

**2008**

**Minutes of the House Social Committee**

**February 8, 2008**

Present:

Gale McCune, Chair, Ron Murawski, Ellen Weidman, Helen Westfall, Laurie Wingfield, Bob Zolad, Marie Boswell, Karen Beale, Judy Haverstick, Suzie Zaeh, Barry Brune, Pierce Brown, Jackie Bowlin. Also present were Melissa Blane, Larry Speilberg, and Lovee Curtis, CCMA Rep.

Absent: Muriel Ashley, Debbie Trainor.

The meeting was called to order at 4:05 pm. Minutes of the January meeting were approved.

The Super Bowl party was discussed and declared a success. Larry informed us that the Club will be utilizing Harry's for events such as the Masters, Kentucky Derby, World Series, etc. They will request RSVPs in order to ensure the right amount of food.

Old Business:

Fireside Chat - We have a full house, nearly 100 reservations. Everything is set for both tomorrow's event and the March event. Several members of the Colony who are not Club members, but are hosting the speaker, will be welcome to attend.

Stairs – Carpeting samples were arriving by Friday, Feb. 10 to match with existing carpet. Leftover carpeting was found and that will be used for repairs. A temporary fix for the top step until all can be completed.

Phone – The club will buy a new phone, and Cox will reconnect the existing jack. No date given, since it depends on Cox. Larry announced changes to the phone system, which will entail a touch directory, The two regular ladies will not be answering the phone, but event reservations will be taken by two other women in the office. Callers will press choices for dining venues. Completion date not given, again depending on Cox.

Handbook - Melissa stated that it would go to the printer on Friday.

St. Patrick's Party – Melissa is working Busch Gardens to find entertainment.

Menus – Menus for both Harry's and the Members' Grille were distributed to the committee during the month for approval. There was very little time for comment of the new Harry's menu and it is already in effect. There was much discussion on the proposed Grille menu, much of which centered on offering simpler choices and adding or identifying Heart Healthy choices. Several standards were omitted from the proposed Grille menu and the committee requested their return. It was also pointed out that the Grille is not a "destination" restaurant, rather something for Club members who have a minimum to meet and should reflect a variety for all age groups and tastes.

Old Business:

Discussion continued on future social events and dates. The New Member Orientation/Happy Hour is moved to April 6. The Kentucky Derby is May 3 and a club party will be held in Harry's. There are no weekend dates available in June so a week night will be found for a Game Night. The Beach Party date is now July 11. The committee agreed on a Country/Western party which will be the September event. The event parties in Harry's will fill out the social schedule.

The meeting adjourned at 5:30.

## Meeting Minutes – March 5, 2008

Present: Gale McCune, Chair, Ron Murawski, Helen Westfall, Laurie Wingfield, Maria Boswell, Judy Haverstick, Barry Brune, Jackie Bowlin and Muriel Ashley. Also present were Melissa Blane and Kevin Elliott.

Absent: Ellen Weidman, Bob Zolad, Karen Beale, Suzie Zaeh, Pierce Brown, and Debbie Trainor.

The meeting was called to order at 4:10 pm. Minutes of February meeting were approved.

### Old Business:

Fireside Chat – March 11<sup>th</sup> “Going Green” event is not booking up as hoped. Drew Mulhare has agreed to contact several outside environmental groups to hopefully join in. Members that have already signed up for the event will be contacted to see if they have any “non-members” that would like to attend.

Carpeting – has been successfully installed.

Telephone – has been successfully installed.

Members’ Yearbook – Melissa stated that it will be ready next week. Numerous changes and updates have delayed it.

St. Patrick’s Day Party – Melissa has booked the entertainment through Busch Gardens. 1 volunteer is requested at approximately 10 am on Monday, mar. 17 to help Jackie Bowlin, Ellen Weidman and Muriel Ashley set up for the party.

June 17<sup>th</sup> event will possibly be a “drive-in” movie night with golf carts.

August 16<sup>th</sup> will most likely be a Happy Hour venue.

Country Western night – working on different description of this event so that it will be more widely received by Membership.

Octoberfest – Band for the October 24<sup>th</sup> party has been booked.

