

# MINUTES

## CSA Board Meeting

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*Date | time* July 22, 2024 | 12:00 | *Meeting called to order by* Brian Goff, Co-Chair

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### In Attendance

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Trena Bolden Fields, General Manager	Lucy Reyno, MGT
Deborah Ng, At Large (2024/25)	Kent Miller, RSO
Raquel Diaz Dominguez, CLO	Brian Goff, Vice Chair (2024/25)
Tyler Hendricks, Treasurer (2024/25)	Kelly Ku, Secretary (2024/25)
Stacey Spurgeon, At Large (2024/25)	Tyler Johnston, GSO
Anthony Petty, At Large (2024/25)	Deborah Mak, FAC

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### Approval of Minutes

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- June 2024 minutes approved.

### Reports

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#### General Manager:

- Training-team building from training in Norway.
- Updating policies and procedures.
- Wants to send survey out to the community, discussed to send to the whole community, spouses, EFMS, etc.
- Discussed a membership fee for being a part of CSA.
- Trena out of the office July 23-Aug 5.
- Marine Ball tickets were discussed. Tickets are on sale for group sales. Prices may increase due to insurance.
- There was a request to rent out the Ford for individual use. This discussion was tabled.

#### CSS:

- Health and Safety manual is being updated.
- Summer camp, one more week of camp. Had 69 students.
- School has 37 students- 3 nursery and 13 bus pick-ups for Fall.
- Discussed position and informed Trena of school committee, that they will review hiring needs.

#### Becher 19:

- Fitness:
  - Cleaning fitness area and school.
- Cable:
  - PCS season is very busy.
  - Lucy asked about cable services for off-site location, discussed that should be covered by CSA if they sign up through CSA. CSA is willing. Trena will work with CSA Team and GSO to determine if this is feasible.

- Shuttle:
  - MFS - Two families signed up for the shuttle service.
  - PCS shuttle service is available for departing PCS
    - Board questioned if we need to offer for incoming families and agreed this would be the incoming office that picks up families. PCS Shuttle is only offered for departing families.
- Volkswagon:
  - Repairs in progress but may not be complete until November/December.
  - Ford needs AC repaired.

Fieldhouse:

- July events none.
- Seabee's for Taco Tuesday and Ermioni Crepe Truck on Thursdays.
- Have one RFP for the Fieldhouse and one concessionaire submission for the Salon. Board is waiting on the information to make a decision.
  - RSO was asked if they could push a vendor through the process. Trena will coordinate with Brian and RSO for the submission process.
- Wunderbar:
  - NSTR. Thursday's doing well.
  - Board would like the bar to be opened Tuesday through Sunday starting August 1. Trena brought up the need to review budget and staff before making that decision. Trena will check on staff availability and provide update on feasibility of opening the bar and will have that information to the board by July 29.
- Quickshop:
  - Doing better financially than previous year. Currently at a 5% deficit. CSA has a plan in place work towards break even.

Shoppette:

- Souvenirs have been purchased however a box was lost. The team is working with the vendor to locate the box.

CASA Building:

- Due to OIG audit, the set back does impact Amber's suite
- Amber's Massage Therapy: Amber has to relocate, discussed room options, 107 possibility.
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- TDY Housing: Board brought up the idea of closing down TDY Quarters. Trena advises against it as this provides income for CSA. Trena suggest reviewing the numbers before making this decision.
- Heinrich: Is available for Oktoberfest.
- Salon: Potential new vendor.
- CASA Kitchen: NSTR.
- CARE: Had 140 applicants this past week.
  - Discussed vending machines in Consular building due to people passing out, Deb from facilities will look into if this is an option due to electrical concerns in the space.

CLO:

- Short staffed.

- Asked about a water fountain request for the Fieldhouse. Deb informed us that it has been ordered and will be installed around the end of August.
- August 23<sup>rd</sup> -Welcome Back Ice Cream Social.

FAC:

- Trena needs to review the email regarding the Consulate Gym Closing and get back to Deb.
- Sandpit at the Fieldhouse will be removed due to repeated sanitation issues.
- Electrical work in G-wing. Gym will be closed July into August.

