

American Legion Board of Directors

June 20, 2016: 1705

Special/ Emergency Meeting called by Kevin Ferguson

Pledge of allegiance.

Moment of silence for Orlando

Present: Kevin Ferguson, Stan Wakild, Jeb Fall, Billie Coone, Pat Sullivan, Chuck Aubrey, Tom Breen, Bob Haven, Steve Hamilton, Ben Newton.

Mr. Ferguson stated reason for this emergency meeting was because of the amount of complaints he has received concerning the conduct of two bartenders. He wanted to address this problem before it got out of hand like the "Angie" situation did. The two bartenders are Jennifer and Terry with most of the complaints about Terry. The "bar talking" was about the firing of Angie. Ms. Coone stated she believes that "what happens in our family, stays in our family" and we don't talk about it at the bar. She said it has been brought to her attention that some bartenders think training is "not my job" but the job has not changed since Angie left and their job is still the same thing we expect you (bartenders) to be out there and be professional. She said she has gotten the feedback that this person (not specified) is not going to work and the feedback that I'm not hired to "train" this person. The point was made that anytime there is a new bartender on deck the senior person is in charge and will train and assist the new bartender to the best of their ability. Mr. Ferguson picked up at that point stating one of the new bartenders Bill complained to him (Kevin) that on his second day on the job he said Terry was unprofessional and Jennifer was unprofessional. And Nancy on her second day called him and told him he

"needed to get in here." When he arrived Nancy told him that Terry was not sharing her tips and she had been there three hours and Terry has not shown her anything. Mr. Haven spoke up and stated "you take them aside and tell them this is what you are going to do, if you don't agree with me then tell them they don't have to work for us anymore. We can take care of that right now." Mr. Aubrey asked who were the most experienced bartenders. Terry then Stacia (who is a BT at the VFW but is helping out) and Bret. Stacia is here because the same day Angie was let go Bridgette left for Texas and that put the bar in a bind. Mr. McCloughan added that he "didn't know where any of them got the idea they don't get paid to train a new bartender that they are a bartender here and Kevin is the boss and you want them to train, then they train. Mr. Haven agreed which I believe was the consensus of everyone present at the meeting. Mr. Ferguson explained that after he took over the bar he got permission to bring Angie back to help train his wife Kathy how to do inventory and get her acquainted with the vendors and that Angie agreed and did it for no cost. He said when he did the new schedule he gave Terry most of the day shift hours which she had requested because she said she would be willing to work with the vendors. Then he found out that she told the vendors to contact him so he contacted Angie to help. A point was made by Mr. Aubrey that the most important job of the bartenders was "customer service" which everyone agreed with. Mr. Ferguson stated he got a call from Arleen who told him Terry is not very friendly, not helpful and has a negative attitude. At this point Mr. Fall made a point that Angie was terminated on May 26 and that a bartender's meeting should have been called the next day but wasn't for about two weeks. Mr. Fall also stated that Kevin never asked for help and that Terry would have helped if asked. A short discussion ensued between Mr. Ferguson and Mr. Fall ending with no agreement between the two. Next, was a dissertation by Mr. Ferguson about the hours worked by the bartenders. Each bartender gets 6.5 hours 6 actually working the bar and 30 min to do paperwork and prep before and after working the bar. He said Terry told him she couldn't get it done in that amount, at which Mr. Ferguson noted all of the other bartenders have no

problem completing their work in that amount of time. Mr. Ferguson continued stating that Terry is always "getting off the register" late and when she does it appears that Bret is late getting to work which is not the case. Mr. Hamilton made a point that all this should have been handled at a bartender's meeting and not in an emergency meeting. Kevin countered that because of the Angie situation he decided to bring it to the board and not "drag our feet" again and the next time there is any bar talk it can be brought to our attention and dealt with. At this point Mr. Fall stated that the complaints in the box about the bartenders are not signed but Mr. Ferguson countered that if you check online the proper way to run a proper suggestion/complaint box is ran anonymously. Mr. Hamilton asked when/if a "time" study on how long it takes to prepare before and after working the bar had ever been done. A long discussion ensued over the use or non use of 15 min. With an intermission by Mr. Aubrey injecting that it may be illegal to not pay and employee overtime when worked. Billie interjected that she has observed bartenders outside smoking while customers were sitting at the bar and also during slow times during the day she thought there was plenty of time to get paperwork in order to relieve any time crunch at the end of their shift. Mr. Haven made a point that because of a huge conflict of interest involving Mr. Fall and Mr. Hamilton that Mr. Fall should not be able to vote on any motion may be made by the board. Which Mr. Fall agree with. Commander Wakild took the floor and first thanked and welcomed everyone on the board. He continued stating that for years everyone knew that this board is dysfunctional and that the employees are running the board instead of the other way around. Mr. Aubrey took the floor and told Mr. Ferguson "if you are looking for support you have our support" the bartenders need to know what is expected of them. That their number one job is customer service and customer satisfaction, to support the bar and do what is necessary to help and train any new employees. And there need to be a bar tenders meeting within the next couple of days and let them know what we expect of them. The need for a full time bar manager was discussed and that even though the going price is about \$30,000 it was decided to look into the possibility. It is

noted that no motion was brought to the floor, seconded and/or voted on, on any of the above.

However the following motions were brought to the floor, discussed, seconded and passed without objection:

1. A CPR class be given to all bartenders at the cost of \$50.00 each.
2. A raffle be held to get money to buy a defibrillator machine be held on Friday nights.
3. The prices for drinks over the 4th be rounded up to alleviate having to make change.
4. Mark Till be put in charge of parking on fireworks night July 3rd.

Nominations for the next chairman of the board and the vice chairman were made and voted on with Kevin nominated for chairman and Mr. Aubrey for vice chairman.

Respectfully submitted,



Thomas Breen