### New Business:

Update on most recent Wine Society Dinner– Felix Vlad held a successful “blind” tasting of “big” reds and whites for 60 members. Next Society Dinner event will be an Italian theme and be held on March 18<sup>th</sup>.

Kevin Elliott stated that we have a new chef and a new manager for Harry’s.

Menus - Melissa stated that new suggestions from the Committee have been discussed and will be considered with other changes that will occur every 2-3 weeks . No final decision has been made for closing Members' Grill for Lunch or the re-opening of Harry's in the evenings.

House/Social Committee Members are encouraged to attend the April 6<sup>th</sup> New Member Orientation to help with any questions that new members might have.

A new American Flag should be flying soon in the front of the Country Club.

The meeting was adjourned at 5:20 pm.

## Meeting Minutes - April 2,2008

Present: Gale McCune, Chair, Ellen Weidman, Maria Boswell, Barry Brune, Judy Haverstick, Ron Murawski, Muriel Ashley, Helen Westfall, Lorrie Wingfield, Jackie Bowlin, Suzie Zeah, Karen Beale. Also Present Melissa Blane, Larry Speilberg, Lovee Curtis and Al Davis, CCMA

Absent: Pierce Brown, Debbie Trainor, Bob Zolad.

The meeting was called to order at 4:05 p.m. Minutes of the March meeting were approved.

Melissa distributed the 2008 Handbooks to the committee. All members will receive theirs the weeks of April 7.

Al Davis, CCMA President addressed the committee. Thanking the committee for its service, he noted that he perceives it to be a most important part of the club as this committee 1) handles the social needs for all classes of membership and 2) generates revenues through the Wine Society and Fireside Chats. He then asked the group to consider what the club needs would be in the next 5 (five) years with the following projections:

	<u>2008</u>	<u>2013</u>
Full Member (resident & non-resident )	600	700 max. est.
Associate	2	120
Social w/Golf (closed category)	185	120
Social Membership	60-70	largest growth potential

We are asked to address current facilities, are they adequate or do we need more? He suggested three ways for the committee accomplish this. 1) discuss at our current meetings as part of the agenda 2) form a sub-committee and 3) use outside expertise from our fellow members. He has asked for some input by the end of the summer.

Al advised us of the new web site: [www.fc-ccma.org](http://www.fc-ccma.org)

It allows for communications both ways, it informs and takes input. It has been geared to take surveys. To encourage membership use a \$50.00 cash award has been set up if anyone can find their membership number. Two numbers will be on the website, one of which is on the Social Committee page! John Louden is the web page contact.

### Old Business

Fireside Chat - A smaller than normal crowd but well received by both the group and the guest. Appealing to a different group of members it was suggested that might be a good idea to broaden our appeal. Two more firesides are planned for the fall with no programs in mind.

St. Patrick's Party - Went well, everyone was happy with the food and service. A suggestion to consider opening up functions to others after a cut off date for members only was put forward. It was decided to consider this on a per event basis.

Wine Society Dinner - Also went well with a good speaker. May 14 will be the next dinner. June 16 the society is planning a bus trip to Charlottesville for lunch. 30 people are needed for the trip.

Drive-In Movie/Trivia Night June 17 - If the \$1500 package is available we can book Drive In Movie night with a barbeque. Melissa will find out before our next meeting. If it is not, Trivia night will be offered.

Beach Party - plans underway.

C & W Party - Sept. 19 - A dancing instructor has been contacted and DJ is being checked on.

### New Business

Table tents in the Grille to advertise future events was suggested, as well as returning the informational placards in the golf carts. No decision was made.

The group was reminded that Sunday, April 6 there will be a New Member Orientation followed by Happy Hour. All members of the committee were asked to attend.

Several concerns were brought to management's attention:

Harry's closing at 3 p.m. (It remains open till 5 for drinks.)

Understaffed and slow

New phone system has been deemed unreliable

Staff is not fully knowledgeable of club events

Stemware is unattractive and cheap

Lids for cups in golf carts - a suggestion for insulated cups with the club logo to be sold in the shop

Larry Speilberg announced the reopening of The Grill for lunch pending staffing. A target of May 6 was set.

