

Coastal Organics Cooperative, Inc. dba Arena Market and Café
Board Meeting Minutes, June 23, 2021

The meeting was called to order at 5:04 pm via Zoom. Present: Molly Morgan, president; Rick Beach, treasurer; Rhonda Rumrey, secretary; Dan Lewis; Lee Farmer, GM; and James Gallager. Guest: Natalie Meyer. The agenda was unanimously approved.

Approval of Previous Meeting Minutes (5.19.21): Rick moved to approve the minutes as distributed; Lee seconded; approved unanimously.

REPORTS

- General Manager: Lee

Personnel: The new hires are doing great; eventually will need one more person in the kitchen. With high school and college on break, those staff members are working more hours so the store is very well staffed now; nobody is stressed out. Lee interviewed a summer person to manage social media. In general, the co-op has a lot of new applicants right now, which is encouraging when so many businesses are having difficulty finding staff.

PP&E: The café fridge went down four weeks ago so we have been unable to serve paninis, bagels, etc.; it has been very challenging for Lee to get it repaired. The new freezer installation has been delayed to July 6; Myers will do the electrical work. Lee asked for help in finding/creating some kind of stand for the crystal that was donated (it weighs about 100 pounds); suggestion to look at Pay N Take. We asked the Odd Fellows to pay for the glass replacement in the store windows but they can only request this higher up and recommended we not delay the work because they don't know how soon they'll get an answer or if they'll be able to pay for it.

Operations: Masks are no longer required and the café is open. The high-top seating and stage railing should be finished in the next two weeks; Lee still trying to get Eric Wilder to put up a permanent art piece. Work is progressing on signage. First Fridays are up and running starting in July; trying to get other local businesses involved.

Finance: Staffing costs have gone up a bit and Lee is working to get access to the data to understand this better; it's hard to manage costs at a granular level because of different pay rate, schedules, changes, etc. Rick researched differences between Catapult and QB for Lee and they are waiting to fix a few accounting challenges before instituting price changes.

- Treasurer: Rick presented the wiggly line and net-sales-no-tax charts; things continue to go well. He also presented the forecast-to-actuals report for year to date. The numbers show that margins slipped to 31.6% but Rick explained that he thinks the café and deli ingredients have been double-counted because we're still integrating the pricing information Lee pulled together; he is researching this. Our accountant is

working on our 2020 taxes and Rick has scheduled a meeting with them to get better clarity on how to handle some of our more challenging tracking issues.

OLD BUSINESS

- Newsletter (copy due June 27): The GM letter will include the café reopening, new mask guidelines, and First Fridays. Molly will write save-the-date copy for the annual member meeting.
- Standby generator: Lee has not yet checked in with Paul Anderson. Dan reported that MD Electric can change the oil and check out the generator for \$250, which the board approved. Dan will be there when they do the work to learn about it.
- Café renovation and budget: This will be included in the GM report going forward.
- Membership cleanup: Rick reported that the work is proceeding.
- Employee handbook: Molly reported no progress.
- Strategic planning update: Lee made a request to Rick and Molly after the last board meeting that had not been completed. The three will meet and then Lee can send the final version to the board for approval at the July meeting.
- Website makeover: Rick reported that this has been on hold since April because Blake has been out of town. However, the content is now really close to publishing. MCN is moving our site to improve the service; if this doesn't solve the speed problem, Rick will use the grant funds to move to WordPress or other platform. Rick asked everyone to please reply by the weekend to his email about the website topics.
- Webcart status: Rick reported that now that Natalie is back from vacation they will resume working on this.

NEW BUSINESS

- Annual member meeting: Lee brought up this topic and the board agreed that it will be held on Thursday, September 9, at 6 pm (per the by-laws) and will be an in-person meeting at the co-op. The desire is to make it fun, ask the staff if they want to talk, emphasize local suppliers, and have a party after. Music that has an easy setup and is not too loud may happen. We will close the store an hour early to facilitate the meeting. Molly agreed to write save-the-date copy for the newsletter, which needs to include that we need at least one new board member.

NEXT MEETING

- July 21, 5-7 pm via Zoom

The meeting was adjourned at 6 pm.