



Agenda
Village of Glen Ellyn
Recreation Commission
Special Meeting
Friday, August 24, 2018
7:00 AM
Village Links

Individuals with disabilities who plan to attend the hearing and who require certain accommodations in order to allow them to observe and participate, or who have questions regarding the accessibility of the meeting or facilities, are requested to contact the Village Links at least 24 hours before the meeting.

I. Call To Order

II. Public Comments

III. Minutes Approval

1. Village Links/Reserve 22 - Minutes - June 29, 2018
2. Village Links/Reserve 22 - Minutes - July 27, 2018

IV. Standing Reports

- A. Manager's Report - Jeff Vesevick
 1. Village Links/Reserve 22 - Manager's Report - July 2018
 2. Village Links/Reserve 22 - 2018 Agenda Schedule
- B. Reserve 22 - Brad Chapple
 1. Reserve 22 - Google Reviews - July 2018
 2. Reserve 22 - Secret Shopper - July 2018
- C. Financial Report - Jeff Vesevick
 1. Village Links/Reserve 22 - Financial Statements - July 2018
- D. Trustee Liaison - John Kenwood

V. Discussion - Capital Needs Schedule

1. Village Links/Reserve 22 - Five-Year Capital Forecast

VI. Other Business

1. CBP Open Letter

VII. Next Meeting Date - September 28, 2018

VIII. Adjournment



Recreation Commission
Village Links/Reserve 22
Glen Ellyn, IL 60137

Meeting: 08/24/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Minutes
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3516)

DOC ID: 3516

Village Links/Reserve 22 - Minutes - June 29, 2018

ATTACHMENTS:

- MN062918 (PDF)

**RECREATION COMMISSION
MINUTES
JUNE 29, 2018**

Board or Commission: Recreation
Meeting: Regular

Called to Order: 7:02 a.m.
Adjourned: 8:24 a.m.

Quorum: Yes

MEMBER ATTENDANCE:

Tim O'Shea	Chairman	Present
Susan Q. Carroll	Commissioner	Excused Absence
Tim Caspar	Commissioner	Present
Brian Diver	Commissioner	Present
Glen G. Graham	Commissioner	Present
Kevin S. Kennebeck	Commissioner	Excused Absence
Mark W. Reinke	Commissioner	Present

Also Present:

Jeff Vesevick	General Manager / Staff Liaison	Present
John Kenwood	Liaison Trustee	Excused Absence
Mark Franz	Village Manager	Excused Absence
Brad Chapple	Food and Beverage Director	Present
Tom Fota	Executive Chef	Excused Absence
Mike Campbell	Golf Professional	Excused Absence
Noel Allen	Director of Golf	Excused Absence
Chris Pekarek	Golf Course Superintendent	Present

1. CALL TO ORDER

The June 29, 2018 regular meeting of the Recreation Commission was called to order at 7:02 AM at the Village Links of Glen Ellyn; 485 Winchell Way; Glen Ellyn, Illinois by Chairman O'Shea. Chairman O'Shea welcomed Tim Casper to the Recreation Commission and noted Codie Surrat resigned from the Commission.

2. PUBLIC COMMENTS

None.

3. APPROVAL OF MINUTES FROM MAY 25, 2018 MEETING.

MOVE TO APPROVE MINUTES OF REGULAR MEETINGS FROM 4/23/2018, 7:00 AM AS AMENDED.

Chairman O'Shea noted a correction to the minutes that the Call To Order was made by Chairman O'Shea not Browder.

RESULT: Motion Unanimously Carried

MOVER: Commissioner Reinke

SECONDER: Commissioner Diver

AYES: Caspar, Diver, Graham, Reinke, and O'Shea

NAYES: None

ABSENT: Carroll and Kennebeck

Attachment: MN062918 (3516 : Village Links/Reserve 22 - Minutes - June 29, 2018)

4. **CAPITAL PLAN AND CASH RESERVE POLICY**

1. **Village Links – 10 Year Capital Plan**
2. **Village Links – Cash Reserve Policy**

These two agenda items were discussed together.

General Manager Vesevick said the Village Board requested each department review their cash reserve policy and make a recommendation to the Board. General Manager Vesevick referenced the ten (10) year capital plan included in the agenda. General Manager Vesevick noted the Village Links is an enterprise fund and all expenses must be paid for by receipts from operations.

General Manager Vesevick said staff's recommendation is to have 25% of operating expenses or three (3) months held in reserves plus enough to cover debt costs which is \$650,000 annually. General Manager Vesevick said the Village Links cash reserve policy should be approximately \$1.8 million.

General Manager Vesevick said another concern is the loss of revenue of approximately \$2.5 million if something happened to the greens. After much research, staff was unable to find a provider to insure the greens. General Manager Vesevick indicated some insurance providers were willing to insure the entire operation, but not just the green portion. Chairman O'Shea said these insurance providers should be explored as to how much they would charge to cover the entire operations compared to the current coverages.

Commissioner Reinke said there is no way the budget could cover the loss of the greens. Chairman O'Shea recommended keeping the cash reserve policy at 25% of operating expenses and keep the debt service out of it. Commissioner Graham agreed with Chairman O'Shea that the three (3) months of operating expenses has worked for the past 25 years. Chris Pekarek, Golf Course Superintendent, indicated its more important to have cash reserves when a year like the current year is experienced with the horrendous weather. Commissioner Diver said cash reserves typically provide a cushion throughout the year and are not necessarily utilized for catastrophes or capital budgets.

The Commission voted on the following motion.

MOTION TO RECOMMEND THE CASH RESERVE POLICY TO REMAIN THE SAME WITH THREE (3) MONTHS OF OPERATING EXPENSES HELD IN RESERVES.

RESULT: Motion Unanimously Carried

AYES: Casper, Diver, Graham, Reinke, and O'Shea

NAYES: None

ABSENT: Carroll and Kennebeck

3. **STANDING REPORTS**

A. **Manager's Report – Jeff Vesevick**

1. **Village Links – Manager's Report – May 2018**

General Manager Vesevick said May was a poor month for golf with the excessive rainfall. Rounds played were up for May, but overall down 18% for the year. Most golf revenues are down, so staff is on alert and is closely watching expenses in order to try to get through this downward trending revenue period. The golf course is in good shape with all the recent rain. Restaurant and bar sales were up 2% and banquet sales were up 24% year-to-date. Mother's Day Brunch revenues were up 13%.

Chairman O'Shea asked about Father's Day. Food and Beverage Director Chapple replied it was good and Reserve 22 sold steaks at affordable prices, rather than offering buffet service.

General Manager Vesevick indicated the dining room remodeling contract was signed and Designer Joanna Kolakowski of Kreska Design and Construction was here on Thursday. General Manager Vesevick said the project will be on time and on schedule. O'Shea asked if the remodeling budget included money to dim the lights. General Manager Vesevick responded yes.

2. **Village Links – Secret Shopper – May 2018**

General Manager referenced the secret shopper documents and open table reviews included in the agenda packet. Chairman O'Shea asked about the status of the marketing person. Food and Beverage Director Chapple replied this position has been filled. Chairman O'Shea asked what the position's goals were. Food and Beverage Director Chapple replied mainly brand recognition and the new marketing person already has WGN scheduled for a site visit on July 17. Commissioner Casper asked if the marketing person has a budget. General Manager Vesevick said she is in negotiations with Metra on signage at the train station for six (6) months and these advertisements will cost about \$4,000.

The open table reviews were discussed. Food and Beverage Director Chapple noted the restaurant's open table rating went from 4 stars to 4.3 stars. Food and Beverage Director Chapple noted he reads the open table reviews every day and shares them with staff. Commissioner Diver asked how bad reviews are handled. Food and Beverage Director Chapple responded that he messages these customers and asks them to try the restaurant again as his guest at no charge. Chairman O'Shea said the secret shopper comments were good.

B. **Financial Report – Village Links – Financial Statements – May 2018**

Chairman O'Shea asked the financial report be split going forward with General Manager Vesevick reporting on the Village Links and Food and Beverage Director Chapple discussing Reserve 22 at future meetings. General Manager Vesevick indicated the Village Links and Reserve 22 is \$150,000 worse than last year. Operating expenses are up 10% due to higher salaries at Reserve 22. General Manager Vesevick said May's change in net position or bottom line is a \$310,000 deficit compared to last year's \$520,000. Golf revenue is down 9% and operating expenses are up 6%. Rounds played are down 2,000 from last year. Reserve 22 revenues were up 8%, while year-to-date operating income reflects a \$55,000 loss.

Chairman O'Shea asked the Pro Shop's future self-serve kiosk be discussed at an upcoming meeting this fall.

C. Trustee Liaison Report – John Kenwood

None.

4. OTHER BUSINESS

Commissioner Reinke asked that the Recreation Commission applicants be informed that all the positions have been filled.

