

HOTV Management Committee meeting minutes

The Royal Oak, Tuesday 18 July 2023, 6:00pm

Present: Mike Blair (chair), Graham Gleed, Martin Keswick, Nick Sloan, Ann Woods.
Apologies from John Davison and Paul Fielding.

Preliminaries

- 1.1 The minutes of the 4 July meeting were agreed to be accurate.

Matter arising

- 2.1 **MK to discuss adjusting drinks pricing with Phil. Likewise tightening up cash records.**
- 2.2 MK has discussed with Jenna and Phil the suggestion of adding a bar snacks menu. Just at present, with limited freezer space and Jenna alone in the kitchen, this is considered impractical.
- 2.3 MB, has received a number of questions from our insurance broker concerning insurance renewal. He will circulate these for help in providing answers.

Annual Members' Meeting and MC

- 3.1 [Simon Dauncey resigned from the MC on 15 July.] Simon's huge contribution to the re-opening of the pub, his expertise and the energy he has put into its subsequent success are very much appreciated by all, likewise his intention to continue with quiz nights and other help when required.
- 3.2 MB says that there may soon be several vacancies on the MC, and we could do with some new faces. MK thinks it would be good to find someone with retail experience. Anyone who would like to contribute, or who knows someone with energy and experience, is invited to contact a current member of the MC.
- 3.3 According to our Rules, the AMM should be held within 6 months of the financial year end, so by the end of September. Ideally the annual accounts should have been prepared and approved by AC Mole for presentation at the AMM. Date to be determined at the next meeting.

Finance

- 4.1 GG, having suffered a recent laptop failure, does not have a weekly update to report, but will resume normal business as soon as possible. The bank balance is "holding up quite nicely".

Volunteers

- 5.1 MB reports back from a visit to the Broughton community shop, where volunteer rotas are handled by volunteers working in rotation. They also hold coffee-mornings in their café to tempt in young mums and others, some of whom might end up volunteering. There could be a role for someone to organise regular social events in the café here.
- 5.2 GG is working on a spreadsheet to show volunteers and skills, with colour-coding to indicate the degree to which each volunteer is trained (or willing to be trained) for each skill. This should, over time, give a quantitative record of how volunteer training is progressing. GG feels that both the atmosphere in the shop and the training material (written manual for the till etc) need to be improved. We also still need to recruit more volunteers in order to spread the load. It is felt that if we improve

conditions for volunteers and encourage people to take ownership of specific duties, we will be able make volunteering more rewarding and grow the team naturally.

Staff meeting feedback

- 6.1 MK has discussed potential improvements to shop layout and range with Jenny Cochrane. She stresses the importance of referring in EPOS to which lines are selling, but it turns out that we do not currently have access to sufficiently fine-grained information because of the way items are grouped. **MB to explore ways of accessing EPOS data so as to yield the degree of detail we need to monitor sales.**
- 6.2 MK raises the question of the stock range of similar products e.g. peanut butter, energy drink and biscuits. The point has been discussed with Jo at the last staff meeting and steps are being taken to reduce duplications down to better levels by focusing on what products actually sell. GG says the shop freezer is pretty full with products close to sell-by date. It is agreed that the ordering process has to change to address these issues. MB cites Broughton's system of having a live record of shop stock which is updated as items are sold, ordered and restocked. He also reports that Broughton have abandoned their loose food dispensers because of problems of maintaining freshness with low sales. It is suggested that individual volunteers might take on the responsibility for ordering specific areas of stock, such as biscuits, beer and cheese.
- 6.3 MK suggests that food near sell-by dates is not being discounted sufficiently to attract sales. It is agreed that generating some cash and avoiding wastage is far more important than maintaining a margin on old stock. There is more wastage than there should be.
- 6.4 GG suggests listing stock as A, B and C products: A are chilled and fresh with no long-term inventory; Bs are frequent sellers, with inventory only sufficient to cover order lead time, Cs are slow sellers that are only re-ordered when sold. Most stock should be Bs. GG suggests that stockroom shelf space might be a useful metric for stock management. MK reports PF as suggesting that reducing the size of the stockroom prior to transitioning to a smaller stockroom in Phase 3 could be a useful exercise in bringing stock under control. NS thinks it would help a lot if we had access to digital data on stock lines from order to sale so that stock held could be more easily monitored. It appears that we currently have no digital access to delivery lists or to orders, let alone stock held. Achieving this is non-trivial since our EPOS system is not compatible with Booker's system, **but MB will look into the possibility of finding a way to make the data available.**

Phase 3

- 7.1 NS expects to submit a new grant application next week, based on the plan currently available on the website. Even if we were successful, we would not be able to proceed until October at the earliest, so there will be plenty of time to discuss the details at the next AMM.

Meeting closes at 7:55

The next MC meeting will be on Tuesday 8th August, at 6pm in the Royal Oak.