Melissa reported to a scheduling conflict the date of August 16 cannot be used, however August 13 - Happy Hour is possible.

Meeting adjourned 5:18 p.m.

## Social Committee Meeting Minutes

May 8, 2008

Submitted by: Laurie Wingfield

In Attendance:

Debbie Trainor, Barry Brune, Laurie Wingfield, Judy Haverstick, Pierce Brown, Suzi Zaeh, Muriel Ashley, Ellen Weidman, Gale McCune, Lovee Curtis, Melissa Blane

April Meeting Minutes Approved. For the record, Barry commented on the Strategic Planning request made by Al Davis and it was confirmed that the Social Committee will not be responsible for anything further in that regard at present.

**Kentucky Derby Party**-8 People In Attendance; Poor turnout due to lack of advertisement. Consensus of committee is to advertise all club events as often and as many places as visible to include: Cart Plates, Tent cards (both Members Grille and Harry's Tavern), Pro Shop, Restrooms, Water Area. Also suggested that during the 9 hole LGA and 18 hole LGA 'before play' weekly announcements, a communication of upcoming social events to be included. Muriel offered to help Melissa with flyers as well.

### **Management Updates-**

May 23<sup>rd</sup>-Members' Social to include Putting contests/games

5:00-7:00 in the Pavilion and on the Putting Green

Members' Grille Bar Menu Suggestion- Hot dog and Grilled Cheese to be added

Harry's Tavern Hours-Request made to have hours posted on the outside door. Current Hours as follows:

Mon-Wed: 11:30-6:00 Food Available

11:30-7:00 Beverages Available

Thurs-Sat: 11:30-8:00 Food Available

11:30-9:00 Beverages Available

Sunday:11:30-5:00 Food Available

11:30-6:00 Beverages Available

Entertainment was requested for either Friday or Saturday evenings in the Grille. Several members have seen a performer at Buon Amici and recommended her to the committee. Melissa plans on attending in the next few weeks to watch her perform.

Terrace Outside of Members Grille to be available during Grille hours beginning in June but reservations will not be taken. Once there, members can request.

Drive In Movie with Carts-too expensive; not viable at this time.

Wine Society Update-Melissa reported the last event (Spanish wines paired with Spanish cheeses) was quite successful. The next event will be on May 14<sup>th</sup>, a South African Wine Dinner. On June 16<sup>th</sup>, a day trip to Kluge Vineyard is planned.

### **Upcoming Event Updates**

June 17<sup>th</sup>-Trivia Night

Muriel Ashley and Suzi Zaeh

July 11<sup>th</sup>-Summer Party, DJ instead of Live Band

Maria Boswell, Karen Beale, Laurie Wingfield

August 13 -Karaoke Night in Harry's Tavern with BBQ on terrace, weather permitting. If weather is an issue, same limited menu to be done in Harry's Kitchen. Gale McCune to be in Charge.

September 19<sup>th</sup>-Country/Western Night Line Dancing with DJ

Judy Haverstick

November-Trivia Night

Debbie Trainor

December 31<sup>st</sup>-NY Eve Party-Melissa will look into hiring the DJ .

**Recycling Update**-Marko is researching the necessary requirements for additional dumpsters solely dedicated to recycling.

**Social Committee Questions/Concerns:**

It was brought up that the Members' Grille is restricting reservations, yet there seem to be plenty of open tables. It was explained that the reservations are kept to a maximum of 20 people per half hour for the Members' Grille and the same for the Dining Room to ensure prompt service.

The suggestion was made that a 'turn away' list be kept of members trying to make reservations yet are unable to be accommodated. By 'unable to be accommodated' this means they are unable to get into the Members' Grille at all, not just the time they are requesting.

There are concerns about the lack of available clean tables in the afternoon in Harry's Tavern. Several members have experienced open tables, but were unable to be seated b/c they have not yet been cleared. Melissa has assured that beginning this week, more staff is on hand and this should not be a continued concern.

Lack of suitable wine/martini glasses in the Members' Grille. We were told that the glasses currently used when house wine is ordered are the same ones that have been used for years. We were also told that when a bottle is ordered, good, appropriate glasses are provided. There also seems to be too few stemmed martini glasses in the Grille. A member was told there are 4 available. A suggestion was made to order more of both types of glasses (large wine glasses and stemmed martini glasses).

