

Dining Room Advisory Council-Minutes

Thursday October 101, 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 14 members present, quorum was acknowledged.
- C. September Minutes were approved as presented.

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

- A. Introductions of new members:
 - **Gloria Smith, from Liberty House, who arrived recently from Patriot Villa in Virginia where she was also active on the food committee.
 - **Lu Schuster who has been at BSTW for 22 months and will be chair of the kitchen tours.
- B. The next meeting will be on Thursday November 14, 2024.
- C. The next wine tasting event will be held on December 20, 2024.
- D. The next kitchen tour will be at 2 p.m. on December 17, 2024. There are seven vacancies at the time of the meeting. Contact Lu Schuster for a place on the tour.
- E. A pilot survey was conducted in Towers One and Two about the implementation of a penalty for no-shows for Special Buffets. A Revised Survey will be discussed as New Business.

3. Dining Services - Ex-Officio Member Reports.

- A. Brian Graybeal -Resident Services Director BSTW—Absent.
- B. Jeronimo Espiritu – Chef—Day off, Guy reporting for him.
 - Two of the cooks were promoted and are moving to Freedom House
 - There are currently 3 fulltime and 1 parttime cooking positions open and 1 utility position. A sous chef candidate has accepted an offer and is being vetted by BSTW.
 - Appreciation was again expressed for the variety of menu items since Chef’s arrival.
- C. Guy Fanelli- Director Dining Services
 - BSTW Administration, not Morrison, is responsible for the reservation policies. Currently reservations are required for:

- dinner on Friday and Saturday and Sunday brunch but residents may walk in for these meals after 5:45 and 12:45 respectively.
- Special Holiday Buffets at which **no** walk-ins are allowed.

The most no-shows for any meals for weekly reservations in the last 3 months was 3 and it is usually only one or two. However, for the most Easter Buffet, there were over 60 no-shows resulting in many residents being deprived of the opportunity to attend the Buffet and excess food purchases being made. Earlier this year, there was an appeal for residents to cancel if they could not attend and for one Holiday Buffet this approach worked. Now a more permanent solution is being sought.

D. Nikki Villa-Dining Services Manager

- The front of the house staffing level is down 1 position and there was an interview for that position after the DRAC meeting.
- One full time and one part-time dietary aid are needed at Liberty house.
- N.B. Eagle Dinner is Thursday October 17. There will be no dinner service for residents that day and only carry-out at lunch.
- At lunch on Halloween, October 31, is the very popular employee costume contest. **Come early** if you want to attend. Last year all 182 seats were filled before 11.
- N.B. Halloween dinner is served early: carry-out is from 3 to 3:45 and dine in from 4:00 to 5:30 so that staff can be home with their children for the evening festivities.
- No Prix Fixe Dinner in October.
- Reservations for the Thanksgiving Holiday Buffet will open on November 1 and close November 22.

In response to a question, Guy noted that Morrison is a subsidiary of Compass and has 18 clients in Texas. He listed some of them including East, the Army Residence Community (ARC), and Elder Hill in New Braunfels but said that respecting the privacy of these facilities, they, like BSTW, are not listed on Morrison's internet site.

E. BOTH and FOTH nominations

Roberto Corvera was voted November BOTH employee of the month.
Michael Vause was voted October FOTH employee of the month.

4. Standing and Ad Hoc Committee Reports

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

The Kitchen Tour is on December 17, 2024 at 2 p.m. and has seven openings for participants.

The next Coffee with the Chef will be on November 4 at 9:30.

Although Chef's Teaching Kitchen and Super Food of the Month is usually held on the third Wednesday of the month at 2 pm, this month it will be held on October 30, the fourth Wednesday due to an event on the third Thursday this month.

B. Quality Control Committee-Vice Chair Sandi Snyder's report

Only 38 cards were received. 61% were compliments and 24% were critiques. The content of the cards was too difficult to separate into quality and taste.

Notables:

- Pop-up are specials initiated by the Chef and are intended to sell out. The flyers for Pop-ups say that there will be a **limited quantity**. For the last pop-up 25% of the 60 portions were allocated for carry-out and the remainder for dine-in. (The size of the order was influenced by the response to the Lobster pop-up a few weeks ago when 120 portions were ordered and only 60 sold.)
- Chocolate pudding ran out at 12:30 one day. Guy commented that there are usually 2 or 3 shotguns (those long skinny pans) of items in the salad selections so chocolate pudding must have been very popular that day.
- Egg salad can be sold in cups at the Bistro on request. The recipe for egg salad has been revised so the salad stays on the sandwiches.
- And again there was a comment card expressing appreciation and praise for the variety of foods served at BSTW.

Guy commented that the kitchen is going back to the spring protocols for pest control and adding increased treatments for drains because of the appearance of a long winged gnat that comes from drains.

C. Menu Committee –The committee did not meet in October.

D. Webmaster Committee-Webmaster Ron Miller

- October website Reports for September 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. Liberty House asked about the fibrous asparagus that appeared recently. Guy will check on this with the produce provider.

B. Also in Liberty House, recently under done chicken was served. Guy asked for immediate feedback if this happens again so that the appropriate staff can receive coaching.

C. Could there be more steamed asparagus?

D. Be sure the oils used to fry the okra are hot to avoid greasy okra. Also recently there were the tops of okra that are usually cut off and discarded mixed in with the edible portion. Guy will check into this.

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, and the Gardens. But no matter where you live, if you care about our food, please consider volunteering to serve on DRAC.

7. New Business

- a. Proposed Survey.** Penalty for no-shows on reservations for Special Holiday Buffets. The reservation process for weekly meals seems to be working well and does not need any changes at this time. However, over 60 residents being unable to attend the Easter Buffet due to reservations made by others who did not show up is a clear indication that something needs to be done to

further discourage absent reservation holders. Leo Bell has created a survey to address a penalty for no shows and requested that all representatives circulate it to their areas. It should be noted that the penalty is unlikely to have the desired effect if applied against the meals portion of the service fees. Too many people are looking for ways to reduce this balance each month. The fee needs to be an additional amount paid and added to the statement in the following month so that it is perceived as a real penalty.

- b. Elections in October. Representatives need to actively encourage their residents to run for DRAC membership during the month of October. 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.

At the meeting, it was determined that the following positions need to be filled by new members for next year:

Tower 2	1 position	1100-1500	1 position
Tower 3	1 position	2100-2400	2 positions
Tower 4	2 positions	Gardens	2 positions

Please consider completing the Notice of Intent to Stand for election for next year if you live in any of these areas.

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

November 14, 2024, at 1:30 p.m., in the Roadrunner Lounge.

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	Uniquet 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	12	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
Reseasay BSTE	22	
Reseasay BSTW	93	
Reseasay 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	