

JSCA Food and Beverage Service
Contract Meeting Notes
December 10, 2007

Present: Gail Owen, Chair; Brian Key, Chris Stairs, Mike Cotter, General Manager.

The committee reviewed input regarding the food and beverage service from JSCA members including: the 2007 member survey which shows an overall 88% satisfaction rating; and, member feedback from the 2007 JSCA Food Forum and associated emails received from members.

The following JSCA Goals were derived from our member feedback and shall be included in Jericho Foods new Business Plan.

- A. Improve service level to members in Sailor's Lounge.
More staff attention & full menu service.
- B. Add economically priced, convenience menu items.
"Grab & go" pre-packaged selection of items to facilitate members' speedy transition from the parking lot to the water.
- C. Expandable "Member Only" seating plan.
To ensure members have adequate seating in peak periods.
JSCA will participate by enhancing rooftop deck and Sailor's Lounge seating opportunities.
- D. Improved method of "Order Ready" notification.
Reduce noise pollution to improve ambience.
- E. Better meet the catering needs of JSCA affiliated groups.

The committee reviewed the JSCA Food and Beverage Operator Agreement and noted that it has served the JSCA well during the duration of the term. One area the committee agreed should be looked at by JSCA's legal council is the Termination Clause and how the JSCA could be better protected if the Agreement was to be terminated by the contractor. Mike will contact JSCA's council for advise in this area.

In general the Business Partnership between the JSCA and Jericho Foods Inc. has been successful over the past 17 years. Jericho Foods has met all of the criteria outlined in the JSCA's Framework for the Selection and Renewal of Business Partner Relationships.