



Agenda
Village of Glen Ellyn
Recreation Commission
Special Meeting
Monday, April 23, 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. Approval of Minutes From April 9, 2018 Meeting

Village Links - Minutes - April 9, 2018

IV. Presentation - Brad Chapple, Food & Beverage Director

V. Discussion - Subcommittee - Restaurant Renovation

VI. Standing Reports

A. Manager - Jeff Vesevick

1. Village Links - Manager's Report - March 2018

2. Village Links - Secret Shopper - March 2018

B. Financial - Commissioner Jourdan

Village Links - Financial Statements - March 2018

C. Trustee Liaison - John Kenwood

VII. Old Business

Village Links - Equipment Services Memo

VIII. New Business

IX. Next Meeting - May 25, 2018

X. Adjournment



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

Meeting: 04/23/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Minutes
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3271)

DOC ID: 3271

Village Links - Minutes - April 9, 2018

ATTACHMENTS:

- Minutes040918 (PDF)

**RECREATION COMMISSION
MINUTES
APRIL 9, 2018**

Board or Commission: Recreation
Meeting: Regular

Called to Order: 7:04 a.m.
Adjourned: 8:24 a.m.

Quorum: Yes

MEMBER ATTENDANCE:

Brad S. Browder	Chairman	Present
Susan Q. Carroll	Commissioner	Present
Glen G. Graham	Commissioner	Excused Absence
Jeffery M. Jourdan	Commissioner	Present
Kevin S. Kennebeck	Commissioner	Present
Mark W. Reinke	Commissioner	Present
Tim O'Shea	Commissioner	Present
Also Present:		
Jeff Vesevick	General Manager / Staff Liaison	Present
John Kenwood	Liaison Trustee	Excused Absence
Mark Franz	Village Manager	Excused Absence
Christina Coyle	Finance Director	Present
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 April 9, 2018 regular meeting of the Recreation Commission was called to order at 7:04 AM at the Village Links of Glen Ellyn; 485 Winchell Way; Glen Ellyn, Illinois by Chairman Browder.

2. PUBLIC COMMENTS

None.

3. APPROVAL OF MINUTES FROM FEBRUARY 26, 2018 MEETING.

MOVE TO APPROVE MINUTES OF REGULAR MEETINGS FROM 2/26/2018, 7:00 AM

RESULT Motion Unanimously Carried
MOVER: Commissioner Jourdan
SECONDER: Commissioner Carroll
AYES: Browder, Jourdan, Kennebeck, Reinke, and O'Shea
NAYES: None
ABSENT: Graham

Attachment: Minutes040918 (3271 : Village Links - Minutes - April 9, 2018)

4. **STANDING REPORTS**

A. MANAGER – JEFF GENERAL MANAGER VESEVICK

General Manager Vesevick stated the Village Links was way behind last February 2017, while Reserve 22 experienced a 3% increase in revenues over last year. Golf staff is getting the grounds and equipment ready for the busy season. A new restaurant manager will begin on April 17, 2018. General Manager Vesevick said the secret shopper report for February resulted in a 99.38% satisfaction rating. General Manager Vesevick referenced the 2018 agenda, included in the packet, which provides the framework for the upcoming discussions.

B. FINANCIAL – COMMISSIONER JOURDAN

Commissioner Jourdan reported there have now been two (2) bad months in a row for 2018. Golf revenues were not there because of the weather. Last February 2017 was a great month for golf compared to this February which did not have good weather.

C. TRUSTEE LIASON – JOHN KENWOOD

None.

5. **PRESENTATION – CHRIS PEKAREK, GOLF COURSE SUPERINTENDENT**

Golf Course Superintendent Pekarek said in the early 2000's the golf course budget was \$1.25 million then the budget was lowered to \$900,000 due to the downturn in the economy. Golf Course Superintendent Pekarek reported that over the last 10 years \$3.5 million has been saved. The current budget is \$1 million and last year \$13.50 per round was spent on grounds maintenance. Golf Course Superintendent Pekarek indicated keeping these low amounts will be challenging going forward. Golf Course Superintendent Pekarek explained the golf course's three (3) main challenges as detailed below.

1. Staffing shortages - have been experienced for seasonal staff and entry level staff.
2. Aging equipment – the course should be spending \$150,000 every year, while \$60,000 to \$80,000 is actually spent.
3. Increase in commodity costs – there is currently a shortage for golf course maintenance commodities, which drives the cost up.

Golf Course Superintendent Pekarek projected that the golf course budget will continue to increase over the next couple of years inching closer to \$1.25 million. Commissioner O'Shea asked if the course maintains an equipment inventory schedule and added it would be a good idea to share the listing with the Commission. Golf Course Superintendent Pekarek replied the course has an equipment inventory. Commissioner O'Shea recommended sharing some of the equipment costs with Public Works. Golf Course Superintendent Pekarek said Public Works performs some equipment maintenance work. Commissioner O'Shea said the assistance of Public Works staff should be researched and report the findings back to the Commission.

The best timing for aeration was discussed. Golf Course Superintendent Pekarek said typically in order to play it safe the grounds are aerated at the end of May. Golf Course

Superintendent Pekarek said a smaller diameter tine may be used to this year, which will help the greens recover faster. Kennebeck said at his course the greens are aerated only in the fall. Golf Course Superintendent Pekarek indicated the spring aeration began a couple of years ago to address the sponginess of the greens. Commissioner O'Shea said the spring aeration is improving the overall quality of the greens.

6. DISCUSSION – CASH RESERVE POLICY AND CAPITAL PLAN

General Manager Vesevick said the Village Board asked each department to review their cash reserve policy. The current Recreation Commission reserve policy states that the cash reserves should be established for emergencies and disasters equivalent to three (3) months of operating expenses. When the reserve policy was written there was no outstanding debt. General Manager Vesevick said three (3) months operating expenses plus debt service would be around a \$1.8 million reserve target. The outstanding debt matures in 2033, with some maturing in 2023. Finance Director Coyle explained you could give yourself some time to reach this target amount. General Manager Vesevick said the policy should be updated to include debt service, realizing that it will take some time to get there. Coyle noted the current insurance policy does not cover the loss of the greens due to disease or other disaster and that staff is researching the cost to insure the greens. General Manager Vesevick estimated the cost to replace the greens would be around \$2 million, which includes loss of revenue.

General Manager Vesevick said the cash reserves will also go towards funding capital projects as parking lot improvements and a possible HVAC replacement. Chairman Browder said he is okay with \$1 million in cash reserves for the golf course but would feel better if the greens could be insured. Commissioner O'Shea said the Commission has been working to build up the cash reserve and when some of the debt service falls off it will improve the cash reserves.

7. OTHER BUSINESS

The Commission discussed the proposal from Kreska Design for the redesign of the Reserve 22 dining room. The professional design charge is \$15,000 which brings the total project cost to \$116,000. The sub-committee needs to meet to review the design proposal and make a recommendation to the Village Board. The sub-committee will meet on Friday, April 20, 2018 at 7AM. Browder said the target completion date is October 15, 2018.

8. NEXT REGULAR MEETING MONDAY, APRIL 23, 2018 AT 7AM

9. ADJOURN

Commissioner Reinke moved and Commissioner O'Shea 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

Attachment: Minutes040918 (3271 : Village Links - Minutes - April 9, 2018)



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

Meeting: 04/23/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Report
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3272)

DOC ID: 3272

Village Links Manager's Report March 2018

ATTACHMENTS:

- Manager's Report042318 (PDF)



VILLAGE LINKS

GLEN ELLYN

RESERVE
— 22
TWENTY-TWO

Manager's Report for March 2018

Prepared by Jeff Vesevick, General Manager

March 2018 was another poor month for golf, as with 2.6" of snow, and 1.2" of rain, which fell over 7 days. The golf course was closed on 11 days during the first half of March. Carts were grounded an additional 7 days and there were frost delays 9 days. Cool daytime temperatures resulted in little demand for golf.

