

## Food and Beverage Informal Meeting Notes

24 February 2025

Held by Gaye Collins and Paula Colwill

46 residents attended.

Gaye opened with a thankyou for all taking their time to attend and for the feedback provided from those residents who are not able to attend and previous comments which have all been taken into account.

### **Bistro and Bar – Key points**

#### **Serving of Vegetables in dishes.**

For Saturday night dining and special occasions where possible, we will endeavour to do this, however it is not always possible depending on the menu but where we can, we will. This will not apply to lunches or Sundays at present.

#### **Introducing the Social Table in the bistro.**

There will always be a social table for anyone to join on the day or pre-book for any dining, lunch, buffets, Saturdays and Sundays. No one should eat alone, unless they wish too. When making a booking at reception, please advise if you are wishing to be on the social table. This will hopefully remove any concerns in coming into the restaurant and not knowing where to sit.

#### **Consistency of food delivery**

It is important that if you order a meal two days in a row, it should served the same even with different Chefs. Mike will take photos of all plated meals for Kitchen team to work to.

#### **Wine tasting event.**

We will be arranging a wine tasting experience in the coming months. Watch this space.

#### **Residents Feedback**

**Quality of food and value** – It is important that we continue to provide homecooked food from fresh and quality ingredients, we will not compromise on quality vs value.

**Look at the Ladies lunch menu for new ideas-** please let us know some ideas, open to suggestions.

***Different things on the menu-*** New menu will be launched by May.

**Portion size large or small** - We will look at the new menu and provide some main dishes which can ordered as a smaller portion i.e. roast dinner, scampi, fish and chips)

**Salads not to be chopped up to small-**noted for chef.

**Saturday night menu** – suggested ideas to be included i.e. shepherd's pie/lemon posset- noted for chef.



**Pie dishes smaller**- we will look at portioned pies sometimes rather than individual pies.

**Not comfortable to verbally complain at the table** – it is important to advise the F&B staff at the time so that they can make it right. Please also remember the feedback sheets are available in the restaurant and read by management. Your comments matter.

**Drink prices to high** – The drinks comparison with external bars and restaurants are lower, this is checked annually.

**Like to be met at entrance to be seated**- Due to two entrances and side doors used, it may be difficult to capture all, however we will look into it and perhaps ask all arrivals to come to bar for direction. Leave it with us to think about.

**Booking 3 days in advance** - Restaurant bookings generally asked 2 days prior. Occasionally for special events, a 3-day period is requested.

**Corkage £8 and £10** – there will be no change to this.

**Discount card**- remains with currently a 10% discount if the meal and/or drinks are paid by it.

**Don't feel welcome with "click" tables** – everyone should have a choice to share a meal with chosen friends but by introducing the social table/s, this permits people to feel welcome and have social company if they are coming alone.

### Shop - Feedback

**Sandwiches are great** – like the increased choices.

**Can we get smaller loaves** – will look into it or perhaps selling a specific number of slices only.

**Can we sell fresh lemons**- don't see why not, will look into it.

**Sausages rolls**- will be ordering a hot cabinet in next few months and yes, we will include these, pasties etc.

**Cakes** are good / Scones (best)

**Shop opening hours** – we will be changing the opening hours Mon – Sat. Gaye advised suggestion to open from 9.30am to 2.30pm or 3pm Mon to Sat. Sunday no change. Asking those at the meeting, no issues with the changes expect one request to stay open later? We will always consider and adapt the opening / closing times but please bear in mind, it needs to be used in the hours open to justify being open.

**Why is food not in the restaurant and only coffee and cake in the shop** – You can have same shop food offering in the restaurant or bar side if you wish. The shop is mainly a coffee shop but offers lighter bites only. These can be eaten in shop, garden room / garden terrace. Coffee can be taken in the bar but not the cakes.

Gaye thanked for everyone attending and for such a positive informal get together. Plan is to hold a food and beverage meeting every 3 months. Its always good to talk!