Meeting adjourned at 5:20 pm

## **House Social Committee Minute**

**June 3, 2008**

**Present:** Gale McCune, Chair, Ron Murawski, Laurie Wingfield, Bob Zolad, Maria Boswell, Karen Beale, Jackie Bowlin, Debbie Trainor, Muriel Ashley and Lovee Curtis, CCMA Representative. Also present were Melissa Blaine and Kevin Elliott.

The meeting was called to order at 4:05. Minutes from the May meeting were approved as written.

### **Updates from Management**

Plans are to put the water and ice dispenser on a stand so that overflow water can drain. A new cup/straw dispenser has been ordered and should be in place very soon. A bulletin board has also been ordered for the back of the "shack" to better display notices. That too is due very soon.

Table tents are in place in the Grille and Harry's and cards are now in the golf carts listing upcoming events. Melissa and the Club are working to improve communications and publicity.

### **Old Business**

The May Members' Social and Putting Contest was a big hit. The course was set up nicely and everyone seemed to have a good time. A suggestion was made that we should consider setting up a bar outside. Having to make reservations did not affect the number of people who came and was not considered a problem. Most people made their reservations.

Trivia Night..Melissa reported that even though reservations only began yesterday, 70 people are already signed up. A buffet dinner will be offered at a cost of \$21.95 plus plus. Cocktail hour will begin at 6 p.m. with dinner at 6:45. Jackie Bowlin and Debbie Trainer offered to help Muriel Ashley with scoring sheets after each round and other help in general. The November Trivia event was scrapped in lieu of a Bingo party. Ron related the comment made to him that the same people would attend both Trivia nights, thus limiting attendance to the "regulars".

Summer Party—The summer party, which will be held on July 11, is coming along nicely. Melissa discussed several DJs, who are available through a company she deals with. A final decision on which DJ to use will be made very soon.

Country-Western Night—No report was available

Wine Society—The wine society dinner did not have as many attendees as Ron hoped for. This might have been due to the fact that South African wines were featured and people may have been unsure of what they would be like. A trip to the wineries in Charlottesville is coming along nicely. There are only 3 spaces left on the bus. Ron feels it will be a very successful day trip.

Recycling Plan—A plan is begin to unfold to recycle cans from the club, including those on the golf course. A concern seems to be where to place a dumpster. There was also a discussion on smaller

collection containers around the outdoor areas and making sure the openings are only big enough to accept a can or bottle, so that trash is not thrown in it.

Fabric Hangings in Pavilion—Melissa said the fabric is taken down every few months and washed and bleached, but there is mold in some places which is permanently staining it. Ownership has made the decision not to replace it.

### **New Business**

Sunday Night on the Terrace—The Sunday night cookouts will not be brought back this year. Harry's is available for such fare now.

Missing lock on stall of Main ladies' room.—Melissa is aware of the problem with the lock and has somebody coming to fix that as well as the dripping faucets in the downstairs bathrooms.

Water on the Course—Everyone agreed that we need to get the water situated on the golf course as soon as possible. With the high temperatures it is a health hazard, particularly for those who are walkers. The water fountains, although working, seem to only have warm water and are often not very clean. The rangers need to be bringing water and ice around the course on a regular basis in heat, if no coolers are in place.

Ladies' Night—Some ladies expressed a desire to have something such as iced tea available at events. Kevin said that would not be a problem and they will begin that at the next Ladies Night Out. Some discussion was also made regarding the food served that perhaps they could go back to the hors d'oeuvres they used to have when the event began.

Bob Zolad also suggested that we might want to start having pretzels available at the BRC and if this is successful, eventually on the beverage carts. He noted that a new place in Monticello Marketplace has the pretzels and he would be glad to set this up. It was agreed that it would be worth trying and if successful we could expand the availability.

Debbie Trainor commented that the Pro Shop staff could benefit from some customer service training, in their telephone manners and in asking more politely if the caller is a member. Melissa said she would discuss this with them and apologized for the way it was handled.

