

LEISURE WORLD COMMUNITY CORPORATION
RESTAURANT ADVISORY COMMITTEE

Minutes of Regular Meeting

June 21, 2010

10:a.m.

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; Patricia Connelly, M17A; Sunny Grunder, M20A; Joan Soffer, M20A; Theresa Posey, M20B; Janice Berger, M23; James Naccarato, M24; Marianne Solfronk, M25; Carol Freibert, M26; and Joni Sommer, M27.

MEMBERS ABSENT: Richard Houghton, M17B.

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

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

1. Call to Order – Mrs. Hunt called the meeting to order at 10:00 a.m.
2. Approval of Agenda – The agenda was approved as presented.
3. Approval of Minutes – The minutes of the April 19, 2010, meeting were approved as written.
4. Chair's Comments – Mrs. Hunt welcomed new member Patricia Connelly.
5. General Manager's Report – Stacy Sigler responded to questions and comments about the June General Manager's report which was attached to the meeting packet.
6. Food Management Update – Ed Richardson
 - Business is Good – Increased revenue from last year is approximately 35%. All rooms are busy and feedback has generally been very positive. Banquet business is doing remarkably well.
 - Staff Opening – A new chef will be hired to replace a chef and assistant chef who recently resigned.
 - Father's Day Brunch - Yesterday's Father's Day brunch did well. There were 200 guests.
 - Kitchen Hours - Although the kitchen closes at 8 p.m. during the week and at 9 p.m. on the weekends, coffee and dessert are available as long as people

want it. Several committee members suggested that a 10 p.m. closing time be set rather than leave it open ended and that the fact be advertised that dessert and coffee are available until 10 p.m.

- Charge Card Receipts – Mr. Richardson said that the problem of partial account numbers appearing on charge card receipts will be remedied with the upgrading of the computer system by the Information Technology Department. The work should be done within a month.
 - Complaints - In response to a few incidents reported by the committee where the food was not hot or an order was incomplete or service was slow, Mr. Richardson said that he and his staff continue to make every effort to provide high quality food and service.
 - Stein Room – Mr. Moores suggested that the Stein Room hours be extended and that it be enlarged. Mr. Moores will contact the Community Planning Committee with his suggestion that the Stein Room be enlarged.
7. Old Business - Customer Survey Report - Mrs. Hunt thanked the Customer Survey Subcommittee for their efforts in developing a survey form. Fifty-three forms were filled out. The results of the survey were compiled and analyzed by Mrs. Hunt and were attached to the meeting packet. The results showed that the patrons are quite satisfied with the food and service. Patrons will be asked to fill out a survey form in September and again in December.
8. New Business
- a. Change of Meeting Dates – The Restaurant Committee will meet again July 19, September 20, and November 15. The first meeting in 2011 will be January 17 and thereafter every other month. At the July meeting the budget for the following year will be reviewed.
 - b. LW Open Forum June 17 – No questions or comments regarding the Restaurant Committee were presented to the Board of Directors or to Leisure World of Maryland management at the recent Open Forum.
9. Open Forum – There were no visitors present.
10. Next Meeting - The next meeting is scheduled for Monday, July 19, 2010, in the Chesapeake Room at 10:00 a.m.
11. Adjournment - There being no further business the meeting adjourned at 11:00 a.m.

Approved

Yolanda C. Hunt, Chair

