

MINUTES

CSA Board Meeting

Date | time December 15, 2020 | 12:01 | *Meeting called to order by* Theresa Cheng, Vice Chair

In Attendance

Jamie Wahl, President (late arrival)	Louise Burnette, GM
Theresa Cheng, Vice Chair	Lauren Ardell, Director of Finance
Corinne Schoenherr, Treasurer	Jennifer Allen, CLO
Heather Daniluck, Board Member	Joe Zadrozny, GSO
Brian Watkins, Board Member	Svetlana Flewelling, GSO
Jon See, Board Member	
Kelly Gilmore, Board Member	

Approval of Minutes

The meeting minutes for November were approved.

Attendee Reports

GSO

- A cable from C&R was received with new online options for Board Member training coming soon.
- Svetlana Flewelling was introduced as a new member of the GSO team.

CLO

- No specific updates, however lots of virtual events are happening to try and keep the community engaged during these times.
- CLO appreciates CSA's assistance with community engagement.

General Manager's Report

- CSA and CSS now both have radios. CSS radios are working fine, but 2/3 CSA radios are unserviceable. Louise is working with the appropriate groups for repairs. Still in the process of updating phone cascades for emergencies.
- The CSA website has been completely restructured, with the addition of a new CSA Board page and new quick links and highlights.
- Reach Out and Read account will be opened in early 2021.
- **CSS:** Going well and staying open this week. *Update since the meeting – Winter Camp is officially cancelled.
- **Shuttle:** contract renewal is complete for shuttle runs to Metropolitan School Frankfurt.

- **Job tickets:** 352 Job Tickets were sold, this year. An uptick in purchases is expected throughout the spring, as COVID restrictions are lifted. Refunds from last year were applied at the rate of 2 Euro for 6 month tickets and 4 Euro for 12 month tickets.
- **COVID Closures:** Fitness Center, Link n Learn classes, Wunderbar
- **Quickshop:** 2 Euro beer sale ends in January. New beer fridge is installed. Souvenir sales are doing well. Coins are already sold out, and a new vendor is being researched for the next order. Quickshop will be closed on Christmas Eve, Christmas Day, and New Year's Day.
- **Field House:** Heinrich Preis event turnout was fantastic, and he's willing to comeback in the future. Thanks to all who helped make it possible, including CLO and RSO.
- **Valerio:** Now accepts online orders at ValeriosFH.com! Online payment is not yet available. Christmas preorder menu available until the 22nd for pickup on the 24th. He'll be closed 25th through 27th for the holidays.
- **Shoppette:** Sales continue to be strong because of cafeteria closure. Closed for Christmas Eve and Day, plus an additional day closed for inventory. Closure during the lock down and holidays was discussed, but it will be the only food option on site other than Starbucks. While working from home is encouraged, there will still be individuals on site in CAA and warehouse spaces each day the Consulate is open.
- **Concessionaires:** Valentina's breakfast cart is open, and works very well when Emelyn sends out a daily/weekly reminder. Thanks to Emelyn for the help! Valentina will be closed from Christmas Eve to January 31st. Chelsea's Salon is closed until January 25th. No updates for MAS or Mr. Clean.

Financial Report

- Pretty close to break even for the month, with a total profit of \$330.00.
- Job Ticket income: CSA makes a 20 Euro per ticket fee per Job Ticket. With about 150 less Tickets sold than last year, that will be about 5,000 Euro less in profit.
- It does not make sense to recognize the income for November and December gym memberships, so \$3300 for November and December will be recognized in 2021. This will not impact the bottom line.
- Auditor and C&R do not agree on the severance reserve added to the books last month. C&R is requiring it, but it's likely that the Auditor will only allow about 60% of the reserve.
- 2020 will be a positive year, despite COVID impacts (or maybe because of). Salary is the biggest expense, and with position underlaps and EFMs not being paid during closures, we won't see a loss.
- Audit officially scheduled for week of February 22nd. Final report is due to C&R on April 1st, and barring any excessive issues, we'll meet that deadline.
- Retail Manager position still has not been filled, but Louise has a succession plan in place, and will provide further details once they are solidified.

Old Business / New Business

Committees

- **Elections** – Ads have started on the TV screens throughout the Consulate, and announcements will come out in the next Heute. The Board must be comprised of more Direct Hires than EFMs. Per GM's

check of the Bylaws, Direct Hires are specified as “direct-hire, U.S. Citizen, U.S. Government employees”. *Current board members are requested to continue encouraging the community to run given the large number of seats open. We are not going to meet as a Board again prior to nominations being due.*

Old Business

- **Gym Refunds** – Consensus appears to be that the Board is willing to entertain refunds for the anticipated small number of members who will PCS out before they can use the month to month membership extensions. These will be on a case by case basis, as individuals reach out to CSA management. Louise and Lauren will pull together some further figures, but as it stands now, refunds will not negatively affect the bottom line. Per Lauren, half of the fitness income is steady and expected to continue due to the Marines on Post. With a typical turnover rate of 33%, refund estimates are not expected to be exceed \$500.
- **Duty Free at the Base** – Tod is still looking for the point of contact in AAFES and getting a template to use moving forward. Louise will search all historical records for any sort of previous agreements CSA might have had.
- **Shoppette Cart** - Cost prohibitive at this time, will revisit once a new Retail Manager has been chosen and is up to speed.
- **Consulate Gym**- Formal agreement and announcements continue to be delayed, as it’s not even open right now due to COVID restrictions.

Next Meeting

- Confirmed - January 19, February 16, 12-1pm. Jon will be the acting Secretary. Meetings: +49 40 8081 617 225 Pin 617 357 318.