



MCC HOSPITALITY ADVISORY COMMITTEE MINUTES

MEETING DATE: Wednesday October 16, 2019 – 2:00 PM
Town of Pelham, MCC Meeting Room, Fonthill

Present: Vickie vanRavenswaay (Director of Recreation, Culture & Wellness)
Karen Blake (RCW Administrative Assistant)
Julie Cook (Recreation and Wellness Programmer)
Patricia Shannon (Resident)
Bill Huisman (Resident)
Councillor Mike Cioffi
Brian McLeod (Resident)
Paul De Divitiis (De Divitiis Group)

Absent with Regrets: Jake Dilts (Service Club Representative)

1 WELCOME

The Chair, Patricia Shannon, declared quorum and called the meeting to order at 2:14pm.

2 ADDITIONS TO THE AGENDA

3 ADOPTION OF THE AGENDA

Moved by: Bill Huisman
Seconded by: Brian McLeod

THAT the agenda for the October 16, 2019 MCC Hospitality Advisory Committee meeting be approved, as presented.
CARRIED

4 APPROVAL OF LAST MEETING'S MINUTES

Moved by: Bill Huisman
Seconded by: Brian McLeod

THAT the minutes of the September 24, 2019 MCC Hospitality Advisory Committee meeting be approved, as presented.
CARRIED





MCC HOSPITALITY ADVISORY COMMITTEE

MINUTES

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5 IDEAS FOR SUMMER 2020

5.1 Paul De Divitiis: Paul introduced himself, his history in the Hospitality industry and popular events that his company has been a part of in the Niagara Region. The Committee asked questions and discussed potential opportunities within the MCC. The Committee proposed early spring or fall 2020 for large special events. Paul let the Committee know that he has contact with agency groups and resources available and asked questions about the logistics. The Committee discussed different options for special events within the MCC. Paul will put together an outline with some questions for the Committee to give him a better understanding of what they are looking for. The Committee discussed proposing two different large special events during 2020 or starting with small events in the Accursi room. After Paul left, the Committee discussed pursuing a partnership with the De Divitiis group in which the Committee all agreed to pursue.

6 FINAL REVIEW CATERING CONTRACT INVOICING & REFERRAL FEE

Patricia distributed the final catering contract and discussed the changes to it. She gave time for the Committee to review. Vickie asked the Committee to clarify the process and if there would be a limit to the number of caterers accepted. Staff asked the Committee if a family who rents a room for a party would have to use an approved caterer. The Committee thoroughly discussed the parameters of the catering contract. The Committee decided that outside of the approved caterers list, only fruit, dessert and pizza will be permitted at rentals within the MCC. This will be addressed in a separate policy that will be drafted at a later date.

Patricia sent Vickie and Karen the document prior to the meeting. Vickie agreed to make any further adjustments and she will forward it to Corporate Service for the procurement process.

7 BUDGETS

Vickie distributed the updated budget packages and briefly updated the Committee on the year to date figures. The Committee was asked to review the budget packages on their own time and to come prepared with questions to the subsequent meeting.

8 UPDATE ON SERVERY

Julie distributed a summary of the Servery profits in 2019 including the Pilot Servery hours in September and October and explained the current profit margin. The Committee discussed the User Group seasons, and food sales in the Servery. The Committee discussed the current state of food sales in the Servery, expiration dates, and the logistics and cost associated with food sales. Councillor Ciolfi offered to





MCC HOSPITALITY ADVISORY COMMITTEE

MINUTES

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research pricing and quantities of the supplies needed including delivery options and expiry dates. He will get back to the Committee by the subsequent meeting.

The Committee also discussed ways of branding the servery to create an inviting atmosphere. This included discussion surrounding a naming contest and decorating the area with Pelham sports memorabilia. The Committee set a goal for the end of November to have some memorabilia up around the Servery. The Committee discussed getting in contact with the Paul De Divitiis, the Labatt's representative, or Kame & Kettle to discuss branding opportunities. Vickie will contact Todd Barber (Kame & Kettle).

9 FEEDBACK & DISCUSSION Re: Pelham Art Festival

This topic will be deterred until the subsequent meeting.

10 HOSPITALITY SURVEY

Patricia handed out a draft hospitality survey for distribution to Pelham residents. There was discussion surrounding the distribution process (ie. lpads, website, social media, newspaper, etc.), the length of the survey, timelines and the need for two different types of surveys – a Customer Service (CS) survey after a rental, and an inquiry survey for future programming/events at the MCC.

Patricia will modify the draft 'Inquiry' survey and send it to Karen and Vickie who will put them into circulation. Julie will draft a Customer Service (CS) Survey for distribution post-rental and submit to Vickie for review. Once approved by Vickie the CS survey is to go into use immediately.

11 OTHER BUSINESS

12 NEXT MEETING

Next meeting: Tuesday, October 29th @ 3:00pm

13 ADJOURNMENT

Moved by: Bill Huisman

Seconded by: Brian McLeod

THAT the meeting of the MCC Hospitality Advisory Committee, October 16, 2019, be adjourned at 4:32pm.

CARRIED





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Chair of MCC Hospitality Advisory Committee
Patricia Shannon


RCW Administrative Assistant
Karen Blake