5. NEXT REGULAR MEETING FRIDAY, JULY 27, 2018

6. ADJOURN

Commissioner Diver moved and Commissioner Reinke seconded, to adjourn the meeting. The meeting was adjourned at 8:24a.m.

Submitted by Aileen Haslett, Recording Secretary

Reviewed by General Manager Jeff Vesevick



Recreation Commission
Village Links/Reserve 22
Glen Ellyn, IL 60137

Meeting: 08/24/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Minutes
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3517)

DOC ID: 3517

Village Links/Reserve 22 - Minutes - July 27, 2018

ATTACHMENTS:

- MN072718AH (PDF)

**RECREATION COMMISSION
MINUTES
JULY 27, 2018**

Board or Commission: Recreation
Meeting: Regular
Quorum: Yes

Called to Order: 7:03A.M.
Adjourned: 7:38P.M.

MEMBER ATTENDANCE:

Tim O'Shea	Chairman	Excused Absence
Tim Casper	Commissioner	Excused Absence
Brian Diver	Commissioner	Present
Glen G. Graham	Commissioner	Excused Absence
Kevin S. Kennebeck	Commissioner	Excused Absence
Mark W. Reinke	Commissioner	Present

Also Present:

Jeff Vesevick	General Manager / Staff Liaison	Present
John Kenwood	Liaison Trustee	Present
Mark Franz	Village Manager	Excused Absence
Brad Chapple	Food and Beverage Director	Present
Tom Fota	Executive Chef	Excused Absence
Mike Campbell	Golf Professional	Excused Absence
Noel Allen	Director of Golf	Excused Absence
Chris Pekarek	Golf Course Superintendent	Excused Absence

1. CALL TO ORDER

The July 27, 2018 regular meeting of the Recreation Commission was called to order at 7:03A.M. at the Village Links of Glen Ellyn; 485 Winchell Way; Glen Ellyn, Illinois by Commissioner Reinke.

2. PUBLIC COMMENTS

None.

3. APPROVAL OF MINUTES FROM JUNE 29, 2018 MEETING.

There was not a quorum so the minutes could not be approved and will appear on the next agenda.

4. STANDING REPORTS

A. Manager's Report – General Manager Jeff Vesevick

1. Village Links/Reserve 22 – Manager's Report – June 2018

General Manager Vesevick said June was a not a good month for golf with the hot, humid, and rainy days. General Manager Vesevick indicated the good news is that business picked up in July, with this July slightly ahead of last year. Golf outings continue to be popular for the Links. The PGA junior league is strong and there is a lot of interest in the golf course.

Attachment: MN072718AH (3517 : Village Links/Reserve 22 - Minutes - July 27, 2018)

Food and Beverage Director Chapple said the restaurant was down about 5%, while banquets were up 9%. When golf rounds are down it is hard for the restaurant to keep up. Food and Beverage Director Chapple indicated his main challenge is watching labor costs. The new restaurant and banquet menus are out and doing really well.

Commissioner Reinke noticed costs were up for Reserve 22, which is probably due to labor. Commissioner Reinke noted service levels have been really good. General Manager Vesevick noted part of the reason labor is up is due to the new Restaurant Manager, Rainn Incardone, who started in May and her main priority is to improve service levels.

Commissioner Diver asked about bar and food sales. Food and Beverage Director Chapple replied beer sales decreased by 8% and non-alcoholic beverages were down 18%, which is directly attributable to the decrease in golf, while food sales were up 2%.

B. Reserve 22 – Brad Chapple

1. Reserve 22 – Secret Shopper 1 – June 2018
2. Reserve 22 – Secret Shopper 2 – June 2018
3. Reserve 22 – Open Table Reviews – June 2018

General Manager Vesevick said Reserve 22's rating has increased from 3.6 stars last year to almost 4.4 stars this year due to improved service which resulted in higher labor costs. General Manager Vesevick indicated Food and Beverage Director Chapple will work on staff efficiencies going forward while maintaining high service levels.

C. Financial Report – General Manager Jeff Vesevick

1. Village Links/Reserve 22 – Financial Statements - June 2018

General Manager Vesevick reported the financials are down from last year. Departments are on red alert to watch expenses and cut costs in light of the reduction in revenue.

D. Trustee Liaison Report – John Kenwood

Trustee Kenwood updated the Commission on the activities of the Village Board. The former Geische property sold and will be redeveloped into an apartment complex. The apartment development across from the library is moving forward. The Village Board is currently reviewing financing options for the proposed parking garage behind the Civic Center. The Civic Center renovation has been delayed

slightly due to some HVAC issues. The Village Board approved the agreement with the College of DuPage for the Innovate DuPage program.

5. **DISCUSSION – CURRENT MARKETING INITIATIVES**

1. Village Links/Reserve 22 – Marketing Summary

General Manager Vesevick said earlier in the year Grotto Marketing was hired to develop a comprehensive marketing plan. The new marketing person is moving along really well with several new marketing initiatives including: a recent *Around the Town* broadcast featuring the Village Links and Reserve 22 on the WGN morning news, a drone fly over which will be placed on the website and on Facebook, advertising at the Glen Ellyn train station, and a new birthday club whereby patrons will receive \$10 off during their birthday month and a free dessert. The new marketing person will also be changing the website provider, which will lower costs.

Commissioner Reinke asked about the schedule for the dining room renovation. General Manager Vesevick replied the dining room renovation will begin in late September and will be finished by October 15. Commissioner Diver asked if the dining room will be closed during this time. General Manager Vesevick responded yes, but there will still be patio seating and the overflow crowd will dine in the banquet rooms. General Manager Vesevick added there will be a new marketing campaign for the remodeled dining room along with a grand opening event.

6. **OTHER BUSINESS**

7. **NEXT SPECIAL MEETING FRIDAY, AUGUST 24, 2018**

General Manager Vesevick emailed the Commissioners and determined that August 24, 2018 would be the next meeting date.

8. **AGENDA ITEMS**

9. **ADJOURN**

The meeting ended at 7:38AM.

Submitted by Aileen Haslett, Recording Secretary
Reviewed by General Manager Jeff Vesevick



Recreation Commission
Village Links/Reserve 22
Glen Ellyn, IL 60137

Meeting: 08/24/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Report
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3518)

DOC ID: 3518

Village Links/Reserve 22 - Manager's Report - July 2018

ATTACHMENTS:

- Managers Report082418 (PDF)

Manager's Report for July 2018

Submitted by Jeff Vesevick, General Manager

The weather during the month was good for golf. There was 1.27" of rain which fell over 8 days. Average rainfall in July is 3.97".

High Temperatures in July																				
	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000	1999
100° days							1							1						1
90° days	2		1	2		4	15	10	4			3	7	6		5	14	12	1	14
80° days	20	20	20	18		14	15	20	25	12	26	21	18	19	21	20	13	11	18	15
70° days	8	10	8	8		9		1	2	15	5	7	6	5	9	6	4	8	12	1
60° days	1	1	1	3		4				4					1					
50° days																				
40° days																				
30° days																				
Rain	1.7"	4.4"	6.4"	2.5"	2.2"	2.4"	4.0"	5.8"	9.2"	1.9"	4.0"	3.4"	2.0"	2.0"	2.0"	5.7"	2.3"	3.2"	4.4"	2.5"

GOLF

Rounds played were down 2% for the month, and are down 11% for the year

Greens Fees were up 1% for the month, and are down 7% for the year

Motor Cart rentals were up 5% for the month, and are down 8% for the year

Driving Range was up 6% for the month, and is up 1% for the year

Golf Shop merchandise sales were down 6% for the month, and are down 2% for the year

Total Golf revenues were up 2% for the month, and are down 6% for the year

Golf Revenue July										
	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Rounds	13,766	11,541	12,119	11,515	11,648	12,879	13,243	11,835	12,191	11,933
Green Fees	346,388	284,613	302,685	289,643	290,661	315,980	327,770	309,969	317,849	319,389
Driving Range	47,066	35,398	37,297	38,871	15,027	47,693	55,416	41,188	47,538	50,378
Pro Shop	24,909	22,778	28,278	21,284	17,344	23,085	26,178	21,903	26,049	24,517
Carts	73,887	65,547	74,519	79,842	78,726	83,735	88,075	82,628	89,841	94,449
Resident Cards	2,324	1,833	1,947	1,460	1,940	2,570	2,470	2,500	2,000	2,900
Miscellaneous	6,069	18,698	38,315	9,880	8,876	8,488	13,412	10,126	10,842	9,819
Total Revenue	500,858	429,110	473,066	440,949	412,534	481,551	539,131	468,315	494,119	501,452
<i>Golf Revenues in July were the second best in the past 10 years</i>										

The **Ed Posh Scholarship Shootout** had a very successful event on July 20. The Fund raised approximately \$50,000 toward scholarships which are awarded to 4 deserving students each year. 2018 marked the 23rd anniversary for the event, held each year at the Village Links, which honors Head Golf Professional Emeritus Ed Posh.

