

New Direction for Food & Beverage

As you all know by now there have been some significant changes in the management staff of the Food and Beverage department. After evaluating our current situation and consulting with outside professional resources, the Board has approved and supports the HOA management's recommendation to make changes in the operation. This was not a decision made without a lot of consideration given to the people and operation. However, it was necessary to affect the kind of a change needed to go in a new direction and make this operation the kind of asset that it is meant to be.

The community has recently made a significant investment in our facilities, and specifically those associated with this amenity. After a reasonable time, the HOA management and Board felt that the operation was not meeting expectations of the community either service wise or financially. This operation is an amenity of the community and, as such, we plan to keep it as a vital part of our organization. We believe that we can make the changes needed to improve resident service and improve the financial position of the operation for 2010. Therefore, like other businesses in these changing times, we are going to take a new direction.

The Board recognizes that these changes present a substantial challenge to the entire staff as they attempt to provide residents with acceptable service during the coming transition period. Management and staff members will be taking on added responsibilities and will be stretched as they maintain their normal operation and take on added duties.

While the staff will be doing their part to continue to serve you, the Board is asking that the residents be patient and understanding of the efforts that are being put forth. Some of you may be asked to assist on the service side, search for replacement personnel, and other issues. There is a lot of experience and knowledge in this community. We are going to need it in the days and weeks to come.

There is an outline of a plan, but there are still many specifics that need to be filled in. That picture will become clearer in the days and weeks ahead. The target date for having the basis for a new operation in place is mid – August or September 1st. You will be kept informed of developments as they occur.