High Temperatures In March																			
	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000	
80° days						7													
70° days	1	1	1			5		1	3		4		1	1	2				3
60° days	3	7	3			8	3	8	8	1	8		3	8	7	3			9
50° days	3	7	11	8	8	3	3	4	6	5	7	6	3	2	3	3	8	5	8
40° days	15	10	6	7	7	10	2	13	13	11	10	4	16	11	11	7	12	14	8
30° days	13	7	5	9	10	16	6	11	3	2	11	6	11	10	8	9	5	11	3
20° days		3	1	2	5	2				2	2	3	1	4		3	1	1	
10° days				1	1											2			
0° days																			
Rain	1.2"	3.5"	2.9"	0.3"	1.1"	1.5"	0.7"	2.7"	1.8"	5.0"	1.5"	2.8"	2.6"	0.7"	4.3"	1.1"	3.1"	1.0"	1.3"
Snow	2.6"	4.5"	2"	8.5"	13"	4"			2"	2"	5"	2"	6"	2"	4"	8"	13"		

GOLF

While the golf course was opened for play February 27 (only the fifth time in our history), the poor weather in March did not invite much play. With little reason to visit the premises, every category of revenue suffered, as monthly revenues, and rounds played were below the average we have had the past 10 years, but a welcome increase over March 2017. Not typically a large revenue month, a good March can help offset some fixed costs.

Golf Revenue March										
	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Rounds	1,843	1,869	1,217	4,410	584	486	1,207	2,317	987	1,127
Green Fees	32,319	27,827	13,173	70,504	11,007	8,361	19,041	28,660	12,378	19,117
Driving Range	9,408	9,741	5,134	18,746	0	4,276	9,719	12,304	5,079	6,561
Pro Shop	9,409	5,271	7,333	15,272	5,262	3,692	5,904	8,842	5,427	9,373
Carts	4,892	5,355	2,129	20,658	2,443	1,198	4,326	8,990	3,220	4,480
Resident Cards	16,422	16,260	7,318	13,220	6,590	10,385	11,025	9,965	7,060	8,615
Miscellaneous	7,639	8,591	8,367	8,940	4,493	5,065	8,038	13,888	4,862	7,351
Total Revenue	73,535	67,199	45,128	151,150	30,317	40,614	66,487	93,474	38,026	55,546
<i>March revenues were the fifth worst in the past 10 years for Golf</i>										

Rounds played were up 14% for the month, and are down 50% for the year

Green fees were up 54% for the month, and are down 50% for the year

Driving range sales were up 29% for the month, and are down 44% for the year

Motor Car sales were up 39% for the month, and are down 67% for the year

Resident Card sales were up 22% for the month, and are up 4% for the year

Year to date sales of the popular **Spring Special Memberships** also suffered. 99 memberships were sold, compared to 168 last year, and 205 in 2016. The membership allows golfers to enjoy free weekday green fees in April, and half price weekday green fees in May. Golfers who sign up in March can enjoy the free weekday green fees if the golf course opens. This is the 7th year that the Spring Special Membership has been offered, providing revenue in the dicey Chicago springtime.

The golf staff is also receiving new merchandise daily, in preparation for the season.

Director of Golf Noel Allen, Head Golf Professional Mike Campbell, and Assistant Golf Professional Max Couch each accompanied a team of 4 Village Links golfers to participate in the **Illinois PGA Las Vegas Pro-Am** March 12-15.

Solicitation for the **PGA Jr. League Golf** continued in March. We expect close to 120 junior golfers to participate, this year, as high demand has prompted us to expand this program. This will be our fourth successful season offering the league, which allows kids age 13 and under to learn and enjoy the game in a team type atmosphere. Already recognized as the #1 program in the state of Illinois, the Village Links will likely be recognized as the second largest program in the United States, with the expansion.

The annual lottery drawing for **Weekend Permanent Tee Times** was held on Wednesday, March 7. 78 foursomes registered for weekend morning tee times, which begin April 7, and run through August 26. Participation has been steady the last several years, as 73 of the foursomes registered will participate in 2018, up slightly from the 69 foursomes a year ago.

The annual drawing for the **Over 60 Men's** league, which plays on the 9-hole course on Wednesday mornings, was held on Wednesday, March 21. The league will again accommodate close to 100 golfers each Wednesday morning beginning April 4, and concluding September 26.

RESERVE 22

Reserve 22 reopened on Mondays in March and preparations are underway to open the patio for the season, as furniture was cleaned and re-positioned, heaters were tested, and the bar was cleaned and prepped.

Advertisements were placed and prospects interviewed for seasonal Server and Bartender positions.

Several food and drink specials were promoted during the NCAA March Madness basketball tournament, which drew modest crowds.

The **McNulty Irish Dancers** performed for a crowd of patrons on St. Patrick's Day for the fourth consecutive year. Chef Tom prepared popular Irish fare.

Preparations and promotions are underway for the popular **Easter Brunch**, Sunday, April 1.

RESULTS

Reserve 22 - March				Year To Date		
Restaurant	2017	2018	+/-	2017	2018	+/-
Beverages	1,659	2,152	29.7%	4,609	4,434	-3.8%
Beer	15,502	16,051	3.5%	34,576	32,420	-6.2%
Wine	6,998	10,186	45.6%	20,656	26,364	27.6%
Spirits	7,747	8,856	14.3%	19,386	20,640	6.5%
Food	40,868	50,573	23.7%	104,141	112,793	8.3%
Total Restaurant	72,774	87,817	20.7%	183,368	196,651	7.2%
Banquets	2017	2018	+/-	2017	2018	+/-
Beverages	574	987	71.8%	2,721	2,015	-26.0%
Beer	2,648	1,060	-60.0%	5,907	7,182	21.6%
Wine	3,018	1,032	-65.8%	7,618	5,803	-23.8%
Spirits	3,145	3,913	24.4%	10,357	9,221	-11.0%
Food	11,494	25,979	126.0%	48,913	68,706	40.5%
Misc.	461	2,950	539.9%	2,833	5,761	103.4%
Total Banquets	21,341	35,921	68.3%	78,349	98,687	26.0%
Other	3,931	7,585	93.0%	11,341	16,297	43.7%
	2017	2018	+/-	2017	2018	+/-
Total Reserve 22	98,046	131,324	33.9%	273,057	311,634	14.1%

Restaurant and Bar sales were up 21% for March, and are up 7% for 2018. **Banquet sales** also enjoyed a good month, up 68% from a year ago March, and are up 44% for the year. **Overall sales** were up 34% for March, and are up 14% for the year.

Interviews for the position of Restaurant Manager were concluded, and an official offer was made, and accepted, by **Rainn Incardone**. We are excited for the addition of Rainn to the Reserve 22 team, as she will be primarily responsible for the Front of the House operations. Rainn's first official day is scheduled for Tuesday, April 17.

Grounds

1. Sixty benches were painted and stained
2. Staff plowed/salted 3 days.
3. Litter was removed from the parkways.
4. Staff assisted the Public Works Dept. with grading/seeding prep north of Lake Ellyn.
5. Spring bunker maintenance was completed and bunker rakes were set out.
6. The turf driving range tee was set up.
7. Green covers were installed on the 18 and 9 hole putting greens to warm their soil temperatures.
8. New hazard markers and 150 yard poles were made.
9. Spring branch pickup on the entire golf course was completed.
10. Wooded areas and lakes were delittered.

Mechanical and Building Maintenance

1. The Blue Heron room carpet was cleaned.
2. Two spray rigs were serviced.
3. The 2 e-plex greens mowers were repaired and serviced and 6 cutting units were sharpened.
4. The steering column on fairway mower LF#3 was replaced.
5. The boardroom walls were patched and painted.
6. A tire on the range tractor was repaired.
7. An electric issue was repaired on Cushman #4
8. R22 refrigeration units were cleaned.
9. Five tractors were serviced.
10. Two Procore Aerators were serviced.
11. Equipment on the cooking line was rearranged for efficiency.

Horticulture

1. Trees around the clubhouse and parking lots were pruned.
2. Tropical plants were trimmed, fertilized and watered.
3. Spring Cleaning of landscape beds began.



