

Minutes for the Potsdam Food Co-op Board Meeting
January 16, 2018
6 PM

- I. Call to Order
 - a. The regular monthly meeting of the Board of Directors of the Potsdam Food Co-op was held on Tuesday, January 16, 2018, above the Carriage House Bakery, the President being in the chair and the Secretary being present.
- II. Attendees
 - a. Voting members in attendance included Laura Cordts, Joseph Andriano, Robin McClellan, Tim Messner, Maggie McKenna, Erica LaFountain, and Gail Anderson. Jessica Diagostino arrived at 6:30pm.
 - b. Members not in attendance included Eric Ochraneck, Kayla French, Abby Lee, and Samantha DaGrossa.
 - c. The Interim General Manager, Andy Peet, was present.
 - d. Marshall Issen was in attendance as a guest.
- III. Approval of Minutes
 - a. Anything to remove from the consent agenda? No.
 - b. The consent agenda (minutes from the last meeting, and committee reports since the last meeting), was approved with Joe abstaining (he was honeymooning at this time last month.)
- IV. General Manager's Report was presented by Andy Peet:
 - a. Sales Report
 - i. Down 7%. only positive .5% for the year now.
 - ii. Avg customers per day down, and down for the year.
 - iii. Bakery sales down \$2,000 compared to last year. Some short-staffing. Chris was on vacation. Holiday sales may have been "misunderestimated," to use a Bush-ism.
 - iv. Joe: might weather be a factor? Likely. Cold weather and a snow storm on a Saturday.
 - v. Robin: we should be working with rolling averages.
 - vi. Marshall will poke around with the numbers, and try to do some new comparisons.
 - vii. 1013 member-owners. Highest in recent memory.
 - viii. Joe: Andy, do you think this is weather-related? No. All departments are down.
 - ix. Credit card processing fees down 10% despite increased cc sales.
 - x. Erica: New Year's resolution to put money on member card by check? Joe resolves to do this himself. He will lead by example, as all good leaders do.
 - b. Buildings & Grounds
 - i. Nada.
 - c. Personnel
 - i. 1 new employee. 1 front end emp gone, and one CHB emp gone.
 - d. General
 - i. Andy will start meeting with buyers.
 - ii. Also starting meetings with managers to develop action plans.
 - iii. Customer service complaint made involving communication, body language of employees. Also a miscommunication occurred over the phone.
 - iv. Tim: had an experience in which he helped a customer whose credit card wasn't working. The cashier should have handled it in a friendly way rather than shrugging.
 - v. Tim: Bagging is awkward. Robin: no room for bagger. Especially with new customers or people struggling with kids, or elderly, help would be appreciated.
 - vi. How much of this is personality, how much is training?
- V. New Business (voting items or items requiring board discussion)
 - a. Maggie will send out a sign-up for helping out at the Annual Meeting 6pm, 2/15. Laura: all set for the Annual Meeting from a governance committee perspective.
 - b. Between Annual Meeting and 2/20 board meeting, officer form will be sent out.
 - c. Retreat between feb and march board meetings. 3/3? ~9-1. Perhaps at Adk Lodge at Clarkson.
 - d. Committee chairs should report for the annual report.
 - e. Please respond to ends policies question via email.
 - f. Town meeting. Information gathering meeting. Maggie and Joe will attend.
- VI. Member Comments
 - a. Erica: Someone complained about the soup. Could be increased chlorine from the water runoff. Nothing else has changed.
- VII. Open forum/Discussion
 - a. GM search report from Jessica.

- i. Several good candidates. About 40 candidates total. 20 worth opening the resume. Short list of candidates will be available 1st week of feb. up to 10 phone interviews expected. Search committee meeting when Abby returns. Each member has a top 5 list. A few came in after the deadline.
- ii. Robin: the finance committee requests a budget from the search committee.
- iii. Erica: have some posting forums been more successful than others? They will look at that for future reference.

VIII. Adjournment

- a. Joe adjourned the meeting with unanimous consent at 6:56 PM.

Respectfully Submitted,
Erica LaFountain
Secretary, Potsdam Food Co-op