GSO:

- 16 new properties for families in the Fall. Discussed CSA cable/internet service for these buildings. These are all in the same compound.

RSO:

- NSTR.

MGT:

- New Management Officer will be in soon.

Financial Report:

- Reports, ratios are in the ballpark area of what CR wants.
- Debt ratio- is 51-53%
- Marine ball, job tickets are in a negative.
- Fitness had a decrease.
- Shoppette and bar increase.
- CSA net income 41k increase.

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### Pending Business

Board needs to decide if we will add business interruption coverage and employee benefits liability to our insurance premium. GM will provide details for board vote on insurance.

Logo redesign/recreate- GSO will work with Trena on this for now.

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### Additional Action Items

School Committee will assist with CSS Hiring..

Planning will begin for Oktoberfest event next month

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### General Managers Talking Points

- Admin items
  - Attended CR Level II Advanced Training in Oslo Norway July 15-19 last week- great training and there are items to implement for CSA Frankfurt
    - Team Building for Staff
    - Updating Procedures for each cost center
    - Hiring to cover necessary cost center needs
    - Survey our current customer base
    - Board to review if we want to add a membership fee to help cover cleaning costs for our community use spaces. We currently do not charge a membership fee. Customers only pay for the services they use/sign up for

- GM is out of the office July 23-August 5. I will be working remotely for part of the time due to the need to complete payroll and update CSS safety procedures, our embassy package renewal documents and our employee handbook with the legal opinion.
- MGT and Board Chair signed Licensee and TDY agreement. We are waiting on final signature from CR
- Embassy Package Insurance invoice from Clements was received board need to vote on adding additional items as discussed in email
- What is new is that the Marine Ball is no longer covered under our general liability. Clements is working on an additional quote for the Marine Ball – this will increase our Marine Ball expenses.
- Fitness:
  - A cleaning company stopped in to view our spaces and is still planning to send a quote regarding the Siedlung gym, and school.
- Cable:
  - We are in summer PCS season – we have had cancellations and new arrivals signing up.
- Shuttle:
  - We have two new families for the 2024-2025 school year. Shuttle will continue for both school and departing PCS – discuss departing PCS – the service team currently feels taxed doing PCS for 2 or less people who can get an Uber or taxi – we can change language to say for families of 4 or more for PCS or people with 2 pets or more.
- CSA Volkswagen: Still being repaired with November/December estimated return
- Ford: Team is contacting a mechanic this week for the AC repair quote
- CSS: Summer camp registrations is looking good for this time – total around 69 with some students not attending every week.
- Fall registration is at 37 students enrolled and 13 students in bus pickup.

## Fieldhouse

- Events:
  - None for July
  - Seabees – are doing Taco Tuesdays with marketing and electrical hook-up support from our team
  - Ermioni is doing Crepes on Thursdays – They submitted an RFP for the Fieldhouse Kitchen!!! The RFP is still open thru this Friday. There are two additional people who stated they were interested in submitting.
- Bar:
  - NSTR
- QuickShop: Team and I met to create a plan to help close our 5% loss in the QS – Our Retail Manager is implementing some of these changes – there are also additional suggestions that came out of the training from last week that I will discuss with our team to incorporate in our process.
- Rentals: Do we want to rent out the Ford for USDH individual use for moving or large shopping at the base?
- Fieldhouse Kitchen: with a vendor in place, we need to have the kitchen remain rented out by the vendor.

## Consulate

- Shoppette: New souvenirs in both Shoppette. Team will add some souvenirs to QS

- CASA Building
  - Amber's Massage Therapy – RSO has stated she will need to be moved. Amber has been notified and is considering
  - Mr. Clean NSTR
  - Heinrich - NSTR
  - Salon: We have an application in for the Salon- they need to update one document. I will send this over to RSO to get clearance and then will circle back to the board on their contract. We are planning to charge 450 euro per month for the Salon.
  - TDY Apartments: TDY currently has six rooms. We will need to request a room shift with FAC/GSO to be able to use this room as TDY space. I can complete that if the board is fine with moving forward with room 107 as TDY space or we can move Amber to this room.
- Marine Corps Ball 2024: Group sales is taking place – no group sales as of yet
- Consular CARE Program: 140 will be this year