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

Meeting: 04/23/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Report
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3273)

DOC ID: 3273

Village Links - Secret Shopper - March 2018

ATTACHMENTS:

- SecretShopper Results March (PDF)

On-Site - 1 Location

Print Report 

Village Links Form Evaluations

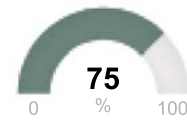
Saturday, March 03, 2018



Phone:



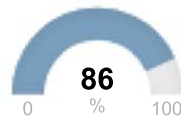
Store Exterior:



Host:



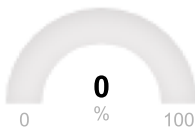
Service:



Timing:



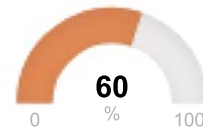
Food Quality:



Problem Solving:



Ambiance:



Guest Comments:

-  See this data as a gauge chart
-  See this data as a bar chart

-  Resend as Email
-  Export as XLS

Village Links Form Evaluations

Location Information: **RESERVE 22 AT THE VILLAGE LINKS**
485 WINCHELL WAY
GLEN ELLYN, IL

Phone Number: **(630) 469-5550**

Evaluation ID: **837460**

Evaluation Date: **Saturday, March 03, 2018**

Arrival Time: **04:26 P**

Departure Time: **05:45 P**

Customer Traffic: **Moderate**

Phone:	18	/	18	100
Store Exterior:	12	/	12	100
Host:	18	/	24	75
Service:	33	/	33	100

Timing: 18 / 21 86
 Food Quality: 36 / 39 92
 Problem Solving: 0 / 3 0
 Ambiance: 21 / 21 100
 Guest Comments: 3 / 5 60
Overall: 159 / 176 (90.34%)

1. Phone

Score: 18/18 (100.00%)

Name and gender of person called name or description:

Grace (Female)

1. Date of call (mm/dd/yyyy) 02/24/2018
2. Time of call (HH:MM A/P) 05:10 P
3. Phone was answered promptly and in a friendly manner Yes No
4. Number of rings before the phone was answered 2
5. Associate identified the name of the business Yes No
6. Your questions were answered knowledgeably Yes No
7. 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) Yes No N/A
8. Associate was friendly and not rushed with their answers Yes No
9. Overall, did you hang up feeling satisfied and positive? Yes No
10. Please explain any "No" answers in detail (N/A if all questions were answered "Yes")
N/A
11. Overall Telephone experience and comments (please explain in detail)
The associate was both friendly and helpful, as well as knowledgeable about the area. I asked directions to the restaurant, and she described it's location to perfection.

2. Store Exterior

Score: 12/12 (100.00%)

1. Outdoor signage was clearly displayed and visible Yes No
2. Outdoor signage was properly lit (N/A if it was light outside) Yes No N/A
3. Trash cans were clean and not overflowing Yes No
4. The entryway and sidewalk were free of debris Yes No

5. The restaurant had a well-kept exterior appearance **Yes** No

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 curb appeal of the facility was excellent. It was in good condition and appealing.

3. Host

Score: 18/24 (75.00%)

Name and description of host name or description:

**Grace (Female; 20's; 5'9";
Blonde Hair)**

1. Host appeared neat and well groomed **Yes** No

2. Host greeted you in a timely fashion **Yes** No

3. Host greeted you with eye contact and a sincere smile **Yes** No

4. Host was friendly Yes **No**

5. Host was knowledgeable with any questions asked of him/her Yes **No**

6. Host station was clean and orderly **Yes** No

7. If there was a wait for a table, was it accurate? (N/A if there was no wait time) Yes No **N/A**

8. The table was clean, stocked and organized in appearance **Yes** No

9. You were given clean and damage free menus **Yes** No

10. Please explain any "No" answers in detail (N/A if all questions were answered "Yes")
The host was not knowledgeable about the availability of tables for guests that had reservations in the immediate future (the ensuing hour.) The host was lacking in requisite friendliness, not only to our party, but as observed over the course of the dining experience, also with other patrons.

11. Overall Host experience and comments (please explain in detail)
The host actually attempted to seat us at the smallest table in the dining area, though only one party was in evidence in the entire dining room. During the ensuing hour plus, the room never was more than 60% occupied. Further, a party left an item behind that was retrieved by the host, and though the party had not left the establishment when the item was retrieved, (the party was standing in the outside atrium) the host made no attempt to deliver the item to the departing party. They did not return during the experience, which implied a separate trip had to be made by the patrons, which need not have been necessary if the host had been more helpful.

4. Service

Score: 33/33 (100.00%)

Name and complete description of server/bartender name or description:

**Dan (Male; 30's; 5'7";
Black Hair)**

- | | | | |
|---|-------------------|----|-----|
| 1. You were greeted with a sincere smile | <u>Yes</u> | No | |
| 2. Your server knew about the menu items when asked (N/A if no questions were asked) | <u>Yes</u> | No | N/A |
| 3. Food was delivered correctly and in a timely manner | <u>Yes</u> | No | |
| 4. Server offered you more to drinks when necessary | <u>Yes</u> | No | |
| 5. Your table was kept free of unnecessary clutter | <u>Yes</u> | No | |
| 6. Server had a pleasant attitude and seemed to enjoy his/her job | <u>Yes</u> | No | |
| 7. Seats, tabletop and table base were clean | <u>Yes</u> | No | |
| 8. The condiments were clean and organized | <u>Yes</u> | No | |
| 9. Server appeared neat and well groomed | <u>Yes</u> | No | |
| 10. Menus were clean, damage free and easy to read | <u>Yes</u> | No | |
| 11. Server thanked you after payment | <u>Yes</u> | No | |
| 12. Please explain any "No" answers in detail (N/A if all questions were answered "Yes")
Two issues were observed. No bread was given, nor offered whatsoever during the dining experience, and no water was delivered, despite being requested more than once. | | | |
| 13. Overall Service experience and comments (please explain in detail)
The server was mostly attentive to detail, attentive to our party and visited regularly to determine both our needs and opinions regarding our meals and/or experience. A mostly thorough and professional performance, from beginning to end. | | | |

5. Timing

Score: 18/21 (85.71%)

- | | | |
|--|-------------------|----|
| 1. Server greeted you within two minutes | <u>Yes</u> | No |
| 2. Actual minutes the server took to greet you (MM:SS) | 01:30 | |
| 3. Beverages were delivered in a timely manner | <u>Yes</u> | No |

- | | | | |
|--|--|-----------|-----|
| 4. Actual minutes for beverage delivery (MM:SS) | 02:10 | | |
| 5. Appetizer was delivered in a timely manner (N/A if you did not order an appetizer) | Yes | No | N/A |
| 6. Actual minutes for appetizer delivery (0 if you did not order an appetizer) (MM:SS) | 11:15 | | |
| 7. Entrees were delivered in a timely manner | Yes | No | |
| 8. Actual minutes from entrée order to delivery or actual minutes from appetizer delivery to entrée delivery (MM:SS) | 12:50 | | |
| 9. Server/bartender checked back within a timely manner after the entree was delivered | Yes | No | |
| 10. Actual minutes for the associate to check back regarding food quality (MM:SS) | 01:40 | | |
| 11. The check was delivered in a timely manner | Yes | No | |
| 12. Actual minutes for check delivery (MM:SS) | 00:45 | | |
| 13. Server checked back soon after presenting the check | Yes | No | |
| 14. Actual minutes for check back (MM:SS) | 01:20 | | |
| 15. Please explain any "No" answers in detail (N/A if all questions were answered "Yes") | There was somewhat of a lengthy time from the order of the appetizer to delivery, for mere chips and salsa, it took in excess of ten minutes! | | |
| 16. Overall timing experience and comments (please explain in detail) | The timing experience was mostly good, with the exception of the delivery of the appetizer. | | |

6. Food Quality

Score: 36/39 (92.31%)

- | | | | |
|---|---|----|-----|
| 1. Appetizer Ordered: (N/A if you did not order an appetizer) | Yes | No | N/A |
| 2. The appetizer was fresh and had good flavor (N/A if you did not order an appetizer) | Yes | No | N/A |
| 3. The appetizer looked appetizing and was presented neatly (N/A if you did not order an appetizer) | Yes | No | N/A |
| 4. The appetizer was served at the appropriate temperature (N/A if you did not order an appetizer) | Yes | No | N/A |
| 5. Appetizer comments: (N/A if you did not order an appetizer) | The appetizer was chips and salsa. The chips and the salsa were both fresh and appealing. Both were tasty. | | |
| 6. Entree one ordered | Linguine with shrimp and musse | | |
| 7. Entree one was fresh and had good flavor | Yes | No | |
| 8. Entree one looked appetizing and was presented neatly | Yes | No | |

