



## MINUTES

### BOARD OF DIRECTORS WORK SESSION

Wednesday, January 17, 2024, 3pm

WC Auditorium / Zoom

**Directors Present:** Marge Garneau (President), Carol Crothers (Vice President), Bart Hillyer (Secretary), Jim Carden (Treasurer), Barbara Blake (Assistant Secretary), Joe Magliola (Assistant Treasurer), Nancy Austin, Kathi Bachelor, Beth Dingman, Steve Gilbert, Bev Lawless, Richard Sutherland, Scott Somers (non-voting)

**Staff Present:** Steve Mendoza (Facilities Director), Nanci Moyo (Administrative Supervisor), David Webster (CFO), Natalie Whitman (COO), Kris Zubicki (Member Services Director)

**Visitors:** 3

### AGENDA TOPIC

#### 1. Call to Order / Roll Call

Work Session Called to Order at 3:13pm by President Garneau. Secretary Hillyer called the roll.

#### 2. Amend / Approve Agenda

**MOTION:** Director Carden moved, Director Bachelor seconded to approve the Agenda.  
**Passed:** unanimous

#### 3. Fiscal Affairs Committee Subcommittee Business Plan for Del Sol Clubhouse

Nellie Johnson chaired the subcommittee and presented an overview of the subcommittee's proposed business plan. Highlights include:

- Prior Strategic Plans and Ad Hoc Committees identified the need for a social gathering place, with a café as an essential component.
- Currently a survey is available online (GVR website) for the café and will be completed at the end of the month.
- The Del Sol Clubhouse is different from all other GVR facilities. The purpose of Del Sol Clubhouse is to be a social gathering place which fosters a sense of belonging and social cohesion within a community.
- The café is an integral part of Del Sol Clubhouse and is an amenity for the GVR Members. The plan is for the revenues from the café to support the café as much as possible. The café business plan shows that it will break even by the 11<sup>th</sup> month in operation. Rent and utilities will not be included as an expense.
- The café would be a food preparation place and not a full restaurant.
- The staffing aspect is crucial to the success of the café.

- There is an outdoor patio in the back and front which will allow for a pet-friendly experience. The Corporate Policy Manual (CPM) will need to be changed to allow for pets at this facility.
- Target market is the 23,000 potential GVR Members, especially those in the 85622 zip code, closest to Del Sol Clubhouse.
- Goals are to provide services to the members with limited finances by working with GVR Foundation for a grant opportunity, and provide mobility to those with mobility issues by working with nonprofits in the Green Valley area for transportation.
- The business plan proposes allowing for non-GVR members in the café. The CPM will need to be changed to allow for non-GVR members at this facility.
- The subcommittee discussed paid staff versus volunteers. Some of the issues was liability and licensing because of food preparation and possibly alcohol service.
- Paid staff possibility would be a working café manager who would be 75 percent a working manager, and 25 percent administrative/marketing. Marketing would be to the community and GVR Clubs. Peak hours would require 3 employees (including Manager) but have a total of 4 employees.
- Seating capacity is 80, open six days, hours per day from 7am – 3pm.
- There are options to the proposed business plan if cost is the main issue. Cutting hours, days, and lower staffing needs. The vending machine only does not create a warm atmosphere and direct relationship with customers and staff. This was not a viable option from the subcommittee. The survey will help with this decision.
- The subcommittee will meet February 8 to refine the business plan from the survey results completed and the feedback from Fiscal Affairs Committee and the Board.

The Board discussion highlights include:

- A few vendors were asked early in the process to consider opening at Del Sol Clubhouse and the discussions were preliminary. The main reason for no vendor committing to opening another café was more about expansion and staffing issues. A concern to turning the Del Sol Clubhouse café over to an outside vendor was losing some control of the space.
- The subcommittee was asked to keep the Board apprised of developments as the survey is complete. The process that was approved at the November 15, 2023, Board Meeting, was to allow research to be complete before any decisions are made.
- To have a social gathering space there needs to be a draw for people to come (not just tables and chairs) and beverages and food help. It could be there is a phase in process in the business plan to gauge interest.
- Currently people bring their own food and beverages to Del Sol Clubhouse while watching football.
- The Board's decision is to figure out what they want the social gathering place to look like and what is needed to make it happen after the research is complete and presented.

#### **4. Adjournment**

**MOTION: Director Hillyer moved, Director Austin seconded to adjourn the meeting at 4:15pm.**

**Passed: unanimous**