



Agenda
Village of Glen Ellyn
Recreation Commission
Regular Meeting
Friday, May 25, 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 - April 23, 2018

Village Links - Minutes - April 23, 2018

IV. Introduction of New Members - Chairman O'Shea

V. Standing Reports

A. Manager's Report - Jeff Vesevick

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

2. Village Links - Secret Shopper - April 2018

B. Financial Report -

Village Links - Financial Statements - April 2018

C. Trustee Liaison Report - John Kenwood

VI. New Business

VII. Next Meeting Date - June 29, 2018

VIII. Adjournment



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

Meeting: 05/25/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Minutes
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3337)

DOC ID: 3337

Village Links - Minutes - April 23, 2018

ATTACHMENTS:

- MN042318 (PDF)

**RECREATION COMMISSION
MINUTES
APRIL 23, 2018**

Board or Commission: Recreation
Meeting: Special

Called to Order: 7:03 a.m.
Adjourned: 8:16 a.m.

Quorum: Yes

MEMBER ATTENDANCE:

Brad S. Browder	Chairman	Present
Susan Q. Carroll	Commissioner	Present
Glen G. Graham	Commissioner	Present
Jeffery M. Jourdan	Commissioner	Present
Kevin S. Kennebeck	Commissioner	Excused Absence
Mark W. Reinke	Commissioner	Excused Absence
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
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 April 23, 2018 regular meeting of the Recreation Commission was called to order at 7:03 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 APRIL 9, 2018 MEETING.

MOVE TO APPROVE MINUTES OF SPECIAL MEETINGS FROM 4/9/2018, 7:00 AM

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

Attachment: MN042318 (3337 : Village Links - Minutes - April 23, 2018)

4. PRESENTATION – BRAD CHAPPLE, FOOD & BEVERAGE DIRECTOR

Food and Beverage Director Chapple stated the three (3) main challenges for Reserve 22 are the seasonality of the business, staff turnover, and the restaurant remodel. Food and Beverage Director Chapple noted in two (2) weeks a new menu will be rolled out and the menu will change every six (6) months going forward. For 2018, Reserve 22 is up 14% of which most of this increase is derived from banquet business. Food and Beverage Director Chapple said the golf course will no longer be using Styrofoam cups and new compostable cups will be used with the Village Links logo. The new restaurant manager started and brings a lot of experience to the dining room. General Manager Vesevick indicated the new restaurant manager is an excellent leader.

Commissioner O'Shea suggested that golf staff should offer dinner reservations when tee times are booked. Commissioner Graham said dinner reservations should also be offered when golfers check-in. Chairman Browder suggested that Food and Beverage Director Chapple spend some time with the golf staff to explore where Reserve 22 can tie-into the golf side. Commissioner Jourdan commented that Reserve 22 is doing really well. Commissioner Graham asked what percentage of business is walk-in versus reservation. Food and Beverage Director Chapple replied currently 30% is reservation and 70% is walk-in.

5. DISCUSSION – SUBCOMMITTEE – RESTAURANT RENOVATION

General Manager Vesevick said the sub-committee met on Friday, April 20, 2018. The proposed renovation recommendation will be made at the Monday, May 21, 2018 Village Board meeting. General Manager Vesevick asked that all the Commissioners attend this meeting. The timeline of the restaurant renovation was discussed. Beginning in September the dining room will be closed but the patio and bar will remain open, with overflow crowds being relocated to the banquet room. General Manager Vesevick indicated he is trying to move-up the schedule. Discussion ensued regarding in-house staff performing some of the remodeling work to achieve cost savings.

Food and Beverage Director Chapple said although the proposed renovation cost is higher than originally anticipated it includes items that are needed to stay relevant. General Manager Vesevick added that typically restaurants are remodeled every four (4) years. Chairman Browder indicated the acoustical spray allowance is estimated to cut-down the noise by 80%.

MOVE TO RECOMMEND TO THE VILLAGE BOARD AT THE MAY 21, 2018 MEETING, THE KRESKA CONSULTANTS DESIGN PROPOSAL OF \$116,700 PLUS A 10% CONTINGENCY FOR RESTAURANT IMPROVEMENTS TO BE COMPLETED BY OCTOBER 15, 2018.

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

6. **STANDING REPORTS**

A. GENERAL MANAGER JEFF VESEVICK

General Manager Vesevick stated Village Links performed better than last March, but overall this spring's weather has been awful. The PGA junior league at the Links is the largest in Illinois and the second largest nationwide. 73 foursomes signed-up for permanent tee-times compared to 63 last year. Restaurant and bar sales were up 20% for March, while banquets were up almost 70% from March 2017. Overall sales for Reserve 22 were up 14% for the year. General Manager Vesevick stated these increases are a real testament to the efforts made by Food and Beverage Director Chapple and Executive Chef Fota.

