

Survey Results and Solutions. This is part 16 of a series of newsletter articles informing Members of the results and of any solutions (to be) implemented from the survey feedback. The full series of these articles can be viewed on the Clubs Website www.clubsofmarlborough.org by clicking on the "About" page.

The first seven issues dealt direct with the percentage results of the various questions asked in the survey but for the remainder of this series I will be reporting on the many numerous suggestions that members freely made about the entire Club operation and what, if any, action will be taken.

The Bistro. Like (the old) Taylor Restaurant and the Terrace Café, feedback on food was the main response from the survey and as the Bistro is the backbone of the Clubs general catering operation it naturally featured, but the issues were common and relatively easy to fix, but some things will remain in favour of the majority.

Portioning Control/Roast Meals. The general complaints have been: too much meat and the wording on the menu of a "Full" and "Half" Roast of the Day with only a \$2.10 variance in price has been misleading when you compare them side by side.

- **Solution.** Portioning controls have been in place for some time now but our Staff on occasions relent to aggressive demands and over portion, but they are now under strict Committee instruction to portion accordingly to ensure we are keeping within our meal costs and when the menus are next changed so too will the wording for the "Full" and "Half" roasts and there will be a clear difference between the two, both in quantity and price

Roast Beef too rare. There has been the odd occasion when the beef has been extra rare but for the majority of the time it is cooked just right to suit the majority of the diners, so that practice will not change.

- **Solution.** The beef of course is at its rarest when the Bistro first opens at 11.30am and will settle over the lunch period, so if you don't like your beef too rare try to avoid dining at 11.30am but alternatively, catering staff if asked will cook your slices when portioned just a little bit more for your liking.

Vegetables undercooked or cold. Individual interpretation of what is a la dente (firm to bite) and what is undercooked varies tremendously amongst our wide and diverse membership. Some of our older members almost want a mash while others tend more towards vegetables that are a la dente. As for any meal being cold, there is no excuse and totally unacceptable.

- **Solution.** Like the beef, timing for vegetables can also resolve some issues and also like the beef, catering will cook your portioned vegetables a little bit longer for you on request. As for a meal being cold, please inform catering staff at the earliest as there may be a technical fault that needs attention. Regardless, depending on what your meal is it will either be heated or replaced without question.

Gluten Free and Vegetarian. It is evident in the food industry, Gluten Free and Vegetarian options are becoming more in demand and although we have always provided some options it has not been clear enough to the general Member.

- **Solution.** We have increased our range and all of our menus now clearly state what is Gluten Free or Vegetarian but our catering department will always offer additional vegetarian dishes on request so please do not be shy in asking.

Lack of Desserts. Some of our "sweet toothed" Members have requested a better range of displayed options.

- **Solution.** Responding to Member feedback, some months ago by the Terrace Café food cabinets we provided a selection of Gateau's displayed in a very stylish cabinet in conjunction with a Coffee special. We still currently display this stock (as part of the Bistro line up) but sales have not been vigorous enough to warrant continuing supply so we will review this option when stocks run down. In exchange we have installed a Gelato Roma refrigerated unit that displays a range of 12 different quality flavours of Gelato Ice Cream produced from Oakland Farm high quality unhomogenized A2 Cow's Milk. This has proven an instant success across all ages and looks like it is here to stay. Check out the range in the display unit when you are next ordering at the Bistro or Terrace Cafe.

Lee Davis
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