

Dining Room Advisory Council-Minutes

Thursday September 11, 2024 1:30pm Roadrunner Lounge
Representative and Residents Invited- in Person Meeting

1. Call to Order and Determine Quorum

- A. The meeting was called to order at approximately 1:30.
- B. With 11 members present, quorum was acknowledged.
- C. August Minutes were approved as presented.

2. Announcements and Comments – Leo Bell, Jr., Chair

- A. The next meeting will be on Thursday October 10, 2024.
- B. The next kitchen tour will be in November, 2024 at 2 p.m. There are several vacancies at the time of the meeting. Contact Lu Schuster for a place on the tour.
- C. The next wine tasting event will be held in November. The date will be announced when scheduled.

3. Dining Services - Ex-Officio Member Reports.

- A. Brian Graybeal -Resident Services Director BSTW reported.
 - Responding to resident concerns, during the first 10 days of each month, the front desk will keep at least 50 printed copies of both the Roadrunner and Menus available at all times for residents to pick up paper copies if desired.
- B. Jeronimo Espiritu – Chef
 - There are currently 2 staff positions open.
 - Appreciation was expressed for the variety of menu items since Chef's arrival.
- C. Guy Fanelli- Director Dining Services
 - Recently the Chef and Nikki have been encountering significant challenges caused by leaves of absences for 3 or 4 staff members. They have done an excellent job of maintaining services and keeping up the morale of the working staff. Kudos and commendations to them both.
- D. Nikki Villa-Dining Services Manager
 - The front of the house staffing level is down 2 positions. One because two full time staff have requested a transition to part

time to accommodate school and family needs. One new server is currently being trained while serving residents.

- For the Prix Fixe Dinner on Saturday September 21, the deadline for both dine in and take-out reservations is 11 am on Friday the 20th. In addition, any cancellations must be received by 11 am on Friday the 20th to avoid being charged for the meal. Those wanting take-out meals must reserve their meals by signing up on the clipboards at the cashier's stand in the Lakeview.
- There will be no Prix Fixe Dinner in October. Instead the dining staff will be engaged in preparing for the Eagles' Dinner on October 17.
- The theme day menu for September 18 will be Greek to me, and the food will include Moussaka, Psari Paki, Briami, and Avgoleman.

E. BOTH and FOTH nominations

Roger Ramirez was voted September BOTH employee of the month after the DRAC members were told that he has really stepped up, including getting up at 4 am to take buses to arrive at BSTW on time for 7 am because his car is out of commission.

Matilda Vidaurri was voted September FOTH employee of the month.

4. Standing and Ad Hoc Committee Reports

A. Dining Room Committee-Chair Leo Bell, Jr.

The Kitchen Tour on September 10 at 2 p.m. was not full due to cancellations.

Leo ceded the floor to Juanita Hess for her announcement: Juanita and her husband are moving back to Enid Oklahoma nearer their families and where she has lived before. She resigned from the DRAC and as the Chair of the Kitchen tours.

The next Coffee with the Chef will be on October 3 at 9:30.

Wine tastings have been very popular. They will be scheduled every two months if possible. Look for notice of the next one on Uniguest, hopefully in November.

B. Quality Control Committee-Vice Chair Sandi Snyder's report
51 cards were received. 71% were compliments and 37% were critiques. On quality 19 were positive and 1 was negative. On taste 15 were positive and 2 were negative.

Reservations for Prix Fixe: Usually reservations close at noon on the Friday before the event. BUT The items on the prix fixe menu are especially ordered for that dinner and do not usually appear on the menu. When the quantity ordered has sold out, reservations are closed early. So, early reservations are recommended to assure that the menu items are not sold out before you request your reservation. The type of fish to be served will be added to the menu whenever possible.

Broken Egg Yolks at Brunch: Egg yolks may get broken when toast is added to a plate. If this happens, please ask the server to return these eggs to the kitchen. If you do not want liquidy egg whites, please order your eggs "over medium" because over easy eggs are supposed to have liquidy whites.