General Manager Vesevick referenced the March secret shopper reports included in the agenda packet and noted these are a good tool for coaching staff.

B. FINANCIAL – COMMISSIONER JOURDAN

Commissioner Jourdan said General Manager Vesevick summed up the March financials very well. General Manager Vesevick said revenues are down over \$100,000 year-to-date and April will be better. Commissioner O'Shea asked if comparable year-end financial information for 2014 and 2017 could be provided. General Manager Vesevick said 2014 was a bad year because the parking lot and range were not completed.

C. TRUSTEE LIAISON – JOHN KENWOOD

None.

7. **OLD BUSINESS**

1. Village Links – Equipment Services Memo

General Manager Vesevick said he along with Golf Superintendent Chris Pekarek met with Public Works Director Julius Hansen, Assistant Public Works Director Dave Buckley, and Equipment Services Superintendent Frank Frasco. General Manager Vesevick said the Village Links staff spends about 1,800 hours on equipment maintenance each year and asked Public Works staff how much it would cost for them to maintain the equipment instead. Equipment Services Superintendent Frank Frasco estimated it would cost around \$185,000 to maintain the Links equipment because he would have to hire another full-time staff member. General Manager Vesevick said it is probably not wise to have Public Works staff maintain the Links equipment. General Manager Vesevick said Links staff are cross-trained to work on all equipment.

8. **NEW BUSINESS**

General Manager Vesevick indicated Golf Superintendent Chris Pekarek is working on the greens today with a solid tine with a heavy top dressing.

9. NEXT REGULAR MEETING FRIDAY, MAY 25, 2018

10. ADJOURN

Commissioner Jourdan moved and Commissioner O'Shea seconded, to adjourn the meeting. The meeting was adjourned at 8:16a.m.

Submitted by Aileen Haslett, Recording Secretary

Reviewed by General Manager Jeff Vesevick



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

Meeting: 05/25/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Report
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3338)

DOC ID: 3338

Village Links - Manager's Report - April 2018

ATTACHMENTS:

- Manager's Report052518 (PDF)



VILLAGE LINKS

GLEN ELLYN

RESERVE
— 22
TWENTY-TWO

Manager's Report for April 2018

Prepared by Jeff Vesevick, General Manager

April was a poor month for golf. There was 4.5" of snow over 4 days. It rained 2.09" over 9 days. The golf course was closed on 10 days. Carts were grounded an additional 4 days and there were frost delays 5 days.

High Temperatures In April														
	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005
90° days														
80° days		1	2				1	1	4	2	1	2	1	3
70° days	1	11	6	3	3	2	3	4	8	3	8	4	10	7
60° days	9	4	4	13	12	10	12	4	12	6	5	7	9	7
50° days	3	11	8	9	10	6	10	14	5	11	11	8	8	11
40° days	7	3	8	2	4	11	4	6	1	6	5	3	2	2
30° days	10		2		1	1		1		2		6		
Rain	2.1"	5.5"	2.7"	2.8"	3.1"	9.1"	1.9"	4.5"	2.5"	4.7"	2.9"	3.0"	3.5"	2.3"
Snow	4.5"									2"		2"		

GOLF

While golfers are generally eager to get the season underway in April, the weather was poor at best, and among the coldest on record. Spring Special members accounted for a large portion of our weekday rounds, as they are more willing to brave the less than ideal conditions. The woeful weather prompted us to maintain off-season rates through the end of the month.

Rounds played were down 37% for the month, and are down 41% for the year

Green fees were down 38% for the month, and are down 42% for the year

Driving range sales were down 23% for the month, and are down 31% for the year

Motor Car sales were down 43% for the month, and are down 50% for the year

Resident Card sales were down 32% for the month, and are down 4% for the year

Golf Revenues were down 38% for the month, and are down 33% for the year

15 more golfers purchased a **Spring Special Membership** in April, bringing the yearly total to 114 members. Total membership is down 42% from last year's 197 members. Spring Special members played 46% of the weekday rounds in April. Weekday green fees, while free in April, will be half price in May for these members. Revenue from the sale of these memberships are credited to green fees at year end. Spring Special members have accounted for 32% of all rounds played to date.

