

Meeting Information

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|---------------------|---------------------------------|-----------------|-----------------|
| Meeting Name | House Committee – Hunters Ridge | Date | 11 / 11 / 2014 |
| Attendee | Attended | Attendee | Attended |
| Bill Bell | Yes | Brad Webber | No |
| Andy Rogalski | Yes | Marie Thomas | No |
| Sheila Case | Yes | Lou Seria | Yes |
| Jerry Sparks | Yes | Kent Schilling | Yes |

| No | Agenda Items |
|----|----------------------------------------------------------------------------|
| 1. | Taking reservations for Mix & Mingle (Tuesday's) & Pub Nights (Thursday's) |
| 2. | Staffing concerns at the RIDGE |
| 3. | Expand menu / replace equipment at the RIDGE |
| 4. | Open Grill Room for Sunday Football events |
| 5. | Expanding Lunch time period at the Grill Room |
| 6. | Miscellaneous items |

Discussion Points and/or Agreements

- Committee members discussed the policy of taking reservations for Mix & Mingle (Tuesday's) & Pub Nights (Thursday's). Committee recommends not allowing reservations during these events in the Grill Room & Outside Patio area. Committee would support reservations in the Dining Room only on these 2 nights
- Some House Committee members have observed & are very concerned with staffing at the RIDGE during peak periods. For example, on Nov. 7th, between 2 – 3 PM, there was one bartender on duty and there were 20 plus customers at the RIDGE. The one bartender was doing her best to keep up but she was overwhelmed with customer requests. A committee member went across the street and informed the Food & Beverage Manager of the situation. The Manager immediately sent over another staff member and the situation was stabilized. Committee Members expressed concerns that the RIDGE does not receive same level of management / supervision as the Grill & Dining Room. If it did, these type of situations would not occur. One Committee Member who also owns several restaurants uses a Figure 8 Management Technique. Simply put, the Manager on duty must physically touch or visit each key area of the operation such as kitchen area, dining room area, bar area, etc. in a course of 45 minute time period. This allows the Manager to proactively defuse and stay in front problems.
- In an effort to further improve the operations at the RIDGE, could we expand the menu to include items such as Sloppy Joe's, Pulled Pork, Taco's, etc. These items could be prepped ahead of time and sold in addition to the cold items currently being offered. In addition, could we replace the table which currently stores Chips, Doritos, etc. with a front load refrigerator to store more beer, white wine, food items, etc.
- Could we review the feasibility of getting the NFL package and promote the Grill Room for Sunday afternoon / early evening football? Have a bartender on duty and offer a very limited menu. This would give members the option of staying on the premises verses going to restaurants / bar off site to watch football games.
- Expanding Lunch time period at the Grill Room was again brought up for discussion. On Tuesday's & Thursday's, the committee feels that we should not have set lunch time period but rather serve lunch if customers request between the period lunch currently ends and dinner begins. There should be one cook and wait staff / bartender on duty during this "bridge" period between lunch & dinner. On the other day's lunch should be served till at least 4:00 PM.

Discussion Points and/or Agreements

- Miscellaneous items:
 1. Lighting in the outside patio area needs to be fixed.
 2. TV's at the Grill Room should always be set on HD channels and set on Sport programs
 3. Several Committee members asked why we decided to go with Woodbridge as house wine verses Fetzter?
 4. The phone on # 9 to the Ridge still does not work and when the ladies used their cell phone to call in an order (Wednesday Nov. 12) they did not get an answer. When they got to the Ridge, they were told that the staff was too busy to answer the phone.

| Takeaway's / Action Items | Action Assigned to | Status |
|-------------------------------------------------------------------|--------------------|--------|
| Bill & Andy will discuss above items with Don | Bill & Andy | Open |
| Next meeting will be on 12/03/14 at 5:00 PM at Jerry Sparks house | | |
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