Meeting adjourned at 5:03

Next meeting will be July 2, 4:00 p.m.

Ford's Colony County Club

House/Social Committee

Meeting Minutes – July 2, 2008

Present: Gale McCune, Chair, Laurie Wingfield, Maria Boswell, Jackie Bowlin, Bob Zolad, Pierce Brown, Ellen Weidman and Suzie Zaeh. Also present were Melissa Blaine, Kevin Elliott and Lovee Curtis, CCMA representative.

The meeting was called to order at 4:00 pm. Minutes of June meeting were approved.

**Old Business:**

Still experiencing Communications Problems. Poster/posters needed for upcoming Social Events. The emails from Melissa are still getting missed somehow. We feel that this is a problem within families, when 2 members have addresses, and only one is getting the email. We agreed that eventually this should work itself out and that it is not the Committee's responsibility to alert each and every Member individually about Events. We feel that time will resolve this and people will become accustomed to the electronic communication. The flyers, posters and event cards for the carts will increase.

Karen Beale and Muriel Ashley have resigned from Social Committee. At this point in the year, it was decided not to recruit replacement members, since we are at a workable size.

Restaurant Issues - Very good experiences are being reported in the Dining Room. Nothing negative on the other venues. This is seen as Good!

Trivia Night went well. Some complaints were that questions were a little difficult. A Member not currently a member of the Social Committee would like to run next Trivia Night.

August's karaoke nite is in the works. Gale and Ellen will meet with Melissa to work out details.

Country Western night – Scheduled for Sept 19<sup>th</sup>. The contract for Dance Caller is in the mail.

Octoberfest – Band for the October 24<sup>th</sup> party has been booked.

Pretzel update – Still trying to work out logistics on getting the Pretzels here to the Club so they can be sold at the BRC. This may or may not happen, since there are issues on getting them delivered or collected after the initial trial period.

**Report from Management:**

No new status on Recycling issue.

Summer Beach Party on July 11<sup>th</sup> is currently up to about 150 reservations.

Recent Wine Society trip to Charlottesville was great.

Availability of water on the Course is improving.

Water/ice station behind old BRC still needs "policing." General untidy conditions still exist. Kevin said that "everyone" on his staff is responsible for it's clean-up. The Bulletin board is in and will be up next week.

Music on Patio or Harry's should hopefully start in July/August.

**New Business:**

Ford's Colony Board would like to use Country Club Pavilion Facilities for future events (Wine & Cheese) at reduced rates

Suggestion was made to advertise in Talk of the Colony that Harry's Tavern is open to the public. (After the meeting, a conversation with the TOC editor resulted in an article spotlighting both public food venues which will appear in August.)

Pro shop courtesy is still spotty. Management is continuing to work on this problem.

Phone Service still not working perfectly – need to make sure voicemail is turned on and operating.

We asked Melissa to include a "mark your calendar" highlighting future social events.

The meeting was adjourned at 4:45 pm.

Ford's Colony County Club

House/Social Committee

Meeting Minutes – August 6, 2008

Present: Gale McCune, Chair, Laurie Wingfield, Maria Boswell, Bob Zolad, Pierce Brown, Ron Murawski, Debbie Trainor and Suzie Zaeh. Also present were Melissa Blaine and Lovee Curtis, CCMA representative.

The meeting was called to order at 4:00 pm. Minutes of July meeting were approved.

**Old Business:**

Communications: Increased use of flyers and event cards for carts has been effective in promoting upcoming Social Events. Discussion concerning the email "Weekly Scorecard" in promoting club news was positive, there was a consensus that members have adjusted to using this communication for club news.

The cleanliness of the outside water / ice station was discussed with agreement that it is much better. There was a suggestion to provide paper towels and a spray cleaner in the cabinets so that spills or general clean up can be performed.

August's karaoke night is being cancelled because there have been no sign-up for the event.

Country Western night – Scheduled for Sept 19<sup>th</sup>. The Dance Caller has been cancelled due to issues in handling a large group, Melissa is searching for other alternatives. The event will also include all types of music with special emphasis on western, the name of the event will be modified and flyers will promote the event as a music for everyone event.