Golf Revenue April										
	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Rounds	4,381	6,906	4,366	6,761	3,746	4,749	5,677	5,286	5,281	3,318
Green Fees	105,192	163,584	108,315	157,699	81,570	102,862	118,672	108,704	103,595	64,117
Driving Range	19,392	26,158	16,855	23,721	0	22,653	28,206	22,369	24,474	18,810
Pro Shop	13,746	16,310	16,431	15,684	5,501	12,441	15,700	14,573	17,400	14,175
Carts	17,579	30,124	16,206	34,172	17,169	23,427	31,287	27,744	32,360	18,528
Resident Cards	3,042	4,045	2,723	3,240	4,250	4,870	5,370	4,490	4,540	3,080
Miscellaneous	7,705	7,938	6,501	5,907	8,416	8,721	9,984	9,355	18,443	6,320
Total Revenue	166,543	248,108	166,924	240,391	116,944	174,973	212,844	187,236	200,812	125,030
Golf rounds and revenues were the worst in the last 10 years										

Director of Golf Noel Allen continues to negotiate with outing prospects, as 6 more committed and made deposits in the month of April. To date, 73 outside outings are confirmed, with only 6 still pending.

Eight of the 14 outside leagues began play in April, with the remainder to begin in early May. Most of the leagues play through August and into September on the 9-hole course. The Over 60 men's league began play on April 6. The Swingin'Set ladies league will begin its season in early May, and will be treated to 3 complimentary starter clinics conducted by the Village Links Professional Staff on Tuesdays and Thursdays in April. The long time league held its opening luncheon on Tuesday, April 12 in the Blue Heron Room, attended by Director of Golf Allen, Head Golf Professional Mike Campbell, and General manager Jeff Vesevick. Approximately 36 18-holers and 60 9-holers play each Tuesday morning through September.

Harris Golf Cars will install new windshields and a new, larger GPS screen in the coming months on our fleet of 95 golf cars.

Staff has upgraded the golf event system with a new software. Golf Genius will allow golfers to track tournament progress live throughout the round.

The PGA Junior League is now full, with 120 junior golfers participating.

RESERVE 22

Restaurant and bar sales were hampered by the April weather, as only a handful of days were warm enough to attract patio patrons.

Advertisements were placed and prospects interviewed for seasonal Server, Bartender, Busser, and Line Cook positions.

Reserve 22 opened for breakfast on Saturday and Sunday mornings with a new Buffet menu, aimed at Permanent Tee Time members.

Staff is preparing the menus for **Mother's Day Brunch on May 13**. Reserve 22 will offer reservations throughout the day.

Reserve 22 - April				Year To Date		
Restaurant	2017	2018	+/-	2017	2018	+/-
Beverages	3,642	2,421	-33.5%	8,251	6,856	-16.9%
Beer	26,864	19,296	-28.2%	61,440	51,715	-15.8%
Wine	11,485	11,552	0.6%	32,141	37,916	18.0%
Spirits	13,692	12,305	-10.1%	33,078	32,945	-0.4%
Food	80,652	61,395	-23.9%	184,756	174,188	-5.7%
Total Restaurant	136,335	106,969	-21.5%	319,665	303,620	-5.0%
Banquets	2017	2018	+/-	2017	2018	+/-
Beverages	942	732	-22.3%	3,663	2,746	-25.0%
Beer	2,083	1,964	-5.7%	7,990	9,147	14.5%
Wine	2,144	3,035	41.5%	9,762	8,838	-9.5%
Spirits	1,011	4,320	327.4%	11,368	13,541	19.1%
Food	14,659	26,596	81.4%	63,572	95,302	49.9%
Misc.	729	8,669	1089.3%	3,562	14,430	305.1%
Total Banquets	21,568	45,315	110.1%	99,917	144,003	44.1%
	2017	2018		2017	2018	+/-
Other	14,666	6,112	-58.3%	26,044	22,407	-14.0%
Total Reserve 22	172,569	158,396	-8.2%	445,627	470,030	5.5%

Banquet Sales were up significantly for April, and are up 44% for the year. **Restaurant and Bar** sales were down 22% for April, and are down 5% for the year. Overall sales were up 8% for the month, and are up 6% year to date.

Grounds

After careful consideration, it was determined that the 18-hole course greens again needed a spring aeration, to control the levels of thatch built up over the years. This process is normally done only in the fall, when less golf rounds are expected. The grounds staff used its new equipment to successfully complete this task in 2 days. This year it was decided to use solid tines, as opposed to the traditional core-aeration, due to the lateness of the season, and to promote quicker healing.