Coffee with the Chef: The seasoned vegetables preference versus the plain steamed vegetables preference surfaced again. To satisfy everyone, sometimes the vegetables will be seasoned and other times they will be served plain steamed.

It is important to express opinions without being unkind.

Green containers are still the preferred means to carry food home; please try to remember to use them so that the cost of containers can be reduced.

C. August Menu Committee –The committee and 3 interested residents met on Thursday, August 15 with the Chef, Guy, and Nikki to review the draft menu for September and the new cycle. They reviewed the draft on a day-by-day basis and commented on any repetitive items and places where a similar choice might be considered. In addition, there was some general discussions, like the possibility of moving certain "lunch only" items to dinner. These will remain "lunch only" for budget control.

D. Webmaster Committee-Webmaster Ron Miller

- September website Reports for August usage were emailed to all representatives. The reports confirm DRAC features of both Uniguest (formerly TouchTown) and the Portal continue to be well used by residents. Report attached.

5. DRAC Representative Comments.

- A. New vegetable recipes were requested.
- B. The flavor is not the same if special seasoning is added after cooking.
- C. A request for those delicious crab cakes to be added on the dinner menu was greeted with the happy news that they are already among the non-cycle items on the menu.
- D. There was a shout out for the fantastic calamari.
- E. The food is really good.
- F. On the French theme day, the fish (Swai) got compliments at the tables and the shrimp risotto was also very also very good.
- G. The shrimp and polenta was well received.
- H. The tilapia was excellent.
- I. Numerous compliments on both the pork loin and the salmon at the September B and A. Even the potato cakes got compliments. Full nutritional information (carbs, calories, salt, etc.) are published on the nutrition page on the Blue Skies website. ALSO a printed copy is available in the white binder at the cashier stand. Posting adjacent to the menu board will be considered.
- J. Salad forks were greatly appreciated and more training will be implemented to ensure they are served with salads at dinner.

- 6. Old Business** DRAC has 5 vacancies for the remainder of the year. Please consider serving on DRAC, especially if you live in one of the following under represented areas: Tower 4, the Lakes 1100-1500; the Oakes 2100-2500, the Gardens, and Liberty House. But no matter where you live, if you care about our food, please consider volunteering to serve on DRAC.

7. New Business

- a. Elections in October. In the operating procedures, it says that the representatives are to actively encourage their residents to run for DRAC membership during the week of October 1-7. Please contact and encourage residents living in your area to stand for election.

Notice of Interest forms will be at the front desk and must be put in the designated box by October 14.

- b. Retention of Records (minutes): The DRAC Handbook states that the notebooks in the library and CC3 should contain meeting minutes for at least the prior 2 years. It does not address whether or where minutes should be kept after 2 years.

Motion by Ron Miller: Minutes which have been retained in the notebooks in the library and CC3 for at least 2 years may be removed from these notebooks and appropriately disposed of (recycled or otherwise destroyed). Unanimously approved by members present at meeting,

8. Resident Comments

Residents echoed the sentiments of the members but did not add to them.

9. **Adjourn** The Meeting was adjourned at approximately 2:30 p.m.

10. NOTICE OF NEXT MEETING

The next meeting will be held on **October 10, 2024, at 1:30 p.m., in the Roadrunner Lounge.**

DRAC QC Report Number 8
Period covered 5 Aug - 9 Sep 2024

DRAC MEETING September 12, 2024

Each monthly QC report covers mid-month to mid-month due to official DRAC meeting schedule.

Staff Mentions

FOH

Victor
Mathilda

BOH

COMMENT CARD REPORT

Breakdown	Percentage
Total Cards Received (51)	100%
Complements (36)	71%
Critiques (19)	37%
Quality (pos 19)	37%
(neg 1)	33%
Taste (pos 15)	29%
(Neg 2)	4%

Notable

- Reservations for Prix Fixe August 17: Take out reservations closed on August 12 (how do you determine when to close out reservations?)
- When fish is on menu is there any reason the type fish is not mentioned?
- Sunday brunch eggs often served not to order - especially broken yokes. Is there any reason why eggs would be served with broken yokes?