Staff hosted a total of 11 outside events in July 2018, 3 fewer than last year. Revenues generated were relatively flat from those outings, however, due to larger size groups. Outings in July represented 5% of the rounds played, and 10% of golf revenues for the month.

Golf Staff kept quite busy administering and conducting its 13 weekly leagues, the PGA Junior League, Junior Camps and Clinics, and Adult Lesson programs. These numerous scheduled events help to keep the Village Links one of the busiest courses in the area.

The Village Links again hosted **The American Foot Golf League's** local qualifier for its National Championship for the third consecutive year, on July 29. The AFGL selected the Village Links from a list of candidates, and hope to have the regional qualifier here in the fall. Foot Golf rounds of 129 were comparable to last year's 131. Year to date rounds are down 47%, producing \$2,742 in additional revenue, and filling idle space on the 9-hole course.

The Village Links entered into an email marketing campaign with the **Chicago District Golf Association**, which sent a promotional offer to its expansive database to play the Village Links for a mild discount. The promotion generated 45 rounds of golf, and \$3,465 in revenue.

Grounds

It rained 1.72" over 8 days. The average July sees 3.97" of rain. Carts were grounded only one morning on the 9 and 18 hole courses. After record setting rain in May and June, we had a very dry July receiving only 43% of normal rainfall. Staff spent a lot of time Hand watering dry areas on greens and tees. The golf course continued to be in very good shape.

Grounds

1. A new drain tile was installed in the left rough of #9 on the 9 hole course.
2. The bunkers were rehabbed twice after rains washed them out.
3. Litter was removed from the parkways twice.
4. Greens, tees and fairways were treated twice for disease.
5. The 18 hole greens and putting greens were top dressed twice.
6. Ash trees were treated for Emerald Ash Borers.
7. Cart paths were edged.
8. Par 3 yardage plates were trimmed.
9. Staff began hand trimming around sprinkler heads.

Mechanical and Building Maintenance

1. New HVAC condensate drain lines were installed in the clubhouse attic.
2. Twenty one cutting units were sharpened.
3. Eight pieces of equipment were serviced.
4. The kitchen and bar equipment was serviced.

Horticulture

1. Flower beds were weeded twice.
2. The police station and fire station #2 landscape beds were weeded.
3. Landscape shrub trimming continued.

RESERVE 22

Restaurant sales seem to be leveling off a bit in our fifth season of operation. Banquets continue to grow at a slow, but steady rate.

Staff introduced a **Birthday Club** to Reserve 22 patrons, offering them a discount if they visit during their birthday month. The offer is aimed at increasing both the volume in the restaurant, and also the data base of emails.

Reserve 22 - July				Year To Date		
Restaurant	2017	2018	+/-	2017	2018	+/-
Beverages	10,045	8,705	-13.3%	33,157	29,342	-11.5%
Beer	47,161	44,302	-6.1%	190,107	179,847	-5.4%
Wine	19,376	21,051	8.6%	87,308	101,299	16.0%
Spirits	22,430	22,787	1.6%	100,593	101,141	0.5%
Food	117,578	119,445	1.6%	529,011	525,934	-0.6%
Total Restaurant	216,591	216,290	-0.1%	940,176	937,564	-0.3%
Banquets	2017	2018	+/-	2017	2018	+/-
Beverages	2,553	3,020	18.3%	10,993	8,266	-24.8%
Beer	1,861	3,426	84.1%	33,872	34,457	1.7%
Wine	2,383	1,490	-37.5%	22,815	18,678	-18.1%
Spirits	5,229	3,609	-31.0%	30,133	30,600	1.6%
Food	40,025	41,510	3.7%	210,124	254,083	20.9%
Misc.	2,813	650	-76.9%	11,614	20,853	79.5%
Total Banquets	54,864	53,704	-2.1%	319,552	366,937	14.8%
	2017	2018	+/-	2017	2018	+/-
Other	42,667	43,434		148,246	154,423	
Total Reserve 22	314,121	313,428	-0.2%	1,407,973	1,458,924	3.6%

Management is busy advertising for the eminent exodus of our part time staff who will be heading off to college in mid-August. Advertisements have been placed on Indeed, and Craig's list, as well as contacts made at College of DuPage.

Sights on Service has been providing Reserve 22 with a Secret Shopper program since the beginning of May 2016, sending two shoppers per month. Shoppers rate the Reserve 22 experience on several points of contact, including telephone skills, greeting, appearance, ambiance, service level, problem solving, food quality, timing, and hostess skills. Staff will use the results of each shop as a tool to gain insight on the perception of our business through the eyes of our Guests.

Production for the restaurant renovation appears to be on schedule, and staff, along with Marketing Strategist Julie Rusin, are preparing for the "relaunch", scheduled for October 15, which will include the presentation of the fall menu.



Recreation Commission
Village Links/Reserve 22
Glen Ellyn, IL 60137

Meeting: 08/24/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Report
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3524)

DOC ID: 3524

Village Links/Reserve 22 - 2018 Agenda Schedule

ATTACHMENTS:

- Agenda Schedule (PDF)

VILLAGE OF GLEN ELLYN
RECREATION COMMISSION
2018 AGENDA SCHEDULE of topics for discussion

January

Golf Schedule of Events

July

Marketing initiatives

February

Reserve 22 Presentation - F&B Director
Promos, Events, Goals, KPIs, Policies

August

Capital Projects

March

Golf Operations Presentation - Director of Golf
Promos, Events, Goals, KPIs, Policies

September

Budget Workshop
User Fee Structure Workshop

April

Grounds Presentation - Golf Course Superintendent
Projects, Goals, KPIs, Policies

October

Budget Recommendation

May

November

User Fees Recommendation
Facility Marketing & Promotions Plan

June

Cash Reserve Policy

December

Reserve 22 Schedule of Events

Attachment: Agenda Schedule (3524 : Village Links/Reserve 22 - 2018 Agenda Schedule)

Topics for discussion may change frequently



Recreation Commission
Village Links/Reserve 22
Glen Ellyn, IL 60137

Meeting: 08/24/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Report
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3521)

DOC ID: 3521

Reserve 22 - Google Reviews - July 2018

ATTACHMENTS:

- GOOGLE REVIEWS July 18 (PDF)

GOOGLE REVIEWS

What 79 People Are Saying

Overall ratings and reviews

Reviews can only be made by diners who have eaten at this restaurant

4.2 based on recent ratings

4.2

Food

4.2

Service

4.5

Ambience

4.2

Value

Noise · Moderate

96% of people would recommend it to a friend

Loved For

Outdoor Dining

West Suburbs

Scenic View

West Suburbs

WS

WoodenShoes63

Chicago

4 reviews

Dined on July 28, 2018

Overall4Food4Service4Ambience4

Enjoyed an evening with great friends on the patio. Lovely evening !

Report

Helpful

P

Peter

Chicago

5 reviews

Dined on July 22, 2018

Overall4Food4Service4Ambience5

Went for an early dinner following a play at College of Dupage. Sat outside with a pleasant view. Food was good, but not remarkable. Service was very good and fun.

Report

Helpful

J

VIP

Jjln148

Chicago

40 reviews

Dined on July 20, 2018

Overall3Food5Service5Ambience3

The restaurant is WAY TOO NOISY. Makes it very difficult for a normal conversation . The patio is very nice, but over run by little kids whose parents are drinking and having a good time, BUT paying no attention to their children.

[+ Read more](#)

Report

Helpful

3

VIP

3xcharm

Chicago

7 reviews

Dined on July 18, 2018

Overall3Food3Service2Ambience5

My waiter was incredibly inattentive and slow. I had to wait a long time for my food. When it finally came out and was wrong, it took a very long time for it to be corrected. The waiter wasn't knowledgeable about the menu. I had several questions of which he had to go ask in the kitchen for answers. He also gave me incorrect information about the item I did order. The outside seating was absolutely lovely and I thoroughly enjoyed the atmosphere!

[+ Read more](#)

Report

Helpful

W

Will

Chicago

3 reviews

Dined on July 17, 2018

Overall5Food5Service5Ambience5

An amazing burger that cant be matched for that price (half off). The outdoor patio was a perfect setting for a great July evening in Glen Ellyn.

Report

Helpful

M

VIP

Mulligan

Chicago

6 reviews

Dined on July 13, 2018

Overall4Food4Service4Ambience4

Great time. Only wish they still had the Salad Louie!

Report

Helpful

PD

PaulD

1 review

Dined on July 11, 2018

Overall5Food5Service5Ambience5

Lovely attentive service. Knowledgeable Server who made for a delightful evening.

Report

Helpful

JG

JillG

1 review

Dined on July 9, 2018

Overall5Food5Service5Ambience5

great food great time. Manager came over to introduce herself to us and ask if we needed anything. Highly recommend!

