

House Committee Meeting Minutes

Wednesday, January 20, 2010

Accomplishments / Goals

- Established Card & Mah Jongg Room Guest Policy
- Pursuing better monthly statement for members
- Need to change dress code to include Banded collar shirts and add Razor Back shirts to No No list.

1. Meeting called to Order @ 4:30 PM by Chairman, Lucy Ferris

2. Roll Call – Chairman Lucy Ferris, Co-Chairman Tony Ferro, Judith Borinstein, Wanda Kelly; Nick Boyes; Cynthia Gerber; Carla Rueck were in attendance; Donna Testa was excused; Welcomed New Member Pat Worman; Pat gave a brief bio of her background; Brenda Diuro, Liaison from the Board of Governors; Mary Hornbeck and Kathy Blazer from Management and Margo Berk Levine liaison from the Entertainment Committee were also in attendance.

3. Approval of Minutes - Wanda made a motion to accept the minutes; Nick seconded; the minutes were unanimously approved.

4. Old Business:

- a. Voted on Card & Mah Jongg Room Guest Policy as revised by management (attached to minutes). Judy made a motion to approve the policy; Cynthia seconded; it was unanimously approved. Will be implemented immediately.
- b. Email reservations – there have been a few – making members aware this is available.
- c. Last month's Suggestion Cards –we now have sugar free desserts available.
- d. Men's Card Area Issues. Kathy met with contractors for possible accordion doors in card room. She is getting estimates. Men whose lockers are near the card tables are not interested in moving; they chose those lockers because they were upper lockers; only lower lockers are available now.
- e. Added value to members: A birthday club / incentive was discussed; pay for three bring four. Suzanne is working on incentives for member private parties.
- f. Someone asked about spouse house privileges – Kathy said NO - not fair to paying members.
- g. Kathy said the IT person is still working on statement improvements

5. New Business:

**Next Meeting, Wednesday, February 17, 2010
@ 4:00 PM**

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- a. Review New Suggestion Cards – it was decided that the chairman will review the cards prior to the meeting to determine whether they need to be discussed. Some comments were trivial. Someone was offended by shorts in the main Dining Room. It was suggested that sugar packets be removed immediately from the tables on the patio – birds attack them.
- b. Pub Club – it was determined that Pub Night is busy with diners and no need for any incentives at this time – maybe in the summer.
- c. No complaints regarding Ala carte Service
- d. Lucy asked for input from Dana Weber – our membership director. She sometimes hears compliments / complaints. We will ask her to provide us with a written report if she has any comments.
- e. Question was asked “Why don’t we use the Main DR for events?” Management explained that if the wait list is short there is no reason to open the main dining room as it is too large for just a few tables. Also, very often there are last minute cancellations.
- f. Honda Classic hours will be the same as last year.
- g. Service, Service, Service – Mary is continuing with her Training program
- h. Live person on phone in Members Club – almost impossible. Members can call the resort to get a live person in an emergency and they can help resolve the situation. Need to make them aware of this somehow.
- i. Incentives for year round members will be on next month’s agenda
- j. Someone requested hooks on stalls in men’s room
- k. Someone mentioned that there seems to be a double standard with hotel regarding incentives, events / activities and discounts.
- l. Lucy asked everyone to bring an idea for added value to members to the next meeting.
- m. At the request of several committee members and management the meeting time was changed to 4 PM.

6. Report from Management – Kathy Blazer & Mary Hornbeck

- a. Expanding the members viewing area for the Honda Classic; Clubhouse will open at 6 PM – same as last year.
- b. Mary reported that the clubhouse is very busy and they are looking to hire new staff.

There being no further business, Wanda made a motion to adjourn the meeting @ 5:50 PM; Carla seconded the motion and the meeting was adjourned.

Respectfully submitted by Judith Borinstein

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