**Report from Management:**

Club management is soliciting a second company bid for recycling. The committee continues to seek the establishment of a recycling program and emphasized this to club management.

An update on the painting of the exterior of the club was provided and a discussion of interior touch areas pursued, management confirmed that these areas are part of maintenance plan in progress.

Music on Patio and/or Harry's should hopefully start in September / October. There was some discussion of having some of these nights as theme nights, for example Motown or Frank Sinatra.

**New Business:**

The August Wine Society event will be a wine tasting of summer wines for picnic, barbecue or general enjoyment.

Fireside Chate. The speaker for November will be ADM James Loy, ret. His topic will be National Security. A chat for January concerning the Presidential election results was discussed, one possibility of a guest is Ron Rapport, a Political Science Professor at William and Mary.

Courtesy in the Pro Shop and Harry's Tavern on how staff should ask for member number in a respectful manner continues to be a concern. Management is continuing to work on this problem.

Designated restaurant parking spaces are being used the golfers in the morning, leaving convenient parking places for lunch unavailable. Bob Zoland volunteered to bring this issue to the attention of the MGA.

The issue of offensive language on the patio area and courses by members of group outings was brought up. The discussion was on how to report and police these incidents as they occurred but there is agreement this issue must be addressed.

The continuing service operations at Harry's Tavern were discussed. Many committee members have either experienced or been told of issues regarding poor service, tables not being bused during busy hours, or lack of items after a busy event. If Harry's Tavern is to operate as a public facility for members, non-members or Marriott guests these issues must be addressed for the restaurant to be successful. Sunday afternoons seem to be the most problematic time period.

Several ideas were discussed as ways to predict traffic at Harry's Tavern with agreement that as a public restaurant there were too many variables.

The use of the patio area for dinner at the Members' Grille was discussed. Many committee members feel this is a dining option asset that is not being used to full advantage. The general feeling is this area should be set-up for dinner, with tablecloths, place settings and assigned service staff, many members would choose to dine alfresco. Currently members need to ask if dinner is being served on the patio and then wait for a table to be set-up. With the cooler fall months coming we would like to see if patio dining could be an extension of the Members' Grille.

The meeting was adjourned at 4:50 pm.

# House/Social Committee

## Meeting Minutes – September 4, 2008

Present: Gale McCune, Chair; Members: Piece Brown; Barry Brune; Bob Zolad; Judy Haverstick; Ellen Weidman; Jackie Bowlin; Laurie Wingfield;; Debbie Trainor; Suzy Zaeh Also present: Melissa Blane

The meeting was called to order at 4:05pm. The minutes of the August meeting were approved as amended (The Sept 19 event, Denim Dancing, is **not** to have a Western theme).

### Old Business

The Denim & Dancing party (Sept. 19) is expected to draw over 70 members. Judy Haverstick, event chair, will be assisted by Ellen Weidman and Jackie Bowlin. The disc jockey-provided music will focus on the 50's, 60's and 70's. (There will be no Western theme associated with this event.)

The Club is now in the process of setting up a FULL FCCC informational website that is solely member directed. No timeframe for implementation is as yet set.

The use of email only to communicate with the membership has resulted in some couples neglecting to always share the Club emails with the other couple member. Originally email addresses were restricted to one for each membership (husband's or wife's email address). Now each membership may list **two** email addresses with the Club...each to receive all Club emails. The Club will inform all members of this new option via email and the Club Bulletin Board.

Some continuing issues were reported regarding the water shack cleanliness although overall improvement was noted. Many nice comments were received re the cart girls' service, but concern was raised that on days when no cart girls are available, that this lack of on-course availability be noted in the pro shop at check-in so players may plan accordingly.

Fireside Chats: Jim Loy, our scheduled Nov. 7 speaker had to request another date due to a new scheduling conflict. Three alternative Nov. dates to offer Jim Loy were agreed upon with Melissa; Bob Zolad will follow-up. A January Fireside Chat focused on a post-Presidential election analysis by a W&M poly sci professor is planned and should be set by the end of Oct. A March Fireside Chat will also be set by this year's out-going Fireside Chat Chairs to ensure that the 2009 Fireside Chat Chairs are set to go for the new year. The March Fireside Chat will be set by the December Committee meeting.