Report

Helpful

M

Marianne

Chicago

2 reviews

Dined on July 9, 2018

Overall5**Food**4**Service**5**Ambience**5

Six of us Matt to celebrate a birthday and the patio was a beautiful setting for this occasion. It was clean and well organized with tables along the edge so we could enjoy the beautiful view The servers, who seemed to be invested in our comfort, had just the right amount of friendliness. We all enjoyed our food. My only recommendation is that they could increase their salad menu. They need more options for vegetarians. The Cabernet we were served was outstanding.

[+ Read more](#)

Report

Helpful

J

jefft

1 review

Dined on July 7, 2018

Overall3**Food**2**Service**5**Ambience**5

new chef has changed menu drastically. Will not allow any substitutions. That is crazy. Been eating here for 30+ years. Not sure if going back

Report

Helpful

LL

LeeL

Chicago

4 reviews

Dined on July 3, 2018

Overall5**Food**5**Service**5**Ambience**5

Always a nice place for a relaxing evening



Recreation Commission
Village Links/Reserve 22
Glen Ellyn, IL 60137

Meeting: 08/24/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Report
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3522)

DOC ID: 3522

Reserve 22 - Secret Shopper - July 2018

ATTACHMENTS:

- Secret Shopper 0718 (PDF)



Jeff Vesevick <jvesevick@villagelinksgolf.com>

JEFF VESEVICK - RESERVE 22 AT THE VILLAGE LINKS {GLEN ELLYN, IL} HAS A NEW REPORT FOR YOU TO REVIEW.

3 messages

reports@secretshopper.com <reports@secretshopper.com>
To: jvesevick@villagelinksgolf.com

Wed, Aug 1, 2018 at 8:05 AM

Location Information

Name	RESERVE 22 AT THE VILLAGE LINKS
Address	485 WINCHELL WAY
City	GLEN ELLYN
State	IL
Zip	60137
Phone Number	(630) 469-5550
Evaluation ID	873939
Evaluation Date	07/17/2018

Section Scores

Phone:	15/15 (100%)
Store Exterior:	12/12 (100%)
Host:	24/24 (100%)
Service:	33/33 (100%)
Timing:	18/18 (100%)
Food Quality:	18/18 (100%)
Problem Solving:	(N/A)
Ambiance:	21/21 (100%)
Guest Comments:	5/5 (100%)
Overall:	146/146 (100%)

Initial Questions

1. Arrival Time	12:33:35 PM
2. Departure Time	01:31:20 PM
3. Customer Traffic	Heavy

1. Phone

Score: 15/15 (100%)

1. Name and gender of person called	Name: Skylar Gender: Female
2. Date of call (mm/dd/yyyy)	07/17/2018
3. Time of call (hh:mm:ss A/P)	11:09:35 AM
4. Phone was answered promptly and in a friendly manner	Yes
5. Number of rings before the phone was answered	1
6. Associate identified the name of the business	Yes
7. Your questions were answered knowledgeably	Yes
8. If necessary, you were given detailed direction and parking information to get you to the restaurant easily (N/A if you did not ask for directions)	N/A
9. Associate was friendly and not rushed with their answers	Yes
10. Overall, did you hang up feeling satisfied and positive?	Yes
11. Please explain any No answers in detail (N/A if all questions were answered Yes)	N/A
12. Overall Telephone experience and comments (please explain in detail)	

The call was answered by an enthusiastic associate who spoke clearly.

2. Store Exterior

Score: 12/12 (100%)

1. Outdoor signage was clearly displayed and visible	Yes
--	-----

Attachment: Secret Shopper 0718 (3522 : Reserve 22 - Secret Shopper - July 2018)

- | | |
|---|-----|
| 2. Outdoor signage was properly lit (N/A if it was light outside) | N/A |
| 3. Trash cans were clean and not overflowing | Yes |
| 4. The entryway and sidewalk were free of debris | Yes |
| 5. The restaurant had a well-kept exterior appearance | Yes |
| 6. Please explain any No answers in detail (N/A if all questions were answered Yes) | N/A |
| 7. Overall Curb Appeal experience and comments (please explain in detail) | |

The plants, trees and shrubs looked well maintained. The combination of the different colors were visually appealing.

3. Host

Score: 24/24 (100%)

- | | |
|--|--|
| 1. Name and description of host | Name: Cassie
Gender: Female
Age: Under 20
Height: 5'10
Hair Color: Dark |
| 2. Host appeared neat and well groomed | Yes |
| 3. Host greeted you in a timely fashion | Yes |
| 4. Host greeted you with eye contact and a sincere smile | Yes |
| 5. Host was friendly | Yes |
| 6. Host was knowledgeable with any questions asked of him/her | Yes |
| 7. Host station was clean and orderly | Yes |
| 8. If there was a wait for a table, was it accurate? (N/A if there was no wait time) | N/A |
| 9. The table was clean, stocked and organized in appearance | Yes |
| 10. You were given clean and damage free menus | Yes |
| 11. Please explain any No answers in detail (N/A if all questions were answered Yes) | N/A |
| 12. Overall Host experience and comments (please explain in detail) | |

We were greeted by a smiling face which made us feel welcomed.

4. Service

Score: 33/33 (100%)

- | | |
|--|--|
| 1. Name and complete description of server/bartender | Name: Lauren
Gender: Female
Age: 20's - 30's
Height: 5'3
Hair Color: Blonde |
| 2. You were greeted with a sincere smile | Yes |
| 3. Your server knew about the menu items when asked (N/A if no questions were asked) | Yes |
| 4. Food was delivered correctly and in a timely manner | Yes |
| 5. Server offered you more to drinks when necessary | Yes |
| 6. Your table was kept free of unnecessary clutter | Yes |
| 7. Server had a pleasant attitude and seemed to enjoy his/her job | Yes |
| 8. Seats, tabletop and table base were clean | Yes |
| 9. The condiments were clean and organized | Yes |
| 10. Server appeared neat and well groomed | Yes |
| 11. Menus were clean, damage free and easy to read | Yes |
| 12. Server thanked you after payment | Yes |
| 13. Please explain any No answers in detail (N/A if all questions were answered Yes) | N/A |
| 14. Overall Service experience and comments (please explain in detail) | |

The server introduced herself just as we were sitting down at the table. We were given a few minutes to make our decisions. My question about the quesadilla was answered in a knowledgeable manner.

5. Timing

Score: 18/18 (100%)

- | | |
|--|----------|
| 1. Server greeted you within two minutes | Yes |
| 2. Actual minutes the server took to greet you (MM:SS) | 00:00:02 |
| 3. Beverages were delivered in a timely manner | Yes |
| 4. Actual minutes for beverage delivery (MM:SS) | 00:03:10 |
| 5. Appetizer was delivered in a timely manner (N/A if you did not order an appetizer) | N/A |
| 6. Actual minutes for appetizer delivery (0 if you did not order an appetizer) (MM:SS) | 00:00:00 |
| 7. Entrees were delivered in a timely manner | Yes |
| 8. Actual minutes from entre order to delivery or actual minutes from appetizer delivery to entre delivery (MM:SS) | 00:13:45 |
| 9. Server/bartender checked back within a timely manner after the entree was delivered | Yes |
| 10. Actual minutes for the associate to check back regarding food quality (MM:SS) | 00:02:00 |
| 11. The check was delivered in a timely manner | Yes |
| 12. Actual minutes for check delivery (MM:SS) | 00:02:25 |

- | | |
|--|----------|
| 13. Server checked back soon after presenting the check | Yes |
| 14. Actual minutes for check back (MM:SS) | 00:04:10 |
| 15. Please explain any No answers in detail (N/A if all questions were answered Yes) | N/A |
| 16. Overall timing experience and comments (please explain in detail) | |

The food was presented quickly.

6. Food Quality

Score: 18/18 (100%)

- | | |
|---|-----|
| 1. Appetizer Ordered: (N/A if you did not order an appetizer) | N/A |
| 2. The appetizer was fresh and had good flavor (N/A if you did not order an appetizer) | N/A |
| 3. The appetizer looked appetizing and was presented neatly (N/A if you did not order an appetizer) | N/A |
| 4. The appetizer was served at the appropriate temperature (N/A if you did not order an appetizer) | N/A |
| 5. Appetizer comments: (N/A if you did not order an appetizer) | N/A |
| 6. Entree one ordered | |

Buffalo Chicken Quesadilla

- | | |
|--|-----|
| 7. Entree one was fresh and had good flavor | Yes |
| 8. Entree one looked appetizing and was presented neatly | Yes |
| 9. Entree one was served at the appropriate temperature | Yes |
| 10. Entree one comments | |

The entree filled the entire rectangle plate. The accompaniments of lettuce and diced tomatoes added just the right amount of color.