Respectfully Submitted
Sandra Snyder
DRAC QC Chairman

BSTW 2024 Resident Portal Website User Visits*

*Accessed using a device or browser. E.g. Resident uses phone & desktop = 2 users

Selected page USERS and links visited. Contact the Webmaster for detailed page and links visited data.

Potential Users (Estimated): BSTW 590 total residents - 395 Households. Note: 195 Single Households & 200 Couple Households

	Home page	DRAC Comments* *	DRAC Menu pages	DRAC RezEasy	DRAC Nutrition Data	Uniguest link	RC 1890	RC Roadrunner	RC Movies	RC Library	RC Campus Locator	RC Activities	RC Financial Status
January	609	51	120	117	8	94	41	54	17	11		80	72
February	612	48	134	219*	9	54	33	49	11	20	5	70	53
March	591	51	126	146*	10	57	40	31	22	14	12	47	73
April	628	42	110	33*	8	80	37	33	14	12	17	46	66
May	682	39	112	102/16*	4	38	20	38	17	10	11	33	52
June	549	41	135	116/19*	3	54	24	59	18	17	14	52	65
July	584	38	148	96/20*	6	50	20	55	15	14	4	40	55
August	471	45	132	97/25*	7	53	18	36	26	21	12	46	74
September	492	35	152	93/22	6	59	15	65	12	15	10	31	67
October													
November													
December													

**Users may input multiple comments.

*BSTW&E

Portal Visitors September 2024: Page or Link	Active users	Views
Activities Poc Names	3	
Activities_BSTW	31	38
Activity-Billards	1	1
Activity-Computer-Support-Group	2	2
Activity-Entertainment-Committee	2	4
Activity-Fishing-Club	1	1
Activity-Golf-Driving-Range	1	1
Activity-Residents-Council-The-RC	1	1
Activity-Seasoned-Soles	2	2
Activity-Thrift-Shop-Furniture	82	244
Advance Sale Form	20	
Bill Ball Video Website	9	
Blueskies (Afv) Beginnings	6	
Bon Appetit September	23	
BSTW-Campus- Map 7Mb	1	
Campus Locations	10	10
Campus_Map_BSTW	2	
Channel_1890	15	18
Chef Espiritu'S Bio	5	
Chipped Miles Statistics	1	
DRAC Comment	35	73
DRAC Committee Assignments.	2	
DRAC Council Members	3	
DRAC Handbook.	6	
DRAC Minutes - Various Months	63	42
DRAC Minutes -October_10-2023	1	
DRAC Minutes_December_2023	1	
DRAC_Minutes_August	1	
Financial Data: Meals & Other	67	
Gourmet Wine Ratings	1	
Grazing In San Antonio	7	
Green_Containers	12	
Home Page	492	2244
Lakeview Room Dress Guidelines	15	
Library	15	
Marketing Links	7	9
Meal Delivery-Instructions	11	
Menu	152	601
Menu-Aug-25-31	3	
Menu-B&A-October	29	

Menu-Prix-Fixe-September	36	
Menu-September_1-7	32	
Menu-September_15-21	38	
Menu-September_22-28	59	
Menu-September_29-October_5	34	
Menu-September_8-14	58	
Menu: A La Carte Dinner Menu	39	
Menu: B&A-September	14	
Menu: Bistro	23	
Menu: Four Grill Lunch Menus Mon-Sat 11 A.M. To 1 P.M.	12	
Menu: Sunday Brunch	15	
Movies	12	
Newsletter - Archive	13	18
Nutrition Data	6	
RC Action Log	8	
RC Bylaws	5	
RC Committees	2	
RC Members	9	
RC Procedures	4	
RC Resident-Suggestion Form	14	19
Reseasy BSTE	22	
Reseasy BSTW	93	
Reseasy Procedures	2	
Restaurant Suggestions From The Clandestine Gourmet	12	
Roadrunner - Various Issues	65	
Superfoods	1	1
Tower Fire Procedures	3	
Uniguest Link	59	
Voter Information And Vote By Mail Link	3	
Weather Station BSTW	13	
Wellness & Life Enrichment	19	