9. Entree one was served at the appropriate temperature **Yes** No
10. Entree one comments
The entree was appealing in presentation and in taste. It was served at the proper temperature, and was more than sufficient in amount to satisfy one diner.
11. Entree two ordered **Athenian Greek Half Chicken**
12. Entree two was fresh and had good flavor **Yes** No
13. Entree two looked appetizing and was presented neatly **Yes** No
14. Entree two was served at the appropriate temperature **Yes** No
15. Entree two comments
The second entree was also served at the proper temperature. It was also more than sufficient in amount to satisfy one diner. The taste was very good, with the chicken being cooked well.
16. Dessert ordered (N/A if you did not order dessert) **Strawberry pound cake trifle**
17. The dessert was fresh and had good flavor (N/A if you did not order dessert) Yes **No** N/A
18. The dessert looked appetizing and was presented neatly (N/A if you did not order dessert) **Yes** No N/A
19. The dessert was served at the appropriate temperature (N/A if you did not order dessert) **Yes** No N/A
20. Dessert comments: (N/A if you did not order dessert)
The dessert was appealing to the eye and was served at the correct temperature. It turned out to be frozen strawberries, a boxed pound cake and canned whipped cream we discovered when we tasted it. It was a major disappointment.

7. Problem Solving

Score: 0/3 (0.00%)

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

8. Ambiance

Score: 21/21 (100.00%)

- | | | |
|---|-------------------|----|
| 1. The music volume was at a good level and appropriate for the setting | <u>Yes</u> | No |
| 2. The lighting was appropriate | <u>Yes</u> | No |
| 3. The temperature was comfortable | <u>Yes</u> | No |
| 4. The windows were clean | <u>Yes</u> | No |
| 5. The restaurant had a well-kept interior appearance | <u>Yes</u> | No |
| 6. Which restroom did you use
Men's | | |
| 7. The restrooms were clean and fresh with wiped counters and litter free floors | <u>Yes</u> | No |
| 8. The restrooms were stocked appropriately | <u>Yes</u> | No |
| 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 ambiance of both the room and the condition of the rest room were both better than typical, and above expectations. | | |

9. Guest Comments

Score: 3/5 (60.00%)

- What did you like best about your visit
The food and the ambiance of the restaurant was the things we liked best.
- In what way if any, did this visit not meet your expectations
The service was less than anticipated, particularly in the aspect of the front host and of the food host. The front host was particularly unfriendly and both were inattentive.
- Please share any overall comments, observations or suggestions
I would suggest improvements in the hosting and wait staff. They should be much more friendly and attentive. Also, the menu quality, the construction, of the printed menu, not the selection. For a relatively mid to upscale restaurant to offer such cheap looking menus on nondescript paper was certainly a disappointment, and did not reflect the atmosphere of the establishment at all well.
- Based on this visit how likely are you to return
3 (Undecided)

[return to top](#)

CLOSE

On-Site - 1 Location

Print Report 

Village Links Form Evaluations

Sunday, March 04, 2018



Phone:



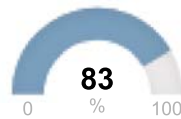
Store Exterior:



Host:



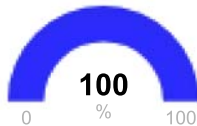
Service:



Timing:



Food Quality:



Ambiance:



Guest Comments:

-  See this data as a gauge chart
-  See this data as a bar chart

-  Resend as Email
-  Export as XLS

Village Links Form Evaluations

Location Information: **RESERVE 22 AT THE VILLAGE LINKS**
485 WINCHELL WAY
GLEN ELLYN, IL

Phone Number: **(630) 469-5550**

Evaluation ID: **843355**

Evaluation Date: Sunday, March 04, 2018

Arrival Time: 05:28 p

Departure Time: 06:39 p

Customer Traffic: Moderate

Phone:	15	/	15	100
Store Exterior:	15	/	15	100
Host:	24	/	24	100
Service:	33	/	33	100

Timing: 15 / 18 83
 Food Quality: 15 / 18 83
 Ambiance: 21 / 21 100
 Guest Comments: 5 / 5 100
Overall: 143 / 149 (95.97%)

1. Phone

Score: 15/15 (100.00%)

- | | | | |
|--|---|----|-------------------|
| Name and gender of person called name or description: | Grace (Female) | | |
| 1. Date of call (mm/dd/yyyy) | 03/04/2018 | | |
| 2. Time of call (HH:MM A/P) | 02:57 p | | |
| 3. Phone was answered promptly and in a friendly manner | <u>Yes</u> | No | |
| 4. Number of rings before the phone was answered | 2 | | |
| 5. Associate identified the name of the business | <u>Yes</u> | No | |
| 6. Your questions were answered knowledgeably | <u>Yes</u> | No | |
| 7. 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) | Yes | No | <u>N/A</u> |
| 8. Associate was friendly and not rushed with their answers | <u>Yes</u> | No | |
| 9. Overall, did you hang up feeling satisfied and positive? | <u>Yes</u> | No | |
| 10. Please explain any "No" answers in detail (N/A if all questions were answered "Yes") | N/A | | |
| 11. Overall Telephone experience and comments (please explain in detail) | The phone was answered in a timely manner. The voice was upbeat and enthusiastic, as my questions were all answered. | | |

2. Store Exterior

Score: 15/15 (100.00%)

- | | | | |
|---|-------------------|----|-----|
| 1. Outdoor signage was clearly displayed and visible | <u>Yes</u> | No | |
| 2. Outdoor signage was properly lit (N/A if it was light outside) | <u>Yes</u> | No | N/A |
| 3. Trash cans were clean and not overflowing | <u>Yes</u> | No | |
| 4. The entryway and sidewalk were free of debris | <u>Yes</u> | No | |
| 5. The restaurant had a well-kept exterior appearance | <u>Yes</u> | No | |

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 appearance of the drive and canopy was clean, which gave a nice first impression.

3. Host

Score: 24/24 (100.00%)

Name and description of host name or description:

**Julia (Female; 20's; 5'6";
Brown Hair)**

1. Host appeared neat and well groomed

Yes No

2. Host greeted you in a timely fashion

Yes No

3. Host greeted you with eye contact and a sincere smile

Yes No

4. Host was friendly

Yes No

5. Host was knowledgeable with any questions asked of him/her

Yes No

6. Host station was clean and orderly

Yes No

7. If there was a wait for a table, was it accurate? (N/A if there was no wait time)

Yes No **N/A**

8. The table was clean, stocked and organized in appearance

Yes No

9. You were given clean and damage free menus

Yes No

10. Please explain any "No" answers in detail (N/A if all questions were answered "Yes")

N/A

11. Overall Host experience and comments (please explain in detail)

We were greeted in a professional manner and escorted to our table of choice in the dining room.

4. Service

Score: 33/33 (100.00%)

Name and complete description of server/bartender name or description:

**Cheryl (Female; 30's -
40's; 5'5"; Brown Hair)**

1. You were greeted with a sincere smile

Yes No

2. Your server knew about the menu items when asked (N/A if no questions were asked)

Yes No N/A

- | | | |
|--|---|----|
| 3. Food was delivered correctly and in a timely manner | <u>Yes</u> | No |
| 4. Server offered you more to drinks when necessary | <u>Yes</u> | No |
| 5. Your table was kept free of unnecessary clutter | <u>Yes</u> | No |
| 6. Server had a pleasant attitude and seemed to enjoy his/her job | <u>Yes</u> | No |
| 7. Seats, tabletop and table base were clean | <u>Yes</u> | No |
| 8. The condiments were clean and organized | <u>Yes</u> | No |
| 9. Server appeared neat and well groomed | <u>Yes</u> | No |
| 10. Menus were clean, damage free and easy to read | <u>Yes</u> | No |
| 11. Server thanked you after payment | <u>Yes</u> | No |
| 12. Please explain any "No" answers in detail (N/A if all questions were answered "Yes") | N/A | |
| 13. Overall Service experience and comments (please explain in detail) | Service was slow to start, but kept the right pace after the initial greeting. | |

