

# MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS OF THE CLUB AT COBBLE CREEK, INC.

A meeting of the board of directors of THE CLUB AT COBBLE CREEK, INC. (the "Club") was held on May 3rd at 4:30. Those present and participating at the meeting:

Christine Collin, President  
Pat Pitz, Vice President  
Lisa Hylton, Treasurer  
Randy Griffin, Director at Large  
Betsy(Betty) Willy, Secretary

**Approval of Agenda:** The agenda was approved unanimously

**Approval of Minutes:** The minutes were approved unanimously as corrected and posted to the members

## **Old Business:**

**Employee Handbook:** Lisa and Pat will review the handbook and add their comments. This item was tabled till next Monday's meeting at which time the board anticipates completing the modifications.

**Computer/ Networks / Tavern POS:** Staff continue to encounter issues while entering items sold into the point-of-sale software. This significantly slows tavern service. Issues identified include:

**A second computer terminal or laptop** and cash drawer is needed in the tavern to allow multiple staff to enter orders simultaneously.

**Printers:** The tavern staff will share one printer to provide adequate communication with kitchen staff. Lisa will order one printer- for the bar area upstairs at the clubhouse through our contract with foreUp

## **Staffing:**

**Events Coordinator:** The events coordinator scheduled to start May 3<sup>rd</sup> notified us that she has accepted another job which offered full benefits and better pay. Christine reposted the position on Indeed.com and immediately received a qualified applicant's resume. Interview scheduled May6th. Pat Pitz reminded the board that this position description needs to include cross training in the tavern and ProShop to allow the staff member to fill in as needed.

**General Manager:** We have two good candidates to interview for the General Manager position. The first will interview May 11<sup>th</sup>. Christine will schedule the second interview as soon as possible.

**Tavern Happy Hour Issues:** The board reviewed issues encountered during last week's happy hour. Pat, Christine and David have met to find solutions. Issues identified and possible solutions include:

**Backup staffing** inadequate to meet the needs when there is a legitimate call off. Recruitment is ongoing

**Double booking of events** during peak tavern hours– A large event was scheduled in the banquet room upstairs at the same time as Derby Day Happy Hour – This will be addressed with the new events coordinator to prevent understaffing of either event

**Multiple entries** must be entered in foreUp to complete a salad order or burger order or sandwich order – Pat and Christine will work with David to streamline the foreUp entries so that each item includes standardized sides. Then only custom requests will require more than one entry by the staff member

**The touch screen** sensitivity is reduced or non-existent if touched with wet fingers. Staff is keeping a towel handy to wipe the screen when this happens

**Personalized glassware:** Identifying members and finding their personalized mug or wine glass significantly slows service. Therefore, the glassware will be moved to a space in the “poker room” where members will be able to retrieve their own glassware and bring it to the bar to be filled. The beer mugs have been moved to the cabinet between the windows in the poker room.

**A special Thank You to Kala for her help with categorizing the glassware and helping with the computer software issues**

**Hours for Happy Hour** will be extended to 4-6pm on Fridays. By extending hours, this should reduce the clustered orders occurring between 4 and 5 pm. This change will be communicated to members during the zoom meeting and posted on clips on the tavern tables.

**Tavern days of operation** will return to Tuesday through Sunday. Closed Monday until adequate staffing is acquired to open seven days a week.

**Happy Hour Pricing** will be reserved for “well drinks”, house wine and draft beer. All other liquor orders will be standard price. Member discounts will not be applied to happy hour priced drinks. For now, all happy hour drink prices will apply to member and non-members alike. Member discounts will be applied for all other orders during happy hours and during non- happy hour time frames.

**Beer and Liquor drink pricing** will be completed soon and posted for members. Food prices will remain the same for the time being. Menus will be posted for the convenience of customers.

**Cook** – staffing is inadequate for the food service. Christine has posted this position on Indeed.com as well. Recruiting is ongoing.

**Wine refrigerator** – All three coolers in the bar area are malfunctioning. The board agreed to give David the authority to purchase a new wine cooler.

## **COVID**

We have one staff member out with Covid. Therefore, we will be taking a step back and continuing to provide our Board/member meeting by zoom.

Pat asked that we remind members that the glassware is washed, rinsed and sanitized before it is reused.

Pat will be in touch with Ned Frazier and the Public Health Department to ensure that we continue to be in compliance with all precautions. For the moment, there are no additional changes to be made.

**First Quarter Financials:** Earnings for Q1 2021 are \$137,000 reflecting an increase from last year of \$40,000. Clubhouse dues and trail fees are being coded into the membership section making analysis of these areas difficult. Joni, Christine, and Randy will work to streamline and correct coding errors. The first quarter financials will be reviewed with the members during Thursday's zoom meeting.

**Long Range Planning Committee:** The board discussed the functions of the Long-Range Planning Committee, the Improvements Focus group, and the Capital Improvement committee. All agreed that we need to research and identify the long-term needs of the community while addressing the short time capital improvements and operational expenses. There will be ongoing discussion to further define and streamline these functions and to identify the composition of these committees.

## **New Business**

**Recruitment and retention of members:** The community continues to grow due to the construction and sale of new homes. Last year's Activities focus group developed a list of activities and social events that could not be implemented due to public health restrictions during the Covid pandemic. Many of the suggested activities from last year's focus group will be able to be implemented this year thus broadening the Club's offerings.

Once the Events Coordinator is in place, he/she will be able to do a needs assessment of those individuals who do not participate in the current activities of the community. Betsy Willy offered to begin discussions with members representing the various sub-groups of the community to identify what activities and services they feel will add value to their membership.

Betsy mentioned the need to communicate with outside realtors who are selling homes in the community to ensure that they are providing accurate information to potential buyers.

**Zoom Meeting** – The public board meeting for all members will be held Thursday May 6<sup>th</sup> at 6pm as a zoom meeting instead of in person as originally planned in an abundance of caution. Madison will be asked to send a link to the members.

**Topics to be discussed:**

First quarter financials and metrics

Updated Capital Project Chart to include final cost of completed projects and the status of current projects

Golf Shop business initiatives – to include increased access for good tee times for public play, an explanation of dynamic pricing and increased time frames for reserving tee times for members and for the public

Update regarding the tavern hours, pricing, staffing and potential resolution of issues identified.

**Crosswalk markings:** The HOA and its safety committee have asked for a member of the board to participate in the presentation to the City Planning Committee on May 24<sup>th</sup> regarding Cobble Creek's request for crosswalk markings. Betsy Willy will be the board's representative. Christine will provide data describing the number of rounds per month for the past year to help estimate the number of pedestrians and golf carts that cross Cobble Drive and 6450 road.

Crosswalks being discussed include:

- Across Cobble Drive from the Club house to Putt and Chip area through the median strip outside the front entrance of the club house
- Across 6450 road from Putt and Chip area to hole number 1
- Across Cobble Drive from the 9<sup>th</sup> hole to the path behind the tennis courts
- Across 6450 road from the tennis courts to the club house

**Montrose Chamber of Commerce:** Lisa Hylton reported that Ned Frazier suggested that the Club at Cobble Creek join the newly reformed Montrose Chamber of Commerce. Ned has volunteered to be our representative until we have a GM in place. The board unanimously agreed to proceed with this.

There being no further business, upon motion duly made, seconded and unanimously carried, the meeting was adjourned.

*Betsy Willy*

*Secretary*