



COLONY NEWS

A Weekly Newsletter for Members and Staff of Meredith Bay Colony Club

#36

May 27, 2011

DINING ALFRESCO!!!



Summer is Here at MBCC!!! The Best Seats in the House have turned out to be the



ones that outside! This past week has seen our Members and their Guests thoroughly enjoying Great Dining and Great Weather all at the same time! It doesn't get any better than Fine Dining outside! The Terrace Deck is the perfect place to gather on these wonderful summer evenings!



Serious Dining doesn't mean being formal and stuffy around MBCC --- It is truly inspirational to hear so much laughter and conversation!



GETTING READY FOR MEMORIAL DAY.....

Take a walk around and about MBCC and you will find all kinds of Patriotic displays all intended to draw attention not only to the Pride we have in our Country but also to Remember the ultimate sacrifice made by so many in her defense. "All Gave Some, Some Gave All".



DINING SURVEY RESULTS ARE READY!!!!

We had 34 Respondents to our first ever Dining Survey --- and that is a tremendous response. Special Thanks are due to Naella for taking all the data on your individual surveys and adding that to a spreadsheet that allows us to look at trends and patterns. That was no small job.

To help focus where to begin with all that data I took the average of the responses on each question and broke them down into 3 ranges. The first range was that which was judged 'Excellent' and not in need of attention. The second range I dubbed 'Very Good' and not in need of immediate attention (but needs to be monitored) and the third range was called: 'In need of review'. It doesn't mean that those items were judged to be bad – but the responses suggested that these were the areas most in need of improvement.

In the Bistro there are 3:

- Serving Time
- Serving the entire table at the same time
- Room Temperature

In the Terrace Dining there are 4:

- Promptness of serving
- Serving the entire table at the same time
- Portion size
- Seating satisfaction

A quick look only shows two dominant trends and patterns with the written comments:

- coffee not hot enough
- requests for more vegetables

This is only the start of our improvement process! There will be more updates as we move along. Please feel free to see the compiled data – available to be borrowed from Naella (it is just too big and too much to copy) Thank You!

MOVIE TONIGHT: *GIFTED HANDS, THE BEN CARSON STORY*

Friday the 27th at 7:30p in the 1st Floor Community Room

Hands are important in healing. Here is an amazing story of hands that saved a life. Starring Cuba Gooding as the pediatric neurosurgeon.

PAIGE KEUTHER RETURNS FOR CARD MAKING INSTRUCTION!

On Friday June 3rd at 1:30 we welcome Paige back for another great session of Card Making. The fee of \$10 includes all supplies --- No Experience Required! You will have a great time and be able to leave with 4 Cards! Invite your friends from the outside to take part! You do need to bring your own scissors and you do need to sign up as space is limited! If you wait to the last minute you could be left out!

CLOSING NOTES.....

Memorial Day: On Monday, May 30th ~ MEMORIAL DAY ~ The Inn and Gardens will be celebrating Memorial day in the Inn's Dining Room @ 2pm. Great Music with Bob Kroepel and great refreshments. Club Members are invited!

Magic Show: On Thursday June 9th at 2p in the Bisro Magician & Comedian BJ Hickman will be here. Club Members are invited and although there is no charge, Reservations are Requested! Please sign up with Naella so that we know how many to plan for – and yes, there will be Refreshments!

Massage with Lu-Ann: Next Thursday June 2nd from 3 to 3:45p Lu-Ann has a surprise for you! Reservations are a must! Please sign up at the front desk.

Best Wishes to all for the Holiday Weekend.....

Howie