

**Heather Gardens Metropolitan District  
Clubhouse/Restaurant Committee Meeting  
October 13, 2020**

To: HGMD Board of Directors, HGA Board of Directors and General Manager

From: Rita Effler, Assisted by Deb Smith

Subject: Report of the October 13, 2020 Clubhouse/Restaurant Meeting

Committee Members: Rita Effler (Chair), Janet Arce, Jerry Brewster, Deb Smith, Gwen Alexander, Bill Wilson, and Eloise Laubach

Staff: Linda Aluisse (Clubhouse Manager), Cormac Ronan (Rendezvous Manager), Calvin White (General Manager).

HGMD Board Present: Bill Archambault, Fran Clemens, Mike George

The meeting was called to order by Chairman Effler at 3:00pm. Zoom Meeting

A quorum was present.

**Chair Comments:** 38 guests attending by Zoom were acknowledged. Chair comments are attached. This meeting will be my last as Chair. I am being removed at the October 15<sup>th</sup>, HGMD meeting with a new Chair to be announced.

**Approval of Notes:** The notes of the September 8, 2020 regular meeting were unanimously approved.

**Report by General Manager:**

Calvin White reported the restaurant had opened for inside dining.

**Report by Clubhouse Manager:** Linda checked into an online reservation system. She has not found one yet that works for us. She reports that they are down to 50 return phone calls from 200. Opening the clubhouse lobby for coffee has transpired. Classes of ten are taking place for assorted activities.

**Report by Restaurant Manager:** The dining room is open inside on Covid guidelines. Restaurant is open daily now from 11:30 AM-6:30 PM.

The ordering system and phone response has been modified.

**Review of Clubhouse and Restaurant Financials:** It was noted that the loss sustained was less than last month, just a few dollars over the budgeted subsidy. However, sales were down from the previous month by about 10%.

**Unfinished Business**

- a. Progress of Business Plan – Gwen Alexander presented the Business Plan for the new reimagined Rendezvous Café which includes a smaller daily venue, the present banquet room, to be intimate, cozy and quiet, catering to residents wishes for home style food and more informal and casual surroundings. It was emphasized that the residents of Heather Gardens are our potential sustaining patrons. They are who we must market to. One goal of this new plan being is to reduce the

subsidy for the facility by utilizing the entire facility and marketing those facilities for banquets, celebrations, weddings, reunions, bar mitzvahs, memorial services, birthdays. The buffet table will be an amenity when a group is paying for everything on it! Goal two is to make the Rendezvous a place to rendezvous where residents can be comfortable, pampered, well fed and happy. The committee would like to have full time servers and staff who have benefits and stay with us for a long, long time!

It will be necessary to improve the functionality of the kitchen by adding additional equipment. If breakfast is ever going to be offered, some changes are needed. Décor in the dining room will have to be updated. A professional consultant is indicated.

This Business Plan was provided to the President of the Board on October 1<sup>st</sup>, 2020 for further action.

### **New Business:**

- a. A motion was made and passed unanimously that the Business Plan be recommended to the HGMD board for consideration and further action.
- b. The proposed 2021 budgets for the Clubhouse and Restaurant were considered. It was noted that the PM for the committee calls for a recommendation from the committee to the Board. The Board did not recommend or not recommend the proposed budget.
- c. The committee passed a motion to recommend to the HGMD board review of the Management Agreement with HGA “to consider the removal of the Restaurant from HGA management and operations and consider another management situation for all holdings of HGMD and/or request a proposal from concessionaires/leases for the Rendezvous Restaurant.

There were some comments from guests concerning costs for full time restaurant staff.

The meeting adjourned at 4:50 P.M.

Next Regular meeting of the Clubhouse/Restaurant committee will be in November. A new chairperson will be presiding.

To: Clubhouse/Restaurant committee

From: Chair, Rita Effler

October 13, 2020

**BACKGROUND:**

A committee was appointed originally by Craig Baldwin (President of HGMD until June of 2020). That committee was made up of the chair of the Clubhouse/Restaurant committee (Mike George), a CH/R committee member, the General Manager, Restaurant Manager, Chef and Susan Lambert, HGA Vice-President. During the 2019 budget hearings there was a recommendation made by the Budget and Finance committee to study why the restaurant was increasing losses each month, double budget forecasts. This ad hoc committee originated in January of 2020.

**PRESENT:**

As you are aware, at the end of July 2020, our committee was tasked by the President of the HGMD board David Funk, to develop a Business Plan for the restaurant. This business plan was to Reimagine the Rendezvous. It was to comply with survey results recently compiled.

For the past two months our committee has diligently pursued the task.

**RESULTS:**

The Business Plan was emailed to David Funk, President on October 1, 2020.

To prepare this Business Plan, we compiled data from all members of the committee and included wants, needs, ideas from residents, patrons, and staff as well as survey respondents. Field trips and fact finding that involved confirming what our facilities offered, and lacked, and conversations with staff related to operations caused concern and disturbed staff.

Consequently, I will be replaced as Chair of the committee per an email from President David Funk on September 26. My removal will be announced at the October 15<sup>th</sup> meeting.

I have thoroughly enjoyed Chairing this committee. I appreciate the co-operation and support for the project we were delegated. However, I must respect David's mandate, as President of HGMD, that prohibits me from communicating with employees of HGA, restaurant and clubhouse staff. With those kinds of limitations, I have no desire or reason to continue as Chair of the committee. You cannot fix something that is broken if you do not know where it is broken or how much it costs to fix.