

Heather Gardens Clubhouse/Restaurant Committee Meeting

April 12, 2022

Chair, Maria Mines, opened the meeting at 3:00 PM in the HG Board Room, with all committee members present. One committee member asked if disagreement regarding change to HGMD bylaws should be included in the March report. HGMD had received communications from various residents about this issue, but since it was not discussed at that meeting, the issue would not be included in the report. Report of the March 8th meeting was approved, as written.

Review of Financial Reports. P&L statements of Clubhouse were reviewed, and wages appeared to be down from the previous month. Montrell explained that instructors were not paid for 2 weeks due to break in class sessions.

P&L statements of the Restaurant were reviewed. Cormac explained that credit card fees run a month behind and do not always match recorded sales per month. Costs for outside contractors apply to service of restaurant equipment. Non-capital equipment costs apply to a new refrigeration system (under \$5,000) recently installed (equipment is capitalized only when it exceeds \$5,000).

Report from Clubhouse Manager. Montrell Anthony presented a chart with data collected over 3 months regarding use of Clubhouse facilities and specific times of activity. The chart shows that attendance at opening hours (6:00-7:00 AM) is steadily growing, and attendance during night time hours (9:00-10:00 PM) is practically zero. Attendance and use of the Clubhouse will continue to be monitored and other activities will be given credence before making a final decision about hours of operation. Compliments were given to Montrell and Julie for a very well-organized Craft Fair and courtesies given to vendors.

Volunteers continue to be recruited to help with different areas in the Clubhouse: front desk, greeters, library, trips and special events.

Report from Restaurant Manager. Cormac Ronan reported that revenues were up last month. Daily lunch and dinner specials appear to be very popular. Staffing remains a big problem, with 5 full-time and 3 or 4 part-time employees, Rendezvous is looking to hire some part-time help, but conditions are not favorable, although its wages are in line with the industry. Supplies and food prices have increased, and that will probably result in higher menu prices. Volunteering in a restaurant is different from helping in the Clubhouse, the pace is more intense, especially during special events. The restaurant now has 5 volunteers and more could possibly lighten the load for the staff. Articles in Heather 'N Yon, as well as notices posted on the Events TV in the Clubhouse lobby have proven to be effective. The patron loyalty program is in the works and expected to be implemented soon.

New Business. A comment from the audience regarding the public's use of HG facilities suggested that non-residents be charged higher rates in order to defray subsidy costs. The committee agreed to make the CEO aware of this discussion.

There were no further questions or comments from the audience, and the meeting was adjourned at 4:05 PM. Date and time for the next Clubhouse/Restaurant committee meeting will be determined at a later date.

Lenora Tracy, Secretary