The busing of dishes in Harry's is improved; there is now managed-seating in Harry's during peak times.

Club management's analysis of recycling alternatives has not progressed. No decision timetable commitments were offered.

A discussion of the ongoing difficulties the Committee has had in gaining timely and meaningful review of periodic dining menu changes resulted in the Committee decision to take menu changes off its lists of tracking issues. The Committee will react to any future unfavorably-received menu changes when they occur.

Wine Society: no report

### **New Business**

“Party on the Patio” is set for Sept. 12 and does not require reservations. Some potential new members are expected to attend. Several Social Committee members committed to be in attendance to greet the potential new members.

The Social Committee Chair will call New Members to invite the ladies for the October Ladies’ Night.

It was noted that The Pro Shop has continued to look much improved this year except for the build-up of “stuff” on the countertops behind the reservations desk. Melissa will follow-up with the Pro Shop.

It was also noted that the perimeter floor of Pavilion, including the bar area, has been re-carpeted and looks great.

There being no further business, the meeting was adjourned at 5 PM.

## House/Social Committee Minutes

November 5, 2008

### **In Attendance:**

Gale McCune, Maria Boswell, Laurie Wingfield, Pierce Brown, Judy Haverstick, Lovee Curtis, Barry Brune, Ellen Weidman, Susie Zaeh, Debbie Trainor, Melissa Blane

### **Input From Management**

A letter sent to the Members regarding the Restaurant Hours for the Winter Months was discussed with the following details:

-Harry's will be Closed until March 2009

-Member's Grille open to Members Only EXCEPT for Sundays, when it will be Open to the Public/Marriott Guests

### **Concerns/Comments from Committee on Management Input:**

-Management was commended on the fact that the recent leaving of Bryon Johnson was communicated to the members and this type of communication is requested ongoing. Noted in the past, employees have left, or major changes have been made without any communication to the members.

-Regarding the leaving of Bryon, the committee ***stressed***

***How important*** Bryon was to the members. His professionalism, sincerity, use of Members' Names and true concern for their dining experiences made the members feel special and he set (and met) the expectations of what the members believe their country club atmosphere should be in all venues. The request was made that current employees 'step up to the plate' and attempt to continue this type of service that will be sorely missed in Bryon's absence. This type of customer service should begin with the interview process, continue thru on-going training and not be an exception, but a requirement.

-Concerns from the committee that they continue to hear, 'What is your member number?' Committee again requests that staff instead asks, 'May I have your Member Number Please?' This has been an on-going issue in 2008 and needs to be addressed by management. (Courtesy)

-Concerns raised regarding the staff at Harry's and what affect the closing will have. Melissa assured that most of the employees will be given hours in banquets as well as the Members' Grille. It was duly noted that service in Harry's had begun to show improvement in the past weeks.

### **Water Shack Issues**

Melissa assured that by the Spring, the 'ill fitting lids' issue will be resolved. The water shack will remain open until the weather turns cold, when there is concern over the water/ice machine freezing.

### **Fireside Chats Report**

The October Fireside chat was attended by 32 people. The suggestion was made that the advertising may not have interested members and did not capture the true personality of the presentation. The next Fireside Chat is on January 9<sup>th</sup> with Jim Loy and the February Chat will be a presentation by Professor John Merrick from W&M, Mason School of Business. He will discuss the current financial crisis, the effect of the bailout and the use of the bailout funds.

### **Octoberfest**

This event was not as well attended as the past years. The consensus was that it may be time to have a different type of Fall event for 2009 and maybe the Octoberfest has 'run its course'.

### **Wine Society**

Compliments were given on the past speaker as well as the food. The next event is 11/12, a Black Tie dinner, with Felix Vlad as the evening's host.

### **Bingo**

As of 11/5, 20 reservations have been made for Bingo on the 14th.

## **New Year's Eve**

Concerns regarding the cost of this year's event were raised and Melissa confirmed that the price would stay in the \$70-\$80 range. The evening will begin with appetizers and cocktails either in the banquet room or the Members' Grille, followed by a plated dinner in the dining room and a DJ and Dancing in the Grille.

