

MINUTES OF THE SPECIAL EXECUTIVE MEETING OF THE
BOARD OF DIRECTORS OF THE LAGUNA WOODS MUTUAL NO. FIFTY
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION

June 23, 2017

EXECUTIVE SESSION

A Special Executive Meeting of the Laguna Woods Mutual No. Fifty Board of Directors, a California non-profit mutual benefit corporation, was held on Friday, June 23, 2017 at 1:00 p.m. at 24055 Paseo del Lago West, Laguna Woods, California.

Directors Present: Ryna Rothberg, Sy Wellikson, Nancy Hou, Irv Waaland, June Greenwald

Directors Absent: None

Staff Present: Katy Howe

Others Present: Mike Miller, Rob Bourgon, Monica Gamble, and German Cuenca from Sodexo

CALL TO ORDER:

President Rothberg called the meeting to order at 1:07 p.m.

APPROVAL OF THE AGENDA:

By consensus, the Board agreed to add "Discussion of Sodexo Proposal Documents" to the end of the agenda.

Comment Cards

Ms. Gamble reviewed and handed out resident comments to the Board. Discussion ensued regarding fish, the yogurt machine, and desserts purchased from the vendor Sysco. Mr. Miller read a letter from the Executive Chef regarding the myriad of menu, purchasing and food preparation adjustments that have been made over the last six months. Ms. Rothberg requested that the Board encourage their friends and fellow diners to be constructive in their complaints and to write and submit their comments to Sodexo.

Resident Handbook

Mr. Miller reviewed the resident handbook with the Board. By consensus, the Board approved the handbook with changes submitted for pages 2 and 4 (final revised attached to these minutes).

Update on POS System

Mr. Miller updated the Board that Sodexo has worked through most of the kinks regarding the rollout of the Point of Sale system in the Crystal Dining Room in May. He noted that Sodexo planned to implement the system in the California Dining Room tonight. The full implementation of the "My Choice" meal plan will be September 1, 2017.

Mr. Miller informed the Board that during the 3 weeks that the dining rooms will be closed for remodel, servers in Lortscher Hall/Lounge 1 will not be using the Point of Sale System.

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Labor Costs/Staffing

Mr. Bourgon commented on staffing numbers and the labor budget overage that has been occurring since the beginning of the contract. Ms. Howe pointed out instances where resident demands have been driving labor costs and increases.

Mr. Miller noted that staff cuts were coming as soon as the Point of Sale System was fully implemented, from 21 on the floor each evening to 19. Additionally, he was eliminating one 4 hour set up position daily. Finally, once lunch is served, he will be eliminating more kitchen hours, specifically the overtime required to come in and prepare coffee for the hearth rooms in the morning. He will have a staff person in the kitchen beginning at 6 a.m. preparing coffee, lunches and even dinner preparation. Director Hou requested and Mr. Bourgon agreed to provide her with a copy of Sodexo's organization chart for staff at The Towers, in order for her to better understand labor hours and expenses.

Dining Room Remodel Update

Mr. Miller presented his plan for serving dinner in Lortscher Hall and Lounge 1 during the 3 weeks that the dining rooms are closed for remodeling (July 24 to August 14). There will be two seatings during that time, nightly at 4:00 p.m. and 5:30 p.m. During those three weeks, the "left side" menu will be unavailable, however Sodexo is planning to offer several different options such as action stations, carving stations, grilling, buffets and specialty salads. By consensus the Board approved allowing for takeout during those three weeks, and changed room service delivery times to only 4:30 and 6:00 p.m.

Kitchen Information Updates

Ms. Howe informed the Board of the upcoming purchase of the oven and reviewed the kitchen shutdown that occurred on June 8th.

Discussion of Sodexo Proposal Documents

Director Rothberg reviewed for the Board several initiatives that were outlined in Sodexo's original proposal documents. She noted that while she would like to see several of these initiatives implemented, she would like Sodexo to first perfect menus, plating, and service in the dining rooms.

ADJOURNMENT

With no further business before the Board of Directors, the Special Executive Meeting was adjourned at 4:18 p.m.



June Greenwald, Secretary