

LEISURE WORLD COMMUNITY CORPORATION
RESTAURANT ADVISORY COMMITTEE
Minutes of Regular Meeting Held
April 19, 2010
Chesapeake Room

MEMBERS PRESENT: Yolanda Hunt, M21, Chair; Billie Saunders, M13, Vice Chair; Mildred Pflieger, MM; Phyllis Ross, M6C; Lexie McMahon, M10; James Moores, M14; Virginia Childress, M15; Joan Soffer, M20A; Janice Berger, M23; Marianne Solfronk, M25; Carol Freibert, M26; and Joni Sommer, M27.

MEMBERS ABSENT: Richard Houghton, M17B; Sondra Grunder, M18; Theresa Posey, M20B; and James Naccarato, M24.

LWMC: Stacy Sigler, Director E&R; and Nancy Gordon, Trust Assistant.

FOOD SERVICE: Ed Richardson; Bobby Barton; Darren Rollins; and Keith Shaplin.

VISITORS: Marian Altman, Chair, LWCC.

1. Call to Order – Ms. Hunt called the meeting to order at 10:05 a.m.
2. Approval of Agenda – The agenda was approved as presented.
3. Approval of Minutes – The minutes of the February 22, 2010, meeting were approved as written.
4. Chair's Comments – Ms. Hunt had no comments at this time.
5. Food Management Update – Ed Richardson

Business is very good! The response from the community to the changes made has been favorable. Patrons will order from a menu at the Bistro on Thursday, Friday and Saturday evenings. Moving the Sunday brunch to the Terrace Room is being considered.

6. General Manager's Report – The April General Managers Report was distributed to the committee. Stacy Sigler, Director of E&R, was present to answer questions but there were none.
7. Old Business

The committee will request that the 2011 budget include funds for a walk-in refrigerator/freezer; 13 tables for the Stein Room and two food warmers. (A conveyor toaster was recently donated by residents in memory of a friend.)

8. New Business

- a. Dining Experiences: The committee shared many favorable dining experiences they have enjoyed at Leisure World since the restaurant has been under new management.
- b. Advertising Practices – The chair said that the advertising of “specials” and upcoming events is well done and kept up to date. Ms. Saunders asked that an advertising flyer be given to Mutuals for their newsletters. The committee discussed posting menus and other information on the LW website.
- c. Customer Survey Form – An ad hoc committee was appointed to create forms for patrons’ comments. Serving on this committee will be Billie Saunders, Chair, Joni Sommer, James Moores and Yolanda Hunt.
- d. Resolution of Two Patrons’ Complaints – Ms. Soffer stated that she considered Mr. Richardson’s resolutions of two clients’ complaints at two different events too generous.

9. Open Forum

Ms. Altman read a resident’s letter commending Mr. Richardson and his staff for the event she recently had catered. In addition, the writer stated that she attended another event catered by Mr. Richardson and that it was “far superior” to those she had attended in the past.

10. Next Meeting - The next meeting is scheduled for Monday, June 21, 2010, in the Chesapeake Room at 10:00 a.m.
11. Adjournment - There being no further business the meeting adjourned at 10:50 a.m.

Approved

Yolanda C. Hunt, Chair