

Food Service Advisory Committee

Open Meeting Minutes -1pm, March 26, 2024

- **Committee Attendees:** Mitzi Lane, Skyler McClurkin, Tom McPhee, Tom Lee, Jim Barton, Lisa Herrinton, Curt Mitchell, Ray Ruoff, John Orr (Board Liaison), Lisa Farmer
- **Guest Attendees:** Gordon Young (FAC Liaison), Betsy Wilkowski (CAC Liaison), Chris Allsup (LRPAC member), Otto Stutz, Steve Trudnak (CAC member), Russell Bearden (HR Director)
- Meeting was called to order at 1pm by FSAC Chair, Tom McPhee. All persons in attendance introduced themselves.
- **Minutes Approval:** Last month's open meeting minutes (February 27, 2024) were approved.
- **Financial Report:** The gross profit for February 2024 was reviewed. As of 2/29/24, expenses were higher because of operating/ housekeeping supply needs and replacement of smaller kitchen equipment (ice maker, fryer, and sandwich cooler). Discussed staffing needs and turnover noting Tellico Village Food Service turn over rates (24%) have been tracking lower than the Tennessee average (48%). TVHR will continue to provide assistance is finding staff as needed.
- **ALOHA Update:** Data and system updates by ALOHA technicians, have been completed at the Yacht Club and Kahite. Toqua will follow by the end of this week. Starting next week, the ALOHA system will be tested for use in all restaurants. This computer program should provide a significant amount of useful data that will be very beneficial in the future.
- **Special Meals and Promotions:**
 - As of April 1st, *Happy Hour* times will change from 4-6pm to 3-5pm.
 - This spring, *Brunch* will be offered at the Yacht Club on Sunday mornings each week. A different menu than Toqua breakfast will be offered.
 - After Memorial Day, the *Burger Promotion*, will move from Wednesday evenings to lunch time (11am-3pm) on Saturdays to promote patron/boater usage during this time.
- **Early Breakfast Opening:** To provide drinks and a light breakfast to golfers, the POA is looking for someone to open Toqua at 7:30am, M-F through out the summer golfing season. This type of program is already used at Kahite and is very successful. The POA will pay \$8/hr and provide free golf for anyone willing to help in this capacity.
- **Loyalty Program:** Phase 1 of the LP will begin as soon as ALOHA is tested and running. Patrons will be asked to provide their email and phone number to join the program. The FSAC plans to carefully decide how this program will be implemented and marketed in future meetings.
- **KPI Review:** It was suggested that the committee select 6-8 KPI (Key Performance Indicators) to focus on for tracking data and financial performance. In addition, it was suggested that the committee look into the standard KPIs that ALOHA provides as a starting point. Cost of Goods Sold (broken down in specific categories), Waste/ Spoilage Costs,

Labor Costs, Staff Turnover, Gross Profit and Promotional (free/comped) meals were some of the suggested KPIs the FS should use.

- **Business Plan for FSTV:** Discussion in reference to developing a 5 yr. business plan occurred. A draft plan should be ready by April 18th to present to the POA Board. Templates as examples have been emailed to all committee members. This item will receive more attention at the next FSAC workshop.
- **Other Items:**
 - **Drink Prices:** The committee set motion and seconded the idea that current alcoholic drink prices will be “Rounded Out” to provide easier payment and potentially better tips for the servers. Drink prices will be rounded up or down to make this occur. Taxes will be added to the cost for all drinks after “rounding out” the prices.
 - **Pre-Pay Meals:** Discussed the possibility of setting up a pre-pay program in the future using a phone number or POA number. The AHOLA system may be able to help implement this type of program.
 - **Tracking Tips:** Reviewed the rules about tipping. The IRS guidelines require an 8% deduction for W2 tax forms if a tip is provided by credit card. Cash tips are not recorded by employee.
- Meeting was adjourned at 2pm.
- **Next FSAC Workshop:** 8:30am, 4/9/24 and 4/16/24, Yacht Club Bridal Suite
- **Next Open FSAC Meeting:** 1pm, 4/23/24, POA Conference Room