11. Entree two ordered

Chicken Linguini

- | | |
|---|-----|
| 12. Entree two was fresh and had good flavor | Yes |
| 13. Entree two looked appetizing and was presented neatly | Yes |
| 14. Entree two was served at the appropriate temperature | Yes |
| 15. Entree two comments | |

The bowl was filled with pasta and colorful vegetables, meat and sauce. All were piping hot.

- | | |
|---|-----|
| 16. Dessert ordered (N/A if you did not order dessert) | N/A |
| 17. The dessert was fresh and had good flavor (N/A if you did not order dessert) | N/A |
| 18. The dessert looked appetizing and was presented neatly (N/A if you did not order dessert) | N/A |
| 19. The dessert was served at the appropriate temperature (N/A if you did not order dessert) | N/A |
| 20. Dessert comments: (N/A if you did not order dessert) | N/A |

7. Problem Solving

Score: (N/A)

- | | |
|--|-----|
| 1. Server kept you updated on the progress of your food, if the wait time was longer that the specified time (N/A if there was no long wait) | N/A |
| 2. Server removed any unwanted items (N/A if there were not any unwanted items) | N/A |
| 3. Server removed unwanted items from the bill (N/A if there were not any unwanted items) | N/A |
| 4. Server remained calm, in control and sincere about wanting to correct the problem (N/A if there was not a problem) | N/A |

8. Ambiance

Score: 21/21 (100%)

- | | |
|---|------|
| 1. The music volume was at a good level and appropriate for the setting | Yes |
| 2. The lighting was appropriate | Yes |
| 3. The temperature was comfortable | Yes |
| 4. The windows were clean | Yes |
| 5. The restaurant had a well-kept interior appearance | Yes |
| 6. Which restroom did you use | Mens |
| 7. The restrooms were clean and fresh with wiped counters and litter free floors | Yes |
| 8. The restrooms were stocked appropriately | Yes |
| 9. Please explain any No answers in detail (N/A if all questions were answered Yes) | N/A |
| 10. Overall Ambiance experience and comments (please explain in detail) | |

The temperature in the dining room varied quite a bit, as the outside doors were used frequently in order to access the patio customers.

9. Guest Comments

Score: 5/5 (100%)

1. What did you like best about your visit

The food was outstanding in every way. The color, plate coverage and temperature were all excellent.

2. In what way if any, did this visit not meet your expectations

Having most of the lunch customers seated on the outdoor patio, there were some flying insects that made their way into the dining area and were buzzing about.

3. Please share any overall comments, observations or suggestions

It would be a nice convenience to have the calorie count on the menu next to the price. Also, the printed "Specials" did not list the half price burgers, which the server mentioned to us.

4. Based on this visit how likely are you to return

5 (Very Likely)

Jeff Vesevick <jvesevick@villagelinksgolf.com>

Wed, Aug 1, 2018 at 1:34 PM

To: Brad Chapple <bchapple@reserve22.com>, Thomas Fota <tfota@reserve22.com>, Rainn Incardone <rincardone@reserve22.com>

Excellent!

Jeff Vesevick
General Manager
The Village Links / Reserve 22 of Glen Ellyn
630-469-8192
jvesevick@villagelinksgolf.com



[Quoted text hidden]

Rainn Incardone <rincardone@villagelinksgolf.com>

Thu, Aug 2, 2018 at 12:03 AM

To: Jeff Vesevick <jvesevick@villagelinksgolf.com>

Cc: Brad Chapple <bchapple@reserve22.com>, Rainn Incardone <rincardone@reserve22.com>, Thomas Fota <tfota@reserve22.com>

Awesome, thanks

[Quoted text hidden]

--

Rainn Incardone
Restaurant Manager
Reserve 22
485 Winchell Way, Glen Ellyn, IL 60137
630-469-5550
rincardone@Reserve22.com

Attachment: Secret Shopper 0718 (3522 : Reserve 22 - Secret Shopper - July 2018)



Recreation Commission
Village Links/Reserve 22
Glen Ellyn, IL 60137

Meeting: 08/24/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Report
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3519)

DOC ID: 3519

Village Links/Reserve 22 - Financial Statements - July 2018

ATTACHMENTS:

- Village Links - Financial Statements - July 2018 (PDF)

VILLAGE LINKS / RESERVE 22
STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION
As of July 31, 2018

ORG	DESCRIPTION	2018 BUDGET	MONTH				YEAR-TO-DATE			
			2018	2017	DIFF	% DIFF	2018	2017	DIFF	% DIFF
	REVENUES:									
5500	Village Links Revenues	\$ 3,001,000	\$ 503,076	\$ 518,090	\$ (15,013)	-3%	\$ 1,538,305	\$ 1,647,038	\$ (108,733)	-7%
5520	Reserve 22 Revenues	2,495,100	313,428	314,121	(693)	0%	1,458,924	1,407,973	50,951	4%
	Total Revenues	\$ 5,496,100	\$ 816,504	\$ 832,211	\$ (15,707)	-2%	\$ 2,997,229	\$ 3,055,011	\$ (57,782)	-2%
	EXPENDITURES:									
55700	Administration	\$ 388,853	\$ 31,968	\$ 29,008	\$ 2,959	10%	\$ 223,352	\$ 206,922	\$ 16,430	8%
55710	Golf Course Maintenance	854,925	69,518	65,613	3,905	6%	456,090	406,275	49,815	12%
55720	Golf Services	722,646	76,637	76,091	547	1%	414,830	393,587	21,243	5%
55730	Reserve 22	2,243,966	274,087	236,176	37,911	16%	1,382,659	1,244,714	137,945	11%
55740	Stormwater Management	38,415	3,167	5,499	(2,332)	-42%	9,392	32,039	(22,647)	-71%
55750	Pro Shop Merchandise	176,845	20,185	24,819	(4,635)	-19%	90,539	93,015	(2,475)	-3%
55780	Motorized Carts	48,620	7,067	6,630	438	7%	18,873	18,868	4	0%
557X5	Mechanical Maintenance	164,290	19,560	10,817	8,744	81%	142,151	103,347	38,804	38%
	Total Operating Expenses	\$ 4,638,560	\$ 502,189	\$ 454,652	\$ 47,536	10%	\$ 2,737,886	\$ 2,498,767	\$ 239,119	10%
	Operating Income	\$ 857,540	\$ 314,316	\$ 377,559	\$ (63,243)	-17%	\$ 259,342	\$ 556,244	\$ (296,902)	-53%
	Debt Service	652,096	-	-	-	0%	66,048	72,573	(6,525)	-9%
	Capital Expenditures	268,542	23,340	1,326	22,014	1661%	50,452	398,868	(348,416)	-87%
	CHANGE IN NET POSITION	\$ (63,098)	\$ 290,976	\$ 376,233	\$ (85,257)	-23%	\$ 142,843	\$ 84,803	\$ 58,040	68%

KEY METRICS

	<u>Goal</u>						
Personnel Expenses as % of Sales	46%	34%	31%	3%	47%	44%	3%
Cash Balance (End of Month, in \$000's)	\$ 1,438	\$ 1,579	\$ 1,834	\$ (256)			

VILLAGE LINKS
STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION
GOLF
(Including Administration, Grounds, & Mechanical Maintenance)
As of July 31, 2018

