

TOWN OF RIDGEFIELD
RIDGEFIELD GOLF COURSE COMMITTEE MEETING
FINAL APPROVED
SPECIAL MEETING
Wednesday, July 11, 2018

**THESE MINUTES ARE INTENDED TO BE A SUMMARY OF THE MEETING
AND NOT A VERBATIM RECORDING.**

MEMBERS PRESENT:

Chairperson: Mr. Tyrrell
Vice Chairperson: Ms. Gerhard
Secretary: Mr. Fazi
Committee Members: Mr. Reilly, and Mr. Egan, Mr. Reid, and
Ms. Murphy

MEMBERS ABSENT:

None

STAFF PRESENT:

Golf Director and General Manager: Mr. Sergiovanni

STAFF ABSENT:

None

CONCESSION STAFF IN ATTENDANCE:

MARSHALL ODEEN, JOHN LLOYD, BARBARA MUSSER.

AGENDA:

1. REVIEW OF CONCESSION OPERATION WITH MARSHALL ODEEN AND STAFF.
2. REVIEW MINUTES OF PREVIOUS MEETINGS
3. REPORTS AND DISCUSSIONS ON COURSE OPERATIONS FROM:
FRANK SERGIOVANNI, DIRECTOR AND GENERAL MANAGER
4. OLD BUSINESS
5. NEW BUSINESS
6. PUBLIC COMMENT

The meeting was called to order at 7:30 pm.

TOWN OF RIDGEFIELD

RIDGEFIELD GOLF COURSE COMMITTEE MEETING

ITEM # 1. REVIEW OF CONCESSION OPERATION WITH MARSHALL ODEEN AND STAFF

Mr. Tyrrell started the discussion by reviewing the items listed in an email sent to Marshall Odeen and suggested we discuss each item. Mr. Tyrrell indicated a number of times throughout the discussion there are no complaints about the quality and taste of the food. The overall opinion heard from the patrons is the food is excellent. Barbara does an excellent job. The other items discussed are as follows:

1. Slow table service with wait time up to 40 minutes.
2. Pricing remains inconsistent from Beverage Cart with inside pricing and Bar Drink pricing.
3. Staffing is erratic.
4. Halfway shack is not utilized in a manner consistent to what we thought it would be.
5. Beverage Cart is inconsistent.
6. Complaints on weekend mornings from customers unable to get service upstairs.
7. Status of the Ice Machine.

Discussion took place on each item listed above.

1. They are unaware of "slow" table service. They will review procedures with the wait staff which will hopefully speed up service. They however stated that all food is cooked to order and that takes time. They will look at different options for a "Quick" Menu that individuals who are in a hurry can order where the turn time will be quicker. In the future if there is a problem with the wait staff Barbara would like to be informed as the problem occurs so she can address it with the staff on duty.
2. They have instituted a new POS system recently where the pricing should not vary. Pricing on the beverage cart and inside pricing should be the same.
3. The problem with the staffing on the 4th of July was unintentional and should not happen again. They treated that Wednesday the same as any other Wednesday. The

TOWN OF RIDGEFIELD

RIDGEFIELD GOLF COURSE COMMITTEE MEETING

Beverage Cart was scheduled the same way, as a typical Wednesday and not as a Holiday.

4. Presently no one knows when the beverage cart will be operating. A schedule should be posted. The hours of cart operation will be expanded to include the hours suggested by the Committee.
5. The Snack Shack operational hours will also be expanded to meet the needs of the Golfers both in the mornings and the afternoons. Additionally, they will look into a Hot Dog and Hamburger Menu that would be consistent with what a typical golfer is looking for at the turn with appropriate pricing.
6. They will review procedures and staffing for the mornings to assure golfers can get service in the mornings inside.
7. The problem with the Ice Machine which is currently not operational is that they have found it to be unrepairable after spending a considerable amount of money trying to repair it. There are two options available. One would be to replace the ice bin behind the bar with an ice maker that should take care of the ice requirements. The cost of this unit would be approximately one third the cost of replacing the unit that was currently in the kitchen.

There were some items Barbara Musser indicated needed to be addressed by the Town. They are as follows:

1. Coolers on Carts: She stated the Rule at the Golf Course is no Coolers. There are bottles of empty beer being unloaded into the trashcans and the course does not sell bottles. The Starters must take an active role in policing this rule.
2. Bathrooms need to be cleaned more thoroughly. The "odor" is back and needs to be addressed.
3. The decking wood is loose in some places. She also indicated the metal sides and rails of the stairway leading to the deck from the Cart Barn side are rusted and need tending to.
4. The Swinging Gates on the enclosure around the Trash Bins are damaged, maybe by a snowplow, and need to be repaired or replaced.
5. Some patrons of the Golf Course can be too abusive with the wait staff on the deck after playing. The Golf Committee told them they have to decide when to cut someone off.

TOWN OF RIDGEFIELD

RIDGEFIELD GOLF COURSE COMMITTEE MEETING

6. One of the doors leading from the restaurant to the deck does not open and needs to be repaired.
7. Whether smoking on the deck is allowed was discussed. State and Town regulations need to be researched before any decision can be made.

Mr. Tyrrell indicated the Committee would discuss the above items and thanked Marshall Odeen, John Lloyd and Barbara Musser for their responses.

ITEM # 2. REVIEW MINUTES OF PREVIOUS MEETING.

1. A MOTION WAS MADE, SECONDED AND UNANIMOUSLY ADOPTED TO ACCEPT THE MINUTES OF THE PREVIOUS MEETING AS WRITTEN.

ITEM # 3 REPORTS AND DISCUSSION ON COURSE OPERATIONS

Mr. Sergiovanni:

Maintenance:

1. The Maintenance is concentrating on keeping up with mowing at this time.

Administrative:

1. At the August meeting, a full financial analysis will be presented.

ITEM # 4 OLD BUSINESS

1. None

ITEM # 5 NEW BUSINESS

1. Ms. Gerhard requested wood chips be placed on the walking path from the 6th green to the 7th Teeing areas.

ITEM # 6 PUBLIC COMMENT

1. None

There being no further business,

A MOTION WAS MADE, SECONDED, AND UNANIMOUSLY ADOPTED TO ADJOURN THE REGULAR MEETING AT 9:24 pm.