5. Timing

Score: 15/18 (83.33%)

- | | | |
|--|-------------------|----------------------|
| 1. Server greeted you within two minutes | Yes | <u>No</u> |
| 2. Actual minutes the server took to greet you (MM:SS) | 06:10 | |
| 3. Beverages were delivered in a timely manner | <u>Yes</u> | No |
| 4. Actual minutes for beverage delivery (MM:SS) | 04:40 | |
| 5. Appetizer was delivered in a timely manner (N/A if you did not order an appetizer) | Yes | No <u>N/A</u> |
| 6. Actual minutes for appetizer delivery (0 if you did not order an appetizer) (MM:SS) | 00:00 | |
| 7. Entrees were delivered in a timely manner | <u>Yes</u> | No |
| 8. Actual minutes from entrée order to delivery or actual minutes from appetizer delivery to entrée delivery (MM:SS) | 22:35 | |
| 9. Server/bartender checked back within a timely manner after the entree was delivered | <u>Yes</u> | No |

- | | | |
|--|--|----|
| 10. Actual minutes for the associate to check back regarding food quality (MM:SS) | 02:20 | |
| 11. The check was delivered in a timely manner | <u>Yes</u> | No |
| 12. Actual minutes for check delivery (MM:SS) | 03:30 | |
| 13. Server checked back soon after presenting the check | <u>Yes</u> | No |
| 14. Actual minutes for check back (MM:SS) | 02:05 | |
| 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 delivery time for the entree did not feel like it was twenty three minutes. The dining room customer activity and the programs on the flat screens made the time go by quickly. | |

6. Food Quality

Score: 15/18 (83.33%)

- | | | | |
|---|--|------------------|-------------------|
| 1. Appetizer Ordered: (N/A if you did not order an appetizer) | Yes | No | <u>N/A</u> |
| 2. The appetizer was fresh and had good flavor (N/A if you did not order an appetizer) | Yes | No | <u>N/A</u> |
| 3. The appetizer looked appetizing and was presented neatly (N/A if you did not order an appetizer) | Yes | No | <u>N/A</u> |
| 4. The appetizer was served at the appropriate temperature (N/A if you did not order an appetizer) | Yes | No | <u>N/A</u> |
| 5. Appetizer comments: (N/A if you did not order an appetizer) | N/A | | |
| 6. Entree one ordered | Chicken Linguini | | |
| 7. Entree one was fresh and had good flavor | <u>Yes</u> | No | |
| 8. Entree one looked appetizing and was presented neatly | Yes | <u>No</u> | |
| 9. Entree one was served at the appropriate temperature | <u>Yes</u> | No | |
| 10. Entree one comments | The entree was hot, but lacked an adequate amount of sauce, as the chicken was dry and over done. Parmesan cheese was offered after a few bites had been taken. | | |
| 11. Entree two ordered | Salmon Dinner | | |
| 12. Entree two was fresh and had good flavor | <u>Yes</u> | No | |
| 13. Entree two looked appetizing and was presented neatly | <u>Yes</u> | No | |
| 14. Entree two was served at the appropriate temperature | <u>Yes</u> | No | |

15. Entree two comments
The Salmon looked great and was well presented. The plate could have used some other color besides the green of the kale and sprouts.
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) Yes No **N/A**
18. The dessert looked appetizing and was presented neatly (N/A if you did not order dessert) Yes No **N/A**
19. The dessert was served at the appropriate temperature (N/A if you did not order dessert) Yes No **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) Yes No **N/A**
2. Server removed any unwanted items (N/A if there were not any unwanted items) Yes No **N/A**
3. Server removed unwanted items from the bill (N/A if there were not any unwanted items) Yes No **N/A**
4. Server remained calm, in control and sincere about wanting to correct the problem (N/A if there was not a problem) Yes No **N/A**

8. Ambiance

Score: 21/21 (100.00%)

1. The music volume was at a good level and appropriate for the setting **Yes** No
2. The lighting was appropriate **Yes** No
3. The temperature was comfortable **Yes** No
4. The windows were clean **Yes** No
5. The restaurant had a well-kept interior appearance **Yes** No
6. Which restroom did you use
Men's
7. The restrooms were clean and fresh with wiped counters and litter free floors **Yes** No

8. The restrooms were stocked appropriately **Yes** No

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 dining room was well maintained, but the front entrance carpeted area was showing some wear patterns.

9. Guest Comments

Score: 5/5 (100.00%)

1. What did you like best about your visit

The staff did a great job of checking back at various times. Eric was keeping a close eye on all activities.

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

We did have to wait longer than expected to be greeted by the server.

3. Please share any overall comments, observations or suggestions

We were disappointed that the sweet potato tots were not available.

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

5 (Very Likely)

[return to top](#)

CLOSE

On-Site - 1 Location

Print Report 

Village Links Form Evaluations

Friday, March 09, 2018



Phone:



Store Exterior:



Host:



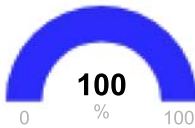
Service:



Timing:



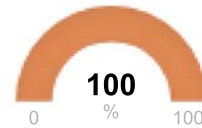
Food Quality:



Problem Solving:



Ambiance:



Guest Comments:

-  See this data as a gauge chart
-  See this data as a bar chart

-  Resend as Email
-  Export as XLS

Village Links Form Evaluations

Location Information: **RESERVE 22 AT THE VILLAGE LINKS**
485 WINCHELL WAY
GLEN ELLYN, IL

Phone Number: **(630) 469-5550**

Evaluation ID: **843354**

Evaluation Date: **Friday, March 09, 2018**

Arrival Time: **11:00 a**

Departure Time: **12:00 p**

Customer Traffic: **Light**

Phone: 18 / 18 100

Store Exterior: 15 / 15 100

Host: 24 / 24 100

Service: 33 / 33 100

Timing: 18 / 18 100
 Food Quality: 18 / 18 100
 Problem Solving: 9 / 9 100
 Ambiance: 21 / 21 100
 Guest Comments: 5 / 5 100
Overall: 161 / 161 (100.00%)

1. Phone

Score: 18/18 (100.00%)

Name and gender of person called name or description:

Kelly (Female)

1. Date of call (mm/dd/yyyy) **03/08/2018**
2. Time of call (HH:MM A/P) **1:00 p**
3. Phone was answered promptly and in a friendly manner **Yes** No
4. Number of rings before the phone was answered **2**
5. Associate identified the name of the business **Yes** No
6. Your questions were answered knowledgeably **Yes** No
7. 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) **Yes** No N/A
8. Associate was friendly and not rushed with their answers **Yes** No
9. Overall, did you hang up feeling satisfied and positive? **Yes** No
10. Please explain any "No" answers in detail (N/A if all questions were answered "Yes")
N/A
11. Overall Telephone experience and comments (please explain in detail)
My telephone experience was great. The associate on the telephone was knowledgeable and very professional.

2. Store Exterior

Score: 15/15 (100.00%)

1. Outdoor signage was clearly displayed and visible **Yes** No
2. Outdoor signage was properly lit (N/A if it was light outside) **Yes** No N/A
3. Trash cans were clean and not overflowing **Yes** No
4. The entryway and sidewalk were free of debris **Yes** No

5. The restaurant had a well-kept exterior appearance **Yes** No

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 curb appeal was ordinary. I was able to walk up to the business without any debris in the way.

3. Host

Score: 24/24 (100.00%)

Name and description of host name or description:

**Kelly (Female; 40's; 5'6";
Brown Hair)**

1. Host appeared neat and well groomed **Yes** No

2. Host greeted you in a timely fashion **Yes** No

3. Host greeted you with eye contact and a sincere smile **Yes** No

4. Host was friendly **Yes** No

5. Host was knowledgeable with any questions asked of him/her **Yes** No

6. Host station was clean and orderly **Yes** No

7. If there was a wait for a table, was it accurate? (N/A if there was no wait time) Yes No **N/A**

8. The table was clean, stocked and organized in appearance **Yes** No

9. You were given clean and damage free menus **Yes** No

10. Please explain any "No" answers in detail (N/A if all questions were answered "Yes")
N/A

11. Overall Host experience and comments (please explain in detail)
My host experience was great. I was seated and was told what the specials of the day were.