## **Menu Substitutions**

Requests were made to substitute current side orders with a salad without being charged an additional fee. Due to the cost of salads, a cost would have to be incurred. The committee requested the \$2.50 which is currently charged be reviewed and decreased. A request was made for the option of smaller dessert portions, priced accordingly, in the Dining Room as well as the Members' Grille. Melissa felt that with the loss of labor in the kitchen over the winter, this may not be the time of year to offer this option, but would check with Marco.

## **Parties in Harry's**

Although Harry's is closed for regular business, there are still plans to have smaller functions thru the winter in Harry's such as the Super Bowl Party, 'Bingo/Burgers/Booze' nights, Happy Hours, Trivia nights (to include Ford's Colony questions) etc.

## **Open to the Floor**

The following concerns and comments were made by committee members:

- 'Printable' version of the Scorecard (no graphics)
- LESS EXPENSIVE events vs. \$22.00++ events during these difficult financial times.
- More events that are smaller in nature, but more consistent and often, ie Happy Hours, future Parties on the Patio
- Requests for Weekly 'Specials/Deals' in the Members' Grille such as 2 for 1 Burger night, Pasta Night, etc. Other Williamsburg restaurants are offering these evenings which are well attended by Ford's Colony Members. These are missed opportunities for the club to bring in business.
- The House/Social Committee will become 2 committees in 2009.

Meeting adjourned at 5:23 pm.

**December 3, 2008**

Present: Gale McCune, Chair, Lorie Wingfield, Suzie Zeah, Barry Brune, Bob Zolad, Ellen Weidman, Debbie Trainor, Pierce Brown, Judy Haverstick, Maria Boswell, and Lovee Curtis, CCMA representative. Representing the club: Melissa Blane and Larry Spielberg. Absent: Jackie Bowlin.

The meeting opened at 4:05, with approval of the minutes of the November meeting.

**Old Business:**

**Wine Society** – The last dinner was less well attended than previously and the wines were reported to have been less impressive. They were from the FC Cellar and possibly they are “stale”. The menu was typically lavish.

**Bingo** – was reasonably well attended, with 90 people attending. Those present seemed to have a very good time. Credit can be given to Melissa’s last minutes shift to the Banquet room (and subsequent calling folks to let them know) and the light-hearted bingo callers, TC Sessoms, Jonathan Shoenfeld, and Brian \_\_\_\_\_.

**New Year’s Eve** – Disappointment was expressed that after the decision at the November meeting to revert to the usual plated dinners, an announcement was made that Food Stations – based on the Member-Guest Model – would be the format. Melissa explained that when the committee first started talking about NYE, we preferred the Stations. She took that idea to the Executive Chef and he began his planning and staffing. Much planning goes into such an evening, and by the time we decided to revert to plated dinners, planning was so well along, that Marco did not want to start all over. The idea of Stations has been floated for several years and he wanted to have that format tried at least once. The committee accepted that.

**Ladies’ Room Lock** – it was pointed out that the stall nearest the Grille Room still has no lock. Melissa reported that the lock purchased to replace the existing one would not work. She agreed to have at least a twist lock installed.

**New Business:**

**Next Year’s Committees** – Lovee Curtis announced that next year’s Social Chair will be Erna Rogers, who has served on this committee in the past. As the committee will be split into two separate functions, Lorie Wingfield will chair the House function. Lorie’s expertise is in food service. Erna and Lorie will meet to determine membership and division of responsibilities. Several people have agreed to serve on Social next year: Ora Avery and Chris Moncure.

It was noted that all members of the House and Social committees should make efforts to solicit input from club members so that the committees do not become insular and so that they reflect the feelings and concerns of a wide section of the club membership.

**Fireside Chats** – Chris Moncure has agreed to handle the Fireside chats going into the next year. Barry and Bob will be in touch with her for a smooth transition. Speakers for the January and February Chats are lined up.

There were no comments from the floor.

Gale thanked the committee members for its service this year, and adjourned the meeting at 4:45, inviting all to participate in the generous spread provided by the Club in our honor.

The new committee will meet Wednesday, January 7, 2009 at 4 p.m.