ORG/ OBJECT	DESCRIPTION	2018 BUDGET	MONTH				YEAR-TO-DATE			
			2018	2017	DIFF	% DIFF	2018	2017	DIFF	% DIFF
5500	VILLAGE LINKS REVENUES:									
440550	Green Fees	\$ 1,850,000	\$ 319,389	\$ 317,849	\$ 1,540	0%	\$ 906,557	\$ 976,454	\$ (69,897)	-7%
440554	Pro Shop - Sales	195,000	24,517	26,049	(1,532)	-6%	101,760	104,261	(2,500)	-2%
440555	Motor Carts	560,000	94,449	89,901	4,548	5%	261,938	283,114	(21,176)	-7%
440556	Driving Range	260,000	50,378	47,538	2,841	6%	161,419	160,291	1,128	1%
440557	Resident Cards	32,000	2,900	1,940	960	49%	30,500	31,345	(845)	-3%
460100	Investment Income	9,000	1,280	654	626	96%	9,673	3,927	5,746	146%
489000	Miscellaneous Revenue	95,000	10,298	34,008	(23,710)	-70%	66,314	88,249	(21,935)	-25%
489100	Miscellaneous - Over/Short	-	(135)	151	(287)	-190%	142	(603)	745	-124%
	Total Revenues	\$ 3,001,000	\$ 503,076	\$ 518,090	\$ (15,013)	-3%	\$ 1,538,305	\$ 1,647,038	\$ (108,733)	-7%
	COST OF GOODS SOLD:									
520945	Cost of Goods Sold - Pro Shop	\$ 147,225	\$ 17,640	\$ 22,303	\$ (4,662)	-21%	\$ 73,802	\$ 76,805	\$ (3,003)	-4%
	Total Cost of Goods Sold	\$ 147,225	\$ 17,640	\$ 22,303	\$ (4,662)	-21%	\$ 73,802	\$ 76,805	\$ (3,003)	-4%
	Gross Profit	\$ 2,853,775	\$ 485,436	\$ 495,787	\$ (10,351)	-2%	\$ 1,464,503	\$ 1,570,233	\$ (105,730)	-7%
	OTHER OPERATING EXPENSES:									
510100	Salaries - Pensionable	\$ 865,895	\$ 71,323	\$ 77,930	\$ (6,607)	-8%	\$ 432,580	\$ 454,404	\$ (21,824)	-5%
510120	Salaries - Non-Pensionable	219,275	33,371	26,203	7,168	27%	84,995	81,338	3,658	4%
510200	Salaries - Overtime	4,500	835	459	376	82%	2,984	1,751	1,233	70%
510400	FICA	83,425	7,973	7,893	80	1%	39,052	40,327	(1,275)	-3%
510500	IMRF	85,710	6,797	7,947	(1,150)	-14%	41,889	45,915	(4,026)	-9%
590600	Health Insurance	109,400	8,186	8,216	(31)	0%	59,981	58,945	1,036	2%
52XXXX	Contractual Services	535,664	51,781	51,067	714	1%	402,899	300,121	102,778	34%
53XXXX	Commodities	343,500	30,195	16,458	13,738	83%	217,045	194,447	22,598	12%
	Total Operating Expenses	\$ 2,247,369	\$ 210,461	\$ 196,174	\$ 14,287	7%	\$ 1,281,425	\$ 1,177,248	\$ 104,178	9%
	Operating Income	\$ 606,406	\$ 274,975	\$ 299,613	\$ (24,638)	-8%	\$ 183,077	\$ 392,985	\$ (209,908)	-53%
	Operating Income Percentage	20%	55%	58%			12%	24%		

KEY METRICS

	<u>Goal</u>								
Rounds Played	72,000	11,933	12,191	(258)		35,789	40,279	(4,490)	
Revenue Per Round	\$ 41.68	\$ 42.16	\$ 42.50	(0.34)		\$ 42.98	\$ 40.89	\$ 2.09	
Resident Cards Sold	N/A	154	112	42		2,519	2,555	(36)	
Cost of Goods Sold % - Pro Shop	76%	72%	86%	-14%		73%	74%	-1%	
Personnel Expenses as % of Sales	46%	26%	25%	1%		43%	41%	2%	

VILLAGE LINKS
STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION
GOLF
(Including Administration, Grounds, & Mechanical Maintenance)
As of July 31, 2018

ORG/ OBJECT	DESCRIPTION	2018 BUDGET	MONTH				YEAR-TO-DATE			
			2018	2017	DIFF	% DIFF	2018	2017	DIFF	% DIFF
<u>MISCELLANEOUS REVENUE</u>										
Miscellaneous Revenue includes the following items, which don't fit into any of the major revenue categories:										
Handicap Service			\$ 745	\$ 275	\$ 470		\$ 24,925	\$ 22,575	\$ 2,350	
Police Station Landscaping Credit			-	22,391	(22,391)		-	22,391	(22,391)	
Hand Cart Rentals			3,532	4,530	(998)		11,794	14,143	(2,349)	
Adult & Junior Golf Lessons			3,039	3,077	(38)		12,289	11,212	1,077	
Club Repair			578	916	(338)		3,905	4,469	(564)	
Golf Club Rentals			1,130	1,110	20		2,800	3,120	(320)	
Locker Rentals			-	-	-		3,360	3,600	(240)	
Memorial Tree Donation			250	-	250		250	500	(250)	
Sales Tax (1.75%)			479	485	(6)		1,572	1,633	(61)	
Caddie Equipment			-	-	-		150	120	30	
Foot Golf Ball Rentals			110	85	25		175	320	(145)	
ATM Machine Commissions			40	34	6		84	87	(3)	
Misc. Tournament Prize			-	-	-		-	2,376	(2,376)	
Misc. Outing			-	536	(536)		-	536	(536)	
Misc./Misc.			395	570	(175)		5,010	1,168	3,842	
Total		\$ 95,000	\$ 10,298	\$ 34,008	\$ (23,710)		\$ 66,314	\$ 88,249	\$ (21,935)	

RESERVE 22
STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION
As of July 31, 2018

ORG/ OBJECT	DESCRIPTION	2018 BUDGET	MONTH				YEAR-TO-DATE			
			2018	2017	DIFF	% DIFF	2018	2017	DIFF	% DIFF
5520	RESERVE 22 REVENUES:									
441100	Food	\$ 1,350,000	\$ 168,217	\$ 164,254	\$ 3,963	2%	\$ 807,343	\$ 760,800	\$ 46,544	6%
441101	Liquor	250,000	30,815	31,229	(414)	-1%	144,015	141,091	2,924	2%
441102	Beer	475,000	64,450	66,146	(1,695)	-3%	261,028	272,772	(11,744)	-4%
441103	Wine	200,000	22,540	21,759	782	4%	119,352	110,123	9,229	8%
441104	NA Beverages	100,000	17,339	19,085	(1,746)	-9%	52,189	60,186	(7,996)	-13%
441106	Room Charges	-	-	(50)	50	-100%	1,100	1,780	(680)	-38%
441107	Service Charges	120,000	10,043	11,699	(1,656)	-14%	73,840	61,222	12,618	21%
489000	Miscellaneous Revenue	100	24	-	24	0%	56	-	56	0%
	Total Revenues	\$ 2,495,100	\$ 313,428	\$ 314,121	\$ (693)	0%	\$ 1,458,924	\$ 1,407,973	\$ 50,951	4%
	COST OF GOODS SOLD:									
530400	Cost of Goods Sold - Beer	\$ 131,600	\$ 12,376	\$ 12,741	\$ (364)	-3%	\$ 62,520	\$ 68,029	\$ (5,509)	-8%
530401	Cost of Goods Sold - Wine	78,000	8,923	3,019	5,904	196%	33,834	29,521	4,313	15%
530402	Cost of Goods Sold - Liquor	45,000	4,064	(1,015)	5,080	-500%	30,695	20,993	9,702	46%
530405	Cost of Goods Sold - NA Beverages	35,000	5,039	5,859	(820)	-14%	18,561	20,783	(2,222)	-11%
530420	Cost of Goods Sold - Food	445,500	64,727	48,753	15,974	33%	297,740	249,368	48,373	19%
	Total Cost of Goods Sold	\$ 735,100	\$ 95,130	\$ 69,357	\$ 25,773	37%	\$ 443,349	\$ 388,692	\$ 54,657	14%
	Gross Profit	\$ 1,760,000	\$ 218,298	\$ 244,764	\$ (26,466)	-11%	\$ 1,015,574	\$ 1,019,281	\$ (3,706)	0%
	Gross Profit Percentage	71%	70%	78%			70%	72%		
	OTHER OPERATING EXPENSES:									
510100	Salaries - Pensionable	\$ 570,000	\$ 59,474	\$ 55,509	\$ 3,965	7%	\$ 356,065	\$ 328,763	\$ 27,302	8%
510120	Salaries - Non-Pensionable	358,500	61,788	50,240	11,548	23%	249,541	184,112	65,429	36%
510200	Salaries - Overtime	22,000	1,215	6,152	(4,938)	-80%	5,163	21,686	(16,523)	-76%
510399	Tips Paid Through Payroll	-	110	38	72	188%	2,040	5,139	(3,099)	-60%
510400	FICA	101,146	11,826	10,869	957	9%	57,274	52,219	5,055	10%
510500	IMRF	56,380	6,217	6,956	(739)	-11%	38,258	40,802	(2,543)	-6%
590600	Health Insurance	70,000	7,480	2,045	5,436	266%	41,250	25,944	15,306	59%
52XXXX	Contractual Services	197,840	16,781	21,687	(4,906)	-23%	109,845	121,636	(11,791)	-10%
53XXXX	Commodities	133,000	14,065	13,321	744	6%	79,873	75,722	4,151	5%
	Total Operating Expenses	\$ 1,508,866	\$ 178,957	\$ 166,819	\$ 12,138	7%	\$ 939,309	\$ 856,022	\$ 83,288	10%
	Operating Income	\$ 251,134	\$ 39,341	\$ 77,946	\$ (38,605)	-50%	\$ 76,265	\$ 163,259	\$ (86,994)	-53%
	Operating Income Percentage	10%	13%	25%			5%	12%		