4. Service

Score: 33/33 (100.00%)

Name and complete description of server/bartender name or description:

**Dylan (Female; 40's; 5'5";
Brown Hair)**

1. You were greeted with a sincere smile **Yes** No

2. Your server knew about the menu items when asked (N/A if no questions were **Yes** No N/A

asked)

- | | | |
|--|---|----|
| 3. Food was delivered correctly and in a timely manner | <u>Yes</u> | No |
| 4. Server offered you more to drinks when necessary | <u>Yes</u> | No |
| 5. Your table was kept free of unnecessary clutter | <u>Yes</u> | No |
| 6. Server had a pleasant attitude and seemed to enjoy his/her job | <u>Yes</u> | No |
| 7. Seats, tabletop and table base were clean | <u>Yes</u> | No |
| 8. The condiments were clean and organized | <u>Yes</u> | No |
| 9. Server appeared neat and well groomed | <u>Yes</u> | No |
| 10. Menus were clean, damage free and easy to read | <u>Yes</u> | No |
| 11. Server thanked you after payment | <u>Yes</u> | No |
| 12. Please explain any "No" answers in detail (N/A if all questions were answered "Yes") | N/A | |
| 13. Overall Service experience and comments (please explain in detail) | My overall experience was great. The telephone call and knowledge from Kelly was great. Once arriving to the facility, meeting Kelly was even better. She was a great host, and she gave me a seat in a good area. Once seated, I met Dylan, and she was also great. So overall, I was very happy. | |

5. Timing

Score: 18/18 (100.00%)

- | | | |
|--|--------------|----------------------|
| 1. Server greeted you within two minutes | <u>Yes</u> | No |
| 2. Actual minutes the server took to greet you (MM:SS) | 00:30 | |
| 3. Beverages were delivered in a timely manner | <u>Yes</u> | No |
| 4. Actual minutes for beverage delivery (MM:SS) | 00:30 | |
| 5. Appetizer was delivered in a timely manner (N/A if you did not order an appetizer) | Yes | No <u>N/A</u> |
| 6. Actual minutes for appetizer delivery (0 if you did not order an appetizer) (MM:SS) | 00:00 | |
| 7. Entrees were delivered in a timely manner | <u>Yes</u> | No |
| 8. Actual minutes from entrée order to delivery or actual minutes from appetizer | 08:00 | |

delivery to entrée delivery (MM:SS)

- | | | |
|--|-------------------|----|
| 9. Server/bartender checked back within a timely manner after the entree was delivered | <u>Yes</u> | No |
| 10. Actual minutes for the associate to check back regarding food quality (MM:SS) | 02:00 | |
| 11. The check was delivered in a timely manner | <u>Yes</u> | No |
| 12. Actual minutes for check delivery (MM:SS) | 01:00 | |
| 13. Server checked back soon after presenting the check | <u>Yes</u> | No |
| 14. Actual minutes for check back (MM:SS) | 03:00 | |
| 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 timing experience was great. I felt that everything was handled in a timely fashion. | | |

6. Food Quality

Score: 18/18 (100.00%)

- | | | | |
|---|-------------------|----|-----------------------|
| 1. Appetizer Ordered: (N/A if you did not order an appetizer) | Yes | No | <u>N/A</u> |
| 2. The appetizer was fresh and had good flavor (N/A if you did not order an appetizer) | Yes | No | <u>N/A</u> |
| 3. The appetizer looked appetizing and was presented neatly (N/A if you did not order an appetizer) | Yes | No | <u>N/A</u> |
| 4. The appetizer was served at the appropriate temperature (N/A if you did not order an appetizer) | Yes | No | <u>N/A</u> |
| 5. Appetizer comments: (N/A if you did not order an appetizer)
N/A | | | |
| 6. Entree one ordered | | | Fish and Chips |
| 7. Entree one was fresh and had good flavor | <u>Yes</u> | No | |
| 8. Entree one looked appetizing and was presented neatly | <u>Yes</u> | No | |
| 9. Entree one was served at the appropriate temperature | <u>Yes</u> | No | |
| 10. Entree one comments
The fish and chips were fresh and very tasty. | | | |
| 11. Entree two ordered | | | Salad |
| 12. Entree two was fresh and had good flavor | <u>Yes</u> | No | |
| 13. Entree two looked appetizing and was presented neatly | <u>Yes</u> | No | |

- | | | | |
|---|-------------------|----|-------------------|
| 14. Entree two was served at the appropriate temperature | <u>Yes</u> | No | |
| 15. Entree two comments
I was told that the salad was fresh and tasty as well. | | | |
| 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) | Yes | No | <u>N/A</u> |
| 18. The dessert looked appetizing and was presented neatly (N/A if you did not order dessert) | Yes | No | <u>N/A</u> |
| 19. The dessert was served at the appropriate temperature (N/A if you did not order dessert) | Yes | No | <u>N/A</u> |
| 20. Dessert comments: (N/A if you did not order dessert)
N/A | | | |

7. Problem Solving

Score: 9/9 (100.00%)

- | | | | |
|--|-------------------|----|-------------------|
| 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) | <u>Yes</u> | No | N/A |
| 2. Server removed any unwanted items (N/A if there were not any unwanted items) | <u>Yes</u> | No | N/A |
| 3. Server removed unwanted items from the bill (N/A if there were not any unwanted items) | <u>Yes</u> | No | N/A |
| 4. Server remained calm, in control and sincere about wanting to correct the problem (N/A if there was not a problem) | Yes | No | <u>N/A</u> |

8. Ambiance

Score: 21/21 (100.00%)

- | | | |
|---|-------------------|----|
| 1. The music volume was at a good level and appropriate for the setting | <u>Yes</u> | No |
| 2. The lighting was appropriate | <u>Yes</u> | No |
| 3. The temperature was comfortable | <u>Yes</u> | No |
| 4. The windows were clean | <u>Yes</u> | No |
| 5. The restaurant had a well-kept interior appearance | <u>Yes</u> | No |
| 6. Which restroom did you use
Men's | | |

7. The restrooms were clean and fresh with wiped counters and litter free floors **Yes** No

8. The restrooms were stocked appropriately **Yes** No

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 ambiance of this place was great. I loved the lighting and softness of the music. I also loved the fact that I could watch sports from where I was seated.

9. Guest Comments

Score: 5/5 (100.00%)

1. What did you like best about your visit
I liked the service best overall.
2. In what way if any, did this visit not meet your expectations
The location met all of my expectations.
3. Please share any overall comments, observations or suggestions
I feel that this place should be open for breakfast.
4. Based on this visit how likely are you to return
5 (Very Likely)

[return to top](#)

CLOSE



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

Meeting: 04/23/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Report
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3276)

DOC ID: 3276

Village Links - Financial Statements - March 2018

ATTACHMENTS:

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



VILLAGE LINKS / RESERVE 22
STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION
As of March 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	\$ 57,736	\$ 38,498	\$ 19,238	50%	\$ 90,985	\$ 113,514	\$ (22,530)	-20%
5520	Reserve 22 Revenues	2,495,100	131,294	98,085	33,209	34%	311,605	273,057	38,547	14%
Total Revenues		\$ 5,496,100	\$ 189,030	\$ 136,584	\$ 52,446	38%	\$ 402,589	\$ 386,572	\$ 16,017	4%
EXPENDITURES:										
55700	Administration	\$ 388,853	\$ 42,951	\$ 39,818	\$ 3,132	8%	\$ 104,715	\$ 94,795	\$ 9,920	10%
55710	Golf Course Maintenance	854,925	35,268	53,853	(18,585)	-35%	90,153	107,709	(17,556)	-16%
55720	Golf Services	722,646	52,001	47,281	4,721	10%	128,670	103,894	24,775	24%
55730	Reserve 22	2,243,966	180,326	154,969	25,357	16%	403,916	342,661	61,254	18%
55740	Stormwater Management	38,415	413	406	7	2%	960	944	17	2%
55750	Pro Shop Merchandise	176,845	15,986	(1,348)	17,333	-1286%	19,714	8,422	11,292	134%
55780	Motorized Carts	48,620	74	688	(614)	-89%	74	1,036	(962)	-93%
557X5	Mechanical Maintenance	164,290	22,485	15,895	6,590	41%	74,528	54,709	19,819	36%
Total Operating Expenses		\$ 4,638,560	\$ 349,504	\$ 311,563	\$ 37,941	12%	\$ 822,730	\$ 714,170	\$ 108,559	15%
Operating Income (Loss)		\$ 857,540	\$ (160,474)	\$ (174,979)	\$ 14,506	-8%	\$ (420,141)	\$ (327,599)	\$ (92,542)	28%
Debt Service		652,096	-	-	-	0%	-	-	-	0%
Capital Expenditures		175,172	26,172	85,111	(58,939)	-69%	26,172	111,814	(85,642)	-77%
CHANGE IN NET POSITION		\$ 30,272	\$ (186,646)	\$ (260,091)	\$ 73,445	-28%	\$ (446,313)	\$ (439,413)	\$ (6,900)	2%

