Harvest' on September 21<sup>st</sup>.**

**JD- Still looking for options for menu covers in Harry's. Still on for September 16<sup>th</sup> Breast Cancer Awareness Theme Night. Must begin advertising to increase participation.**

**Drink Prices-**

**New pricing is being postponed until October 1.**

**Harry's Tavern**

**Much discussion relating to the lack of support/business in Harry's and different options to increase covers. The committee agreed the issues to be:**

- Lack of atmosphere**
- Failure to commit to a particular venue type**
- Possible menu selections**

**It was also noted that 2 of the TV's need to be replaced by flat screens. Other ideas included Sunday Football with a special menu, tablecloths to warm the atmosphere, other pricing specials to bring in customers, discounts in Talk of the Colony for residents.**

**Housekeeping**

**Course Bathroom lack of upkeep was mentioned. Unsure if this was also due to the storm, but needs to be addressed. Men's locker room lacking towels and soap.**

**Doug Update**

**Now looking regionally for Director of Food & Beverage.**

**Next Meeting: October 6, 2011**

**House Committee Minutes  
October 13, 2011**

**In attendance:**

**Jane Savage, Laurie Wingfield, Doug Meredith, Chef Marco, Melissa Blane, Yumi, Erin (New Director of Communications), Gale McCune, Dan Desmond**

**Erin Melikian was introduced as the New Director of Communications. She will be working with all of the committees as needed.**

**- - F&B Update-**

**Yumi/Marco- Yumi announced that Paul will be leaving the club to pursue another venture. His last day will be the night of the Oktoberfest Theme dinner on 10/28. JD is no longer with the club.**

**New Director of Food & Beverage- Lindsey Lindsey has been hired and will start on October 24<sup>th</sup>. He has extensive experience in restaurants and country club management and is originally from the Smithfield area.**

**Drink Prices-**

**New pricing was announced in General Manager's email to the members.**

**Harry's Tavern**

**Business has picked up in Harry's the past month. Still uncertain as to what the future hours will be, but TGIF will continue.**

**Fireplace in Harry's is not working, it will be fixed, also noted that 2 of the TV's need to be replaced by flat screens. Suggestion of Fall Wreathes for the front doors to add some warmth.**

**Housekeeping**

**Doug is looking for a Winged back chair for the entryway. The water station will be renovated in the upcoming weeks. Pavilion improvements are currently underway.**

**Next Meeting: November 3, 2011**