Grounds

1. Twelve drinking fountains were repainted.
2. ***Staff plowed/salted 4 days.***
3. Litter was removed from the parkways.
4. Twenty four natural areas were cleaned up for the season..
5. The 18 hole greens and 18 and 9 putting greens were spiked with solid tines and top dressed.
6. The irrigation pumping stations were started for the season.
7. Greens, tees, fairways and wear areas in the rough were fertilized.

Mechanical and Building Maintenance

1. The Blue Heron and Boardroom carpets were cleaned.
2. All the small engine equipment, chain saws, blowers, rotors, etc. were serviced.
3. LED replacement fixtures were installed in the maintenance offices.
4. The Reserve 22 restroom sewer line was rodded out.
5. The main kitchen grill was renovated.
6. A new underground water supply line for cart cleaning was installed.
7. A new underground coax cable was installed at maintenance.
8. LED replacement fixtures were installed in the clubhouse storeroom.
9. Outdoor drinking fountains were installed.

Horticulture

1. The over-wintered tropical plants were transported from the basement to the 1st shop bay.
2. Branches from tree trimming were chipped.
3. Spring Cleaning of landscape beds continued.
4. Annual flower beds were prepped and rototilled.



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

Meeting: 05/25/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Report
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3339)

DOC ID: 3339

Village Links - Secret Shopper - April 2018

ATTACHMENTS:

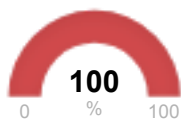
- Reserve22 Reviews April 2018 (PDF)

On-Site - 1 Location

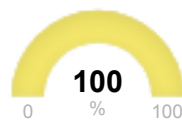
Print Report 

Village Links Form Evaluations

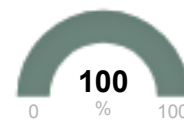
Tuesday, April 03, 2018



Phone:



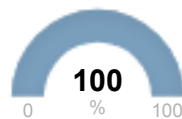
Store Exterior:



Host:



Service:



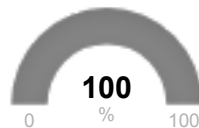
Timing:



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: **850779**

Evaluation Date: **Tuesday, April 03, 2018**

Arrival Time: **11:56 a**

Departure Time: **12:54 p**

Customer Traffic: **Light**

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
 Ambiance: 21 / 21 100
 Guest Comments: 5 / 5 100
Overall: 146 / 146 (100.00%)

1. Phone

Score: 15/15 (100.00%)

- | | | | |
|--|---|----|-------------------|
| Name and gender of person called name or description: | Judy (Female) | | |
| 1. Date of call (mm/dd/yyyy) | 04/03/2018 | | |
| 2. Time of call (HH:MM A/P) | 11:02 a | | |
| 3. Phone was answered promptly and in a friendly manner | <u>Yes</u> | No | |
| 4. Number of rings before the phone was answered | 1 | | |
| 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 after only one ring. The voice was cheery, as I heard the restaurant name and the associate identified herself. | | |

2. Store Exterior

Score: 12/12 (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) | Yes | No | <u>N/A</u> |
| 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 | 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 landscaping was still drab in appearance, but neat. There was no visible debris in any part of the parking lot or entryway.

3. Host

Score: 24/24 (100.00%)

Name and description of host name or description:

**Brian (Male; 20's - 30'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)

The host was busy looking at the tablet screen at the station as I entered. When I approached the station, I was greeted with a smile as I was asked my table preference.

4. Service

Score: 33/33 (100.00%)

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

**Bobby (Male; 20's - 30's;
5'7"; Black 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) | <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") | | | |
| N/A | | | |
| 13. Overall Service experience and comments (please explain in detail) | | | |
| The server was up beat as I inquired about the specials of the day, and soup flavor. I was immediately offered a beverage, and additional time to make a lunch decision. | | | |

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) | 01:35 | | |
| 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 | <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 | 11:50 | | |

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) | 01:40 | |
| 11. The check was delivered in a timely manner | <u>Yes</u> | No |
| 12. Actual minutes for check delivery (MM:SS) | 02:10 | |
| 13. Server checked back soon after presenting the check | <u>Yes</u> | No |
| 14. Actual minutes for check back (MM:SS) | 02:20 | |
| 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 pace of service was casual, but quick. There was attention to my beverage refill needs when the glasses approached the half full mark. | | |

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 | | | Tuna Melt |
| 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 tuna filling was on the brink of spilling over the sides of the bread. That abundant appearance enhanced the overall appearance. | | | |
| 11. Entree two ordered | | | Burger special |
| 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 open faced burger was colorful with the toppings