

HOTV Management Committee meeting minutes | **Draft**

The Royal Oak, Tuesday 4 July 2023, 6:00pm

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

Preliminaries

- 1.1 The minutes of the 30 May and 13 June meetings were agreed to be accurate.

Health & Safety

- 2.1 It has become apparent that both the accident book and the first aid kit in the shop have gone missing. **To be located and/or replaced.**

Actions from last meeting

- 3.1 **SD to talk to Phil about adjusting drinks prices.**

Thanks to MK for installing a new kitchen water heater to double the capacity. MK has spoken to Greg Hughes who says he can supply the right kit for zoned speakers.

MK has agreed a way forward with Graham Lofting to supply A4 newsletters in tandem with the email version.

- 3.2 MK has spoken to Chris Keirle about an annual service agreement for commercial fridges, chillers and cellar. SD points out that chiller breakdowns in the cellar are paid for by our principal brewer St Austell. MK suggests that any agreement would be flexible and could adapt to changes such as the installation of a cold room. GG suggests that we accept in principle but pay quarterly.

MK to speak to Chris, and circulate agreement for further consideration.

Finances

- 3.1 Recent figures suggest that our cashflow is slightly better than expected. Although gross margin was down, overheads were less than anticipated. The success of the food offering has made a major contribution and the pub had a good June due largely to special events, but the shop has suffered a drop in sales.

- 3.2 There is a discussion about the capacity for increasing the number of covers per service, and whether walk-ins can be accommodated. Some nights are busier than others; Wednesday is usually quiet but there is not a lot of scope for serving more on busy nights without significant extra help. MB asks how much the new kitchen equipment will help. SD thinks it should offer some speed gains in food preparation.

- 3.3 GG: AC Mole have drawn our attention to an £888 deficit between actual year-end bank balance and that accounted for in Xero. It is thought that this may be explained by a lack of transparency in how cash outgoings are handled in the pub. ACM have volunteered to monitor the bank account monthly but GG and Sally do not consider the cost of doing so is justified. There needs to be a weekly reconciliation of pub cash movements. **SD to ensure that Phil completes a weekly table to record this.**

Volunteers

- 4.1 There have been some very welcome additions to the volunteer roster, though we need to speed up the promotion of GAs (general assistants) to FTs (fully trained). Thanks to Stuart who has taken on the responsibility for organising bread collection. It is suggested that other aspects of the business, such as vegetable orders, could also be delegated to key volunteers. GG thinks we are over the crisis in terms of staffing the

shop, but the current volunteers are still under pressure, volunteers will continue to be welcomed and delegation of duties needs to continue. PF suggests there is a perception that we are intending to recruit a second paid manager, whereas the hope, discussed with Jo by MB, is that we can revert to the initial plan of keeping only one paid manager. Ann is doing a great job in nurturing volunteers. It is really important that the role of the volunteer is made as rewarding as possible, which includes providing sufficient training, credit and responsibility, as well as full recognition of their vital importance in the running of the shop.

GG to discuss volunteer management and stock control with Jo.

- 4.2 JD mentions that Sally's son Jed is doing work experience in the shop for the week beginning 10 July.

Co-option

- 5.1 SD points out that GG is not technically a member of the MC. NS proposes that GG be co-opted, seconded by JD and **agreed unanimously**. GG's past and future contributions are much appreciated.

Staff meeting feedback

- 6.1 MK reminds us how much extra work Phil has taken on since the food offering restarted. His contribution is much appreciated. MK also suggests that an upgrade to Phil's flat should be considered.

MK to discuss with Phil and see what can practicably be done.

Grants

- 7.1 Valencia Communities Fund have generously awarded us a grant to replace our outdated kitchen equipment with a more efficient combi-oven, induction hob and more. JD thanks Olivia and NS for their work in securing this. NS thanks GG for his generosity in supplying the 10% contribution required by VCF.

Shop

- 8.1 JD has completed the formalities to open an independent Bookers account for the shop. Bookers orders will still be delivered on Thursdays, with pub orders separated from shop orders. It is important to order only once per week (per account) from Bookers so as to ensure free delivery (where the order value qualifies). This account should bring an enhanced range and other potential benefits.
- 8.2 MB proposes that there should be a volunteer login for the shop till so that volunteers have full access when Jo is not there, and operations are more traceable.

Pub

- 9.1 MK proposes a vote of thanks to both Jenna and Phil for the massive amount of work they have put into the success of the food offering since May. All concur.
- 9.2 MB asks if Phil needs more help in the pub. MK says that Phil has quite a few potential young helpers, but has a problem with the consistency of availability. SD has asked Phil to put together a case for paid waiting staff. It is agreed that we probably need to recruit two or three reliable young people who can take on the work between them.
- SD to encourage Phil to find suitable candidates.**

- 9.3 Thanks are again due to Jenny and Ron Priddle for the regular cleaning they do on Tuesday evenings. This is an enormous help, and much valued.

9.4 GG has received a suggestion that there should be a bar snack menu in addition to the excellent main menu. Another question was whether we could employ someone to open the bar on the evenings when it is currently closed. SD suggests that this would almost certainly be uneconomic.

MB has received suggestions of a cheap specials night on Wednesdays. SD says this, together with the bar snacks suggestion, is a question for Jenna, but fears that it might deplete custom from Thursday and Friday nights.

Other

10.1 PF proposes thanks to Tom and Hazel Stobie for organising the car boot sale in aid of HOTV at the village hall. There is the suggestion of a repeat in September.

Phase 3

11.1 NS asks if we should proceed with a grant application along the lines of the hybrid plan issued after the last meeting on 13 June? [Later updated to that accessible on the website [here](#).] There is general agreement, and NS thinks it not unrealistic that a grant application could be submitted before the end of July.

11.2 GG asks if there is any prospect of getting rid of the propane tank. There will no longer be a gas hob in the kitchen, and it is agreed that the current gas boiler and heating system are pretty useless, so depending on any costs involved in the actual removal of the tank, the answer is probably yes.

Meeting closes at 7:35

[The next MC meeting will be on 18th July, at 6pm in the Royal Oak.](#)