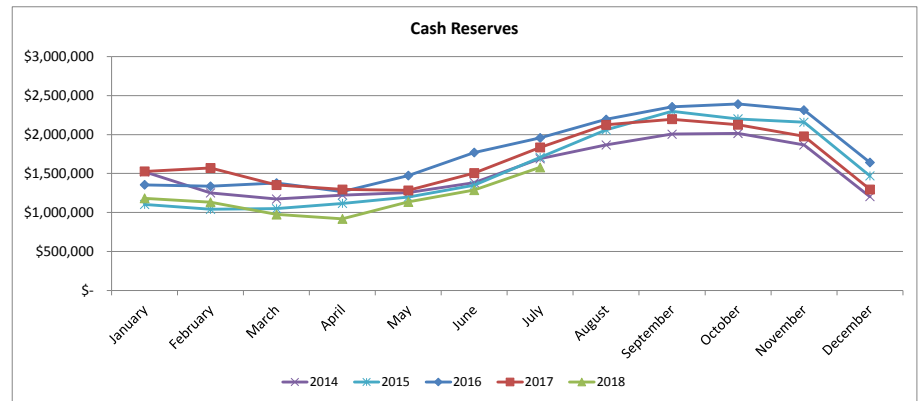
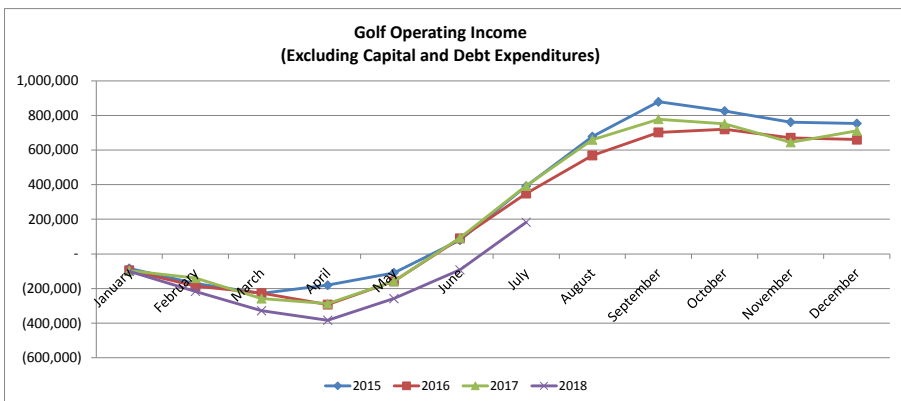
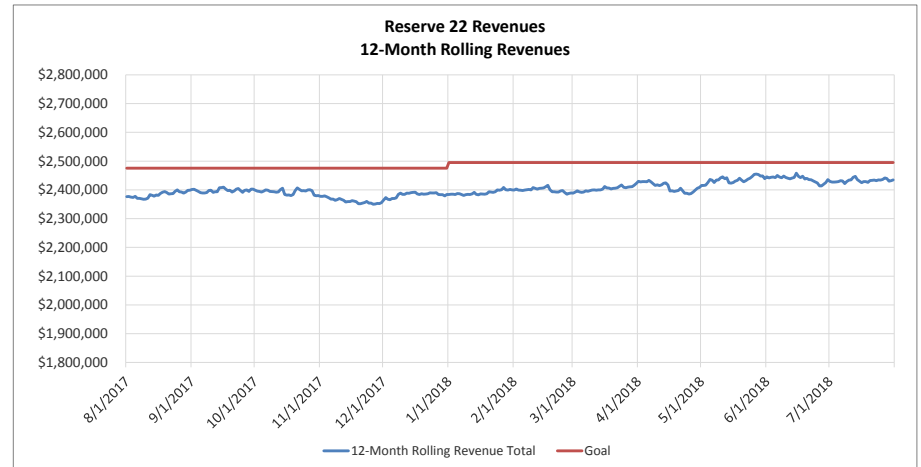
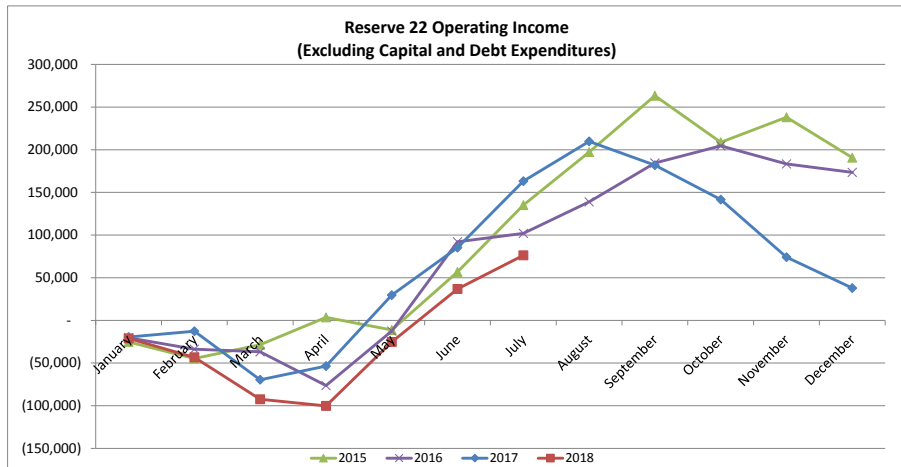
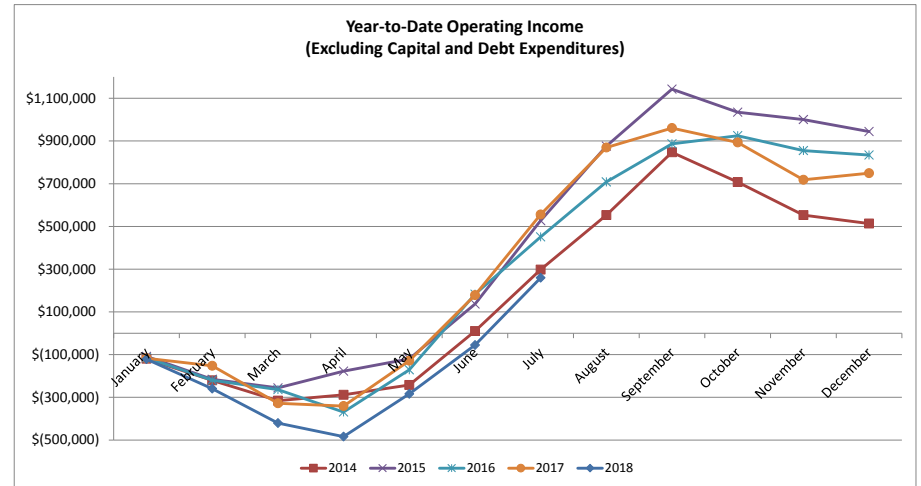
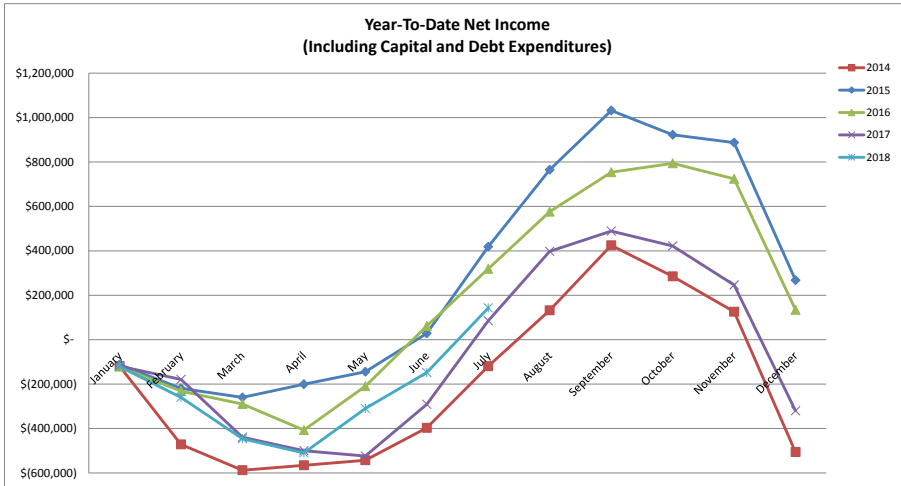


RESERVE
—22
TWENTY-TWO

RESERVE 22
STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION
As of July 31, 2018

ORG/ OBJECT	DESCRIPTION	2018 BUDGET	MONTH				YEAR-TO-DATE										
			2018	2017	DIFF	% DIFF	2018	2017	DIFF	% DIFF							
KEY METRICS																	
			Goal														
Revenue Source:																	
Restaurant/Bar	N/A	\$	216,289	\$	216,618	\$	(329)	0%	\$	939,775	\$	940,379	\$	(603)	0%		
Banquets	N/A		63,098		63,943		(845)	-1%		423,657		371,183		52,473	14%		
Other	N/A		34,041		33,560		481	1%		95,492		96,411		(919)	-1%		
Total		\$	2,495,100	\$	313,428	\$	314,121	\$	(693)	0%	\$	1,458,924	\$	1,407,973	\$	50,951	4%
Reserve 22 Revenues (Last 12 Months)	\$	2,495,100							\$	2,434,902	\$	2,373,779	\$	61,124	3%		
Reserve 22 Expenses (Last 12 Months)	\$	2,243,966							\$	2,484,012	\$	2,140,731	\$	343,280	16%		
# Guest Checks (Restaurant/Bar)	N/A		7,928		7,968		(40)			31,835		31,862		(27)			
Revenue Per Guest Check	N/A	\$	27.28	\$	27.19	\$	0.10		\$	29.52	\$	29.51	\$	0.01			
# Guests (Restaurant/Bar)	N/A		13,103		13,657		(554)			55,182		56,894		(1,712)			
Average Guest Spend	N/A	\$	16.51	\$	15.86	\$	0.65		\$	17.03	\$	16.53	\$	0.50			
# Banquets & Events Held	N/A		26		31		(5)			199		213		(14)			
Cost of Goods Sold %	29%		30%		22%		8%			30%		28%		3%			
Cost of Goods Sold % (By Category):																	
Cost of Goods Sold - Beer	28%		19%		19%		0%			24%		25%		-1%			
Cost of Goods Sold - Wine	39%		40%		14%		26%			28%		27%		2%			
Cost of Goods Sold - Liquor	18%		13%		-3%		16%			21%		15%		6%			
Cost of Goods Sold - NA Beverages	35%		29%		31%		-2%			36%		35%		1%			
Cost of Goods Sold - Food	33%		38%		30%		9%			37%		33%		4%			
Personnel Expenses as % of Sales	47%		47%		42%		5%			51%		46%		4%			
Prime Cost (Cost of Goods Sold + Personnel Expenses) as % of Sales																	
	77%		78%		64%		14%			82%		74%		8%			

**Village Links / Reserve 22
Dashboard Financial Report
As of July 31, 2018**





Recreation Commission
Village Links/Reserve 22
Glen Ellyn, IL 60137

Meeting: 08/24/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Report
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3525)

DOC ID: 3525

Village Links/Reserve 22 - Five-Year Capital Forecast

ATTACHMENTS:

- 5-Year Caps 2019 (PDF)

Village Links/Reserve 22
Five-Year Forecast
Capital Expenditures
As of July 31, 2018

			2018 ACTUALS THRU 7/31/18	2018 EST. ACTUALS	2019 BUDGET	2020 FORECAST	2021 FORECAST	2022 FORECAST	2023 FORECAST	TOTAL FIVE-YEAR FORECAST
2018	1	SPENT TO DATE (INCL. \$23,340 FOR DINING ROOM REN.)	50,452	50,452						
2018	1	Dining Room Renovation	-	105,030						
2018	1	84" Trim Mower	-	33,000						
2018	1	Cushman Truckster	-	27,000						
2018	1	Computer Server Replacement	-	10,000						
		TOTAL	50,452	225,482						
2019		Fairway Mower			50,000					50,000
2019		AirLock Doors - Pro Shop & Hallway			40,000					40,000
2019		Electric Greens Mower			35,000					35,000
2019		Tractor			35,000					35,000
2019		Cushman Truckster			27,000					27,000
2019		Sand Pro Rake			25,000					25,000
2019		Lightweight Range Picker			15,000					15,000
2019		Range Picker Cart			13,000					13,000
2019		Flail Mower			8,000					8,000
2019		Turbine Blower			8,000					8,000
2019		Greens Mower Cutting Units			7,000					7,000
2019		Dance Floor			6,000					6,000
2019		Topdress Brush			5,000					5,000
		TOTAL			274,000					274,000
2020		Patio Furniture				200,000				200,000
2020		Fairway Mower				50,000				50,000
2020		Dump Truck				35,000				35,000
2020		Tractor				35,000				35,000
2020		Cushman Truckster				27,000				27,000
2020		60" Trim Mower				25,000				25,000
2020		Rough Mower				15,000				15,000
2020		Top Dresser				12,000				12,000
		TOTAL				399,000				399,000
2021	95	Replace Gas Cart Fleet					240,000			240,000
2021		84" Trim Mower					33,000			33,000
2021		Tractor					30,000			30,000
2021		Sand Pro Rake					25,000			25,000
2021		Electric Turf Runabouts					19,000			19,000
2021		Rough Mower					15,000			15,000
		TOTAL					362,000			362,000
2022		Fairway Mower						55,000		55,000
2022		Greens Mower						38,000		38,000
2022		Pick-Up Truck						30,000		30,000
2022		Sand Pro Rake						25,000		25,000
		TOTAL						148,000		148,000
2023		Pave Main Lot							150,000	150,000
		TOTAL							150,000	150,000
		TOTAL	50,452	225,482	274,000	399,000	362,000	148,000	150,000	1,333,000

Attachment: 5-Year Caps 2019 (3525 : Village Links/Reserve 22 - Five-Year Capital Forecast)

Village Links/Reserve 22
Five-Year Forecast
Capital Expenditures
As of July 31, 2018

<u>QTY</u>	<u>DESCRIPTION</u>	<u>2018 ACTUALS THRU 7/31/18</u>	<u>2018 EST. ACTUALS</u>	<u>2019 BUDGET</u>	<u>2020 FORECAST</u>	<u>2021 FORECAST</u>	<u>2022 FORECAST</u>	<u>2023 FORECAST</u>	<u>TOTAL FIVE-YEAR FORECAST</u>
NOT BUDGETED OR FORECASTED:									
	Pavillion		600,000						
	Patio Expansion		300,000						
	Kitchen Expansion		300,000						
	Patio Up-Grade		250,000						
	TOTAL		1,450,000						



Recreation Commission
Village Links/Reserve 22
Glen Ellyn, IL 60137

Meeting: 08/24/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Report
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3520)

DOC ID: 3520

Village Links/Reserve 22 - CBP Open Letter

ATTACHMENTS:

- CBP Open Letter final (PDF)

Civic Betterment Party

"Neighbors Nominating Neighbors"

Glen Ellyn, Illinois
P.O. Box 2576, Glen Ellyn, IL 60138

June 30, 2018

President

Erik Ford

This is an open letter to the citizens of Glen Ellyn from the current and two immediate past presidents of the Civic Betterment Party of Glen Ellyn. We want to remind everyone what the Civic Betterment Party does and what it means for Glen Ellyn government. We urge everyone to understand our purpose and our process and participate in our town meeting in December.

Vice President

Steve Butkus

Secretary

Barb Lemme

The Civic Betterment Party is a non-partisan political organization whose only purpose is to provide a means for citizens to run for Village offices and serve the Village as elected officials without requiring them to raise funds or create a campaign organization. We are not affiliated with any traditional political party. The Civic Betterment Party has no platform or agenda. We exist to provide a means for citizens to serve their community with only the community's best interest as the priority. We have done this successfully since 1931 and the Village remains well-run and fiscally sound without the partisan nonsense we see in higher levels of government.

Treasurer

Chris Wilson

Nominating Chair

Margi Hamilton

The Civic Betterment Party nominates candidates for the offices of Village President, Village Clerk, Village Trustee and Library Trustee. These nominees are presented to the public for voting at a town meeting, which serves as a caucus style primary. The town meeting gives the voters a chance to meet the candidates, hear speeches and mingle with fellow citizens. The town meeting is held every two years in early December prior to the Spring Consolidated Elections. The next town meeting will be this December, most likely December 1.

The candidates that succeed at the town meeting are placed on the Illinois Consolidated Municipal Election ballot in the Spring. Again, our objective is to eliminate the need for candidates to raise funds and provide an opportunity for capable and interested citizens to serve their community. Our Village tradition (although not a Village or CBP rule) is for office holders to not run for re-election, giving others the chance to serve and allowing office-holders the freedom to make decisions without the concerns of re-election when executing their duties. We don't discourage running for re-election, but provide a system that also does not favor incumbents.

As long-time participants in this process, we thank those who have participated in the past and encourage everyone to participate in the future. We would love to greatly increase our voter participation and the Village will benefit as well from greater interest and participation.

We also encourage anyone interested in standing as a candidate to contact current party officers to discuss their interest and the process. We exist to provide the opportunity and to make it as easy as possible for you to run. Our interest is to be inclusive and present as many qualified candidates to the voters as possible. We are open.

"...the gist of America really isn't freedom. Freedom isn't our secret. Our real secret is obligation. It's internalized obligation. That's what makes freedom possible." -

Lawrence Mead, New York University

Respectfully,

Erik Ford
Civic Betterment Party President

Alex Demos
CBP Past President
Former Village President

Dean Clark
CBP Past President
Former Village Trustee

Attachment: CBP Open Letter final (3520 : Village Links/Reserve 22 - CBP Open Letter)