

HOUSE COMMITTEE MEETING
MARCH 7, 2018

ATTENDEES:

Dick DeCoste
Don Huprich
Bill Berg
Jack Luther
Marie Thomas
Barry Pickell
Ray Townsend
David Rueff
Carole Priore

1. Welcome new members and introductions
2. House Committee mission statement review
3. Bill Berg - 2018 plans and changes
 - a. Ongoing training
 - b. Employee evaluation and downsizing staff after the season.
 - c. Finding good employees during the season is difficult.
 - d. Continued emphasis on food quality and service.
4. Dick DeCoste - 2017 F & B financial data.
 - a. Challenging year due to hurricane Irma
 - b. Budgeted loss was about \$6000 under budget
 - c. Cost of goods in line with objectives.
 - d. Labor costs were a focus throughout the year and will continue in 2018
5. Reservation system is working well. Overall well received by HR members. It has helped both the kitchen and wait staff provide better service in a timely manner. This has become very important now on casual dining nights when the attendance is far higher than in previous years.
6. Discussion on providing snacks either free or as a cost item. Jack and Barry will meet with Bill and Don to evaluate.
7. All committee members agreed that a F & B member satisfaction survey should be developed and sent to all members. Ray will head the survey development with help from Marie.
8. Delivery of food ordered by Angie at the Ridge that is prepared in the clubhouse kitchen should be delivered by the clubhouse staff to avoid the sole Ridge employee leaving to pick up the food.
9. Removal of dishes after dining is sometimes distracting and makes those still eating uncomfortable. Bill will address this when feasible.

The next meeting will be in mid to late April.