KEY METRICS

	<u>Goal</u>							
Personnel Expenses as % of Sales	46%	113%	149%	-36%	114%	109%	5%	
Cash Balance (End of Month, in \$000's)	\$ 1,438	\$ 975	\$ 1,353	\$ (378)				



VILLAGE LINKS
STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION
GOLF
(Including Administration, Grounds, & Mechanical Maintenance)
As of March 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	\$ 19,117	\$ 12,378	\$ 6,738	54%	\$ 20,505	\$ 41,109	\$ (20,604)	-50%
440554	Pro Shop - Sales	195,000	9,373	5,427	3,946	73%	13,338	12,818	520	4%
440555	Motor Carts	560,000	4,480	3,220	1,260	39%	4,480	13,668	(9,188)	-67%
440556	Driving Range	260,000	6,564	5,079	1,485	29%	7,540	13,454	(5,914)	-44%
440557	Resident Cards	32,000	8,615	7,060	1,555	22%	17,540	16,875	665	4%
460100	Investment Income	9,000	2,029	317	1,713	541%	4,934	1,288	3,646	283%
489000	Miscellaneous Revenue	95,000	7,471	4,998	2,473	49%	22,591	14,236	8,355	59%
489100	Miscellaneous - Over/Short	-	87	20	67	342%	56	66	(10)	-15%
	Total Revenues	\$ 3,001,000	\$ 57,736	\$ 38,498	\$ 19,238	50%	\$ 90,985	\$ 113,514	\$ (22,530)	-20%
	COST OF GOODS SOLD:									
520945	Cost of Goods Sold - Pro Shop	\$ 147,225	\$ 12,909	\$ (4,434)	\$ 17,343	-391%	\$ 12,558	\$ 1,344	\$ 11,214	835%
	Total Cost of Goods Sold	\$ 147,225	\$ 12,909	\$ (4,434)	\$ 17,343	-391%	\$ 12,558	\$ 1,344	\$ 11,214	835%
	Gross Profit	\$ 2,853,775	\$ 44,827	\$ 42,932	\$ 1,895	4%	\$ 78,427	\$ 112,171	\$ (33,744)	-30%
	OTHER OPERATING EXPENSES:									
510100	Salaries - Pensionable	\$ 865,895	\$ 72,444	\$ 73,730	\$ (1,286)	-2%	\$ 157,898	\$ 160,677	\$ (2,779)	-2%
510120	Salaries - Non-Pensionable	219,275	1,212	3,315	(2,103)	-63%	3,178	3,737	(559)	-15%
510200	Salaries - Overtime	4,500	-	1	(1)	-100%	-	1	(1)	-100%
510400	FICA	83,425	5,475	5,702	(227)	-4%	11,999	12,221	(222)	-2%
510500	IMRF	85,710	6,916	7,364	(448)	-6%	15,058	16,029	(971)	-6%
590600	Health Insurance	109,400	11,791	11,658	133	1%	27,253	27,027	227	1%
52XXXX	Contractual Services	535,664	53,546	38,991	14,555	37%	167,598	117,052	50,546	43%
53XXXX	Commodities	343,500	4,885	20,267	(15,382)	-76%	23,272	33,422	(10,150)	-30%
	Total Operating Expenses	\$ 2,247,369	\$ 156,269	\$ 161,028	\$ (4,759)	-3%	\$ 406,256	\$ 370,165	\$ 36,091	10%
	Operating Income (Loss)	\$ 606,406	\$ (111,442)	\$ (118,096)	\$ 6,654	-6%	\$ (327,829)	\$ (257,995)	\$ (69,835)	27%
	Operating Income (Loss) Percentage	20%	-193%	-307%			-360%	-227%		

KEY METRICS

	<u>Goal</u>								
Rounds Played	72,000	1,127	987	140		1,255	2,522	(1,267)	
Revenue Per Round	\$ 41.68	\$ 51.23	\$ 39.01	\$ 12.22		\$ 72.50	\$ 45.01	\$ 27.49	
Resident Cards Sold	N/A	883	703	180		1,819	1,734	85	
Cost of Goods Sold % - Pro Shop	76%	138%	-82%	219%		94%	10%	84%	
Personnel Expenses as % of Sales	46%	169%	264%	-95%		237%	194%	43%	



VILLAGE LINKS
STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION
GOLF
(Including Administration, Grounds, & Mechanical Maintenance)
As of March 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		\$ 4,725	\$ 2,725	\$ 2,000		\$ 16,655	\$ 8,225	\$ 8,430	
	Hand Cart Rentals		502	345	157		547	794	(247)	
	Adult & Junior Golf Lessons		805	490	315		1,360	940	420	
	Club Repair		685	820	(135)		901	1,368	(467)	
	Golf Club Rentals		70	-	70		70	30	40	
	Locker Rentals		560	480	80		2,640	2,480	160	
	Sales Tax (1.75%)		120	136	(16)		392	367	25	
	Foot Golf Ball Rentals		-	-	-		10	-	10	
	ATM Machine Commissions		5	-	5		17	16	0	
	Misc./Misc.		-	2	(2)		-	15	(15)	
	Total	\$ 95,000	\$ 7,471	\$ 4,998	\$ 2,473		\$ 22,591	\$ 14,236	\$ 8,355	



RESERVE 22
STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION
As of March 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	\$ 76,891	\$ 53,416	\$ 23,475	44%	\$ 181,856	\$ 155,240	\$ 26,616	17%
441101	Liquor	250,000	12,939	11,070	1,869	17%	30,032	29,916	116	0%
441102	Beer	475,000	17,723	17,655	68	0%	40,247	41,426	(1,179)	-3%
441103	Wine	200,000	11,219	10,015	1,203	12%	32,167	28,274	3,893	14%
441104	NA Beverages	100,000	3,289	2,435	854	35%	6,615	8,090	(1,475)	-18%
441106	Room Charges	-	850	50	800	1600%	1,100	362	738	204%
441107	Service Charges	120,000	8,360	3,444	4,917	143%	19,566	9,750	9,816	101%
489000	Miscellaneous Revenue	100	22	-	22	0%	22	-	22	0%
	Total Revenues	\$ 2,495,100	\$ 131,294	\$ 98,085	\$ 33,209	34%	\$ 311,605	\$ 273,057	\$ 38,547	14%
	COST OF GOODS SOLD:									
530400	Cost of Goods Sold - Beer	\$ 131,600	\$ 5,854	\$ 6,603	\$ (749)	-11%	\$ 10,706	\$ 11,495	\$ (789)	-7%
530401	Cost of Goods Sold - Wine	78,000	(96)	3,641	(3,737)	-103%	6,740	7,493	(753)	-10%
530402	Cost of Goods Sold - Liquor	45,000	1,173	489	683	140%	5,302	3,318	1,984	60%
530405	Cost of Goods Sold - NA Beverages	35,000	1,581	841	740	88%	1,678	2,880	(1,202)	-42%
530420	Cost of Goods Sold - Food	445,500	32,578	15,738	16,840	107%	68,443	46,941	21,502	46%
	Total Cost of Goods Sold	\$ 735,100	\$ 41,090	\$ 27,313	\$ 13,777	50%	\$ 92,868	\$ 72,127	\$ 20,742	29%
	Gross Profit	\$ 1,760,000	\$ 90,204	\$ 70,773	\$ 19,431	27%	\$ 218,736	\$ 200,931	\$ 17,806	9%
	Gross Profit Percentage	71%	69%	72%			70%	74%		
	OTHER OPERATING EXPENSES:									
510100	Salaries - Pensionable	\$ 570,000	\$ 64,835	\$ 54,886	\$ 9,949	18%	\$ 139,651	\$ 116,685	\$ 22,966	20%
510120	Salaries - Non-Pensionable	358,500	27,417	23,734	3,684	16%	58,257	40,314	17,944	45%
510200	Salaries - Overtime	22,000	251	2,459	(2,209)	-90%	468	2,459	(1,991)	-81%
510399	Tips Paid Through Payroll	-	621	101	521	517%	2,499	4,810	(2,311)	-48%
510400	FICA	101,146	8,430	7,534	896	12%	17,893	15,359	2,534	16%
510500	IMRF	56,380	6,938	6,769	169	2%	15,023	14,269	754	5%
590600	Health Insurance	70,000	7,169	5,858	1,310	22%	14,338	13,670	668	5%
52XXXX	Contractual Services	197,840	12,879	18,015	(5,135)	-29%	42,268	42,084	184	0%
53XXXX	Commodities	133,000	10,696	8,301	2,395	29%	20,650	20,885	(235)	-1%
	Total Operating Expenses	\$ 1,508,866	\$ 139,236	\$ 127,656	\$ 11,580	9%	\$ 311,047	\$ 270,535	\$ 40,513	15%
	Operating Income (Loss)	\$ 251,134	\$ (49,032)	\$ (56,883)	\$ 7,852	-14%	\$ (92,311)	\$ (69,604)	\$ (22,707)	33%
	Operating Income (Loss) Percentage	10%	-37%	-58%			-30%	-25%		



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

ORG/ OBJECT	DESCRIPTION	2018 BUDGET	MONTH				YEAR-TO-DATE								
			2018	2017	DIFF	% DIFF	2018	2017	DIFF	% DIFF					
<u>KEY METRICS</u>															
			<u>Goal</u>												
Revenue Source:															
Restaurant/Bar	N/A	\$	87,810	\$	72,781	\$	15,029	21%	\$	196,643	\$	183,367	\$	13,276	7%
Banquets	N/A		42,181		24,162		18,019	75%		113,593		85,627		27,965	33%
Other	N/A		1,303		1,143		160	14%		1,369		4,063		(2,694)	-66%
Total		\$	2,495,100	\$	131,294	\$	98,085	34%	\$	311,605	\$	273,057	\$	38,547	14%
Reserve 22 Revenues (Last 12 Months)	\$	2,495,100							\$	2,422,499	\$	2,302,421	\$	120,078	5%
Reserve 22 Expenses (Last 12 Months)	\$	2,243,966							\$	2,407,321	\$	2,163,398	\$	243,923	11%
# Guest Checks (Restaurant/Bar)	N/A		2,723		2,396		327			6,297		6,068		229	
Revenue Per Guest Check	N/A	\$	32.25	\$	30.38	\$	1.87		\$	31.23	\$	30.22	\$	1.01	
# Guests (Restaurant/Bar)	N/A		4,956		4,313		643			11,441		10,878		563	
Average Guest Spend	N/A	\$	17.72	\$	16.87	\$	0.84		\$	17.19	\$	16.86	\$	0.33	
# Banquets & Events Held	N/A		29		27		2			64		65		(1)	
Cost of Goods Sold %	29%		31%		28%		3%			30%		26%		3%	
Cost of Goods Sold % (By Category):															
Cost of Goods Sold - Beer	28%		33%		37%		-4%			27%		28%		-1%	
Cost of Goods Sold - Wine	39%		-1%		36%		-37%			21%		27%		-6%	
Cost of Goods Sold - Liquor	18%		9%		4%		5%			18%		11%		7%	
Cost of Goods Sold - NA Beverages	35%		48%		35%		14%			25%		36%		-10%	
Cost of Goods Sold - Food	33%		42%		29%		13%			38%		30%		7%	
Personnel Expenses as % of Sales	47%		87%		103%		-16%			79%		74%		4%	
Prime Cost (Cost of Goods Sold + Personnel Expenses) as % of Sales															
	77%		119%		131%		-12%			109%		101%		8%	



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

Meeting: 04/23/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Report
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3275)

DOC ID: 3275

Village Links - Equipment Services Memo

ATTACHMENTS:

- EquipServices Memo (PDF)



MEMORANDUM

April 13, 2018

TO: MARK FRANZ, VILLAGE MANAGER
FROM: JEFF VESEVICK, GENERAL MANAGER
RE: VILLAGE LINKS MAINTENANCE

In an ongoing effort to maximize operational efficiencies, the Village Links/Reserve 22 met with Equipment Services on Thursday, April 12 to explore the possibilities of collaboration in maintaining its fleet of vehicles and golf course equipment. Present at the meeting were General Manager Jeff Vesevick, Golf Course Superintendent Chris Pekarek, Public Works Director Julius Hansen, Assistant Public Works Director Dave Buckley, and Equipment Services Superintendent Frank Frasco.

VILLAGE LINKS MECHANICAL MAINTENANCE

Currently, the Grounds Department of the Village Links maintains its entire fleet of vehicles and golf course equipment, much of which is aged beyond its recommended useful life. The maintenance is done by current staff consisting of the Golf Course Superintendent, Assistant Golf Course Superintendent, and hourly staff. While none of the members of the staff are certified mechanics, the great majority of the work is competently performed, with occasional work contracted out to mechanical shops.

Staff spends approximately 1,800 man hours annually on mechanical maintenance, at a cost of \$60,000. This includes labor and benefits. 25% of this labor (\$15,000) is attributed Full Time Staff. A little less than half of the work performed (860 hours) is routine annual maintenance, and is done by 4 Full Time staff in the off-season, when the golf course is closed, and man hours are available for this work. The off-season work accounts for 62% of the annual budget (\$37,000). Approximately 960 man hours are spent during the golf season, costing about \$23,000, and is performed by a blend of Full Time, Part Time, and Seasonal staff members. In addition to repairs, this work includes routine adjustments to cutting units, sharpening cutting blades, ordering supplies and parts, and servicing breakdowns and equipment failures.

VILLAGE OF GLEN ELLYN EQUIPMENT SERVICES

The Equipment Services Division, led by Superintendent Frasco, employs 3 Full Time certified mechanics to handle the Village's motor vehicle and equipment fleet. Repairs and maintenance is done at Public Works for all Village Departments, except Village Links golf course. Each Department is billed by Equipment Services, based on percentage of time spent servicing each

Department's vehicles/equipment. Billable expenses include all expenses incurred by Equipment Services, including labor, benefits, supplies, overhead, utilities, etc. Based on our 1,800 hours of mechanical maintenance, Superintendent Frasco indicated he would need to hire a fourth Full Time Mechanic to handle the load. Frasco calculated that the 1,800 hours of work would amount to approximately \$185,000 of billable share of that department's expenses, to The Village Links. This is approximately \$140,000 more than we are currently spending on hourly staff to maintain our equipment.

CONCLUSIONS

The extra expense to the Village Links for Equipment Services to assume mechanical maintenance would be cost prohibitive. While the benefits of freeing up Village Links Staff to focus more on operations, there are other issues such an arrangement would present.

Many of the breakdowns during the course of the summer occur on weekend mornings, when Equipment Services is not in normal operating hours. These breakdowns must be addressed immediately, to continue to prepare the golf course for the day. Instead of addressing the issue immediately, there would likely be a waiting period, as Equipment Services handles many other departments simultaneously.

INTER-DEPARTMENTAL COLLABORATION

Golf Course Superintendent Chris Pekarek consults Equipment Services when there is work beyond the scope of our capabilities. We also have consulted with Superintendent Frasco when it is time to replace equipment, to take advantage of any bidding or contract advantages which may be available.

We have also inquired of the price of commodities, such as fuel purchases. We have found that the comparatively small amount that we can handle on deliveries does not afford us the same volume discounts available to Public Works.

We will continue to seek the best pricing available for all our purchases, and continue to utilize the expertise at Equipment Services as available.