

the winter. The mild winter allowed for 200 rounds of golf and a lot of range activity. The Golf Shop was open every day except Mondays.

Registration began for most of the season's programs. These include the Adult and Junior Golf Programs, Resident and VIP Savings Cards, Permanent Tee Times, the Over 60 Golf League and the popular Spring Special. Interest has been up in almost all categories. Multi-Play purchases increase by 50% this year, helped by the new guest policy.

Orientation for the caddy program, run by Head Golf Professional Mike Campbell and Assistant Golf Professional Vincent Crovetti, was March 1. Approximately 60 young people attended, and nearly 90% had never caddied.

GROUNDS

The grounds crew has been busy performing vehicle maintenance getting ready for the season. The grounds staff also performed maintenance in the clubhouse, cleaning the carpet in the Blue Heron Room, moving wires under the floor in the Board Room and assisting with upgrades in the kitchen.

RESERVE 22

Manager Vesevick reported that sales continue to grow at a steady rate, indicating that the general popularity of Reserve 22 is growing. St. Patrick's Day was a great success, realizing nearly double the revenue of last year. Promotion is underway for March Madness and a Burger Fest. The Easter Brunch is nearly sold out.

Financial Report

Commissioner Jourdan reported that the financial results look good. It is hard to visualize January and February as they have little golf income. The food service costs were up significantly from 2015. There was some labor allocated, along with a portion of Superintendent Pekarek's compensation to food service, but it is not being reported correctly. There was also a problem with the inventory system tracking liquor, not the inventory itself. Manager Vesevick is working with the Village Finance Department to make corrections. He noted that January and February have not been finalized.

STAFF PRESENTATION - FOOD AND BEVERAGE DIRECTOR AND EXECUTIVE CHEF MIKE CONCEPCION

Executive Chef Concepcion started his presentation by announcing that Tadeo (Manny) Hernandez has been brought onto the team as Sous Chef. He will take over kitchen operations,

including ordering, scheduling, sanitation and mentoring. Now, Chef Concepcion can focus on the larger picture encompassing banquets, the restaurant, the half-way house and expanding carry out.

The new kitchen equipment is nearly all installed. There is also now a pantry station cooler allowing for more staging outside the walk-in refrigerator. The space is still tight, but staff is adapting. The new layout has doubled the prep capacity, and food presentation is more uniform with better quality.

A Beer and Burger fest is planned for March 26. Several breweries are participating and will be paired with sliders. Commissioners noted that this is the day before Easter and the start of Spring Break. Chef Concepcion said that there are enough reservations, and no special food has been ordered for the event. After discussion, it was agreed that it is a great concept, but should be on a different day in the future. This will be the first event for which the new "Seat Me" program will be used, which requires a credit card number to hold a reservation, and a \$15 charge for no shows. Staff is to communicate the new policy when taking reservations. It was pointed out that this type of program is normal for the industry.

Other planned events are a Cinco de Mayo tequila and taco fest, Mother's Day and Father's Day brunches and the annual Have One On Us. There is a special event happening every month.

The menu will be changed to spring-summer fare when permanent tee times start. In the future, the menu will be changed twice a year, and will rely on more heavily on specials for variety. The menu is a reflection of response from guests, what is trending in the industry and Chef Concepcion's preferences. Fresh ingredients are very important right now, and many will come from the Links' own garden and bees.

Front of the house hiring and training is ongoing. Every server must pass a written test and perfect a greet speech. The server must be able to tell a bit about the facility, review the menu and recite specials as well as offer drinks. It is also important for servers to get to know regular guests. There will be a service bartender to fill restaurant drinks and a runner in addition to the server when it is busy. It is anticipated these additional positions will address the past problems of keeping drinks full.

In response to Commissioners' comments, Chef Concepcion said that he strives to not run out of food, but if it happens at the end of an event or a special day, it means it has been extremely popular, such as lobster. There are checks and balances to be sure the foods orders are prepared and served correctly to avoid food allergy problems. Servers are coached to repeat an order back to a guest to ensure correctness.

There was discussion concerning noise levels when there is a band, and there are bar patrons wanting to watch a game. It was pointed out that there are 13 televisions in the facility, so there should be an opportunity to watch a game if desired. A staff decision was made to focus on the entertainment and keep the sports volume down.

Discussion turned to banquets and the facility itself. The cost of upgrading the wine cabinet was less than anticipated. Staff has met with the architect, and a second set of drawings will be prepared for the patio based on feedback from staff and Commissioners. The banquet room can hold 150; however, the sweet spot for wedding guests seems to be at 200. Weddings and other events have been turned away because the facility is too small, and there has been discussion about adding on in Phase II. Superintendent Pekarek noted that many events are in the summer, and it is difficult to accommodate golfers, event guests and restaurant patrons with the existing parking. Shuttle and valet services have been used. Unfortunately, someone stopping by for a beer and to hit a few balls will go elsewhere. It was suggested to track how many events are turned away because of lack of space. The work on the patio is expected to commence in the fall and be open for spring, 2017.

TRUSTEE LIAISON REPORT

None

OTHER BUSINESS

Commissioners discussed a recent *Daily Herald* article inaccuracies and omitting the fact that the Village Links is not tax supported. A letter was sent to the paper in an attempt to clarify the errors, but no response has been received.

Manager Vesevick said that a neighbor meeting will be called after the first band has played outdoors to ascertain if the music is too loud.

In response to a question about gluten free foods, Chef Concepcion said that it is prepared differently and separately from other foods if there is an allergy concern. The new menu will note gluten free items.

The next meeting will be Friday, April 15, 2016 at 7:00 AM at the Links

ADJOURNMENT

The meeting was adjourned without a vote due to lack of a quorum at 8:10 AM.

Submitted by Karen Blake, Recording Secretary

Reviewed by General Manager Jeff Vesevick