

MINUTES

CSA Board Meeting

Date | time September 22, 2020 | 12:00 | *Meeting called to order by* Jamie Wahl, CSA Chair

In Attendance

Jamie Wahl, Chair	Lauren Ardell, Acting Gen Manager & Director of Finance
Angela Mankowski, Secretary	Paul Echaniz on behalf of Management Officer
Corinne Schoenherr, Treasurer	Jennifer Allen, CLO
Kelly Gilmore, Board Member	Josh Weisman, RSO
Jon See, Board Member	Heather Daniluck, Board Member
Brian Watkins, incoming Board Member	

Approval of Minutes

The meeting minutes for August were approved.

Attendee Reports

CLO

- Planning for Halloween, will need volunteers.

RSO

- No Marine Ball this year, will be cake cutting again. Really appreciate CSA considering to support a full Marine Ball!

General Manager's Report

- **New GM** arrives tomorrow, 9/23, then 2-week quarantine as per guidance.
- **Concessionaires:** Valentina's has a cart for breakfast I the Consulate, is approved for 2nd floor by the new HR. First Commandment/Financial Planner proposal is awaiting approval – plan for a presentation at the Fieldhouse on October 15th if approved.
- Gym membership is still down
- **School** attendance has increased with the PCSs, 82% of enrolled and expect 100% in October some time.
- **Duty Free** Management Notice reminder: can only sell single use to locals. At the Shoppette, non-single use items have been moved behind the counter but are still available e.g. medicine.
- **Shoppette:** Still doing well despite Starbucks opening, now averaging €125 per day. The 10-11 is slow so changing hours to 11-2. Board suggestion to remain open until 3 pm. Acting GM very receptive and would check with employees on availability.
- **QuickShop:** August sales are down, may be due to PCS and COVID.
- **Wunderbar:** open three times a week on Tuesday, Thursday, and Friday. Sales are way down. Haven't had over €275 night and it used to be €600. Gross profit margin is 20% when it should be 70%.
 - Highlighted inventory control issues that have occurred since July with the following assessment: sales being rung incorrectly (premium vs well and Guinness vs draft); some sales

just not being rung; and end of day procedures (taking home starting money as part of their tip).

- To rectify they are doing a bar inventory and having discussions with bartenders on correct procedures. Considering shutting down the bar for winter. Board Member noted tabs aren't accurately kept as left up to the customer to remember. Chair asked if Retail Manager vacancy having any impact.

Financial Report

- August profit of \$4000. On P&L, increase in \$5000 for MAS, decrease for fitness and school (no Kindergarten class), Shuttle for school is most profitable. There is a decrease in salary payment which is always our biggest expense – so if we can continue to manage salaries this will help profit.
- Chair asked about impact of Link and Learn and which line item will it be listed. Acting GM responded that it will be under the dance studio income and is only \$100/month charge, so not significant profit.

Old Business / New Business

Committees

- **Elections** – CSA secretary, who led the last Elections Committee, provided a brief overview. Will provide a write-up for the board that will include the numbers needed, time requirement, and include note on 2 years' limit.

New Business

- **CSA Secretary** – Happily welcomed Brian Watkins as Angela's replacement until elections in February. Angela will provide a description of the secretary responsibilities. Chair noted that no one has expressed interest in the position, therefore a new person will be chosen each month (not including the Chair).
- **Retail Manager** – Not in a rush to fill this position as need the person to have experience working with inventory management systems, and must be good fit. Not a lot of interest thus far.
- **2020 Audit** – Discussion on who will be our auditor. Board Member noted that we had a bad auditor previously, but replaced last year with much better/knowledgeable to US requirements auditor. We can keep for 3 years. All agreed to keep the current auditor.
- **Duty Free at the Base** – GM noted that alcohol and liquor purchases for the Wunderbar previously didn't count against personal ration cards, this has changed. Not too much of an issues as get most at Metro., but need to consider for the future. Thus GM is seeking an updated letter from someone at based. Question is how can we move this forward?
- **Vodafone** – complaints about new laptop not connecting to Vodafone (modems are on IPv6 and state only allowed on IPv4. Tentative solution has been to switch those customers (* people thus far) to business plans. New PCS people will be business plan as the cost is about the same and don't see any downsides. Business customers get quicker resolution. New Board member Brian asked to work with Lauren on this initiative.
- **Fieldhouse** – is it rentable? Not yet, proposal is in routing, 20 max, no approval for indoors at this time.

Next Meeting

- Confirmed - October 20, November 17, and December 15. 12-1pm. Board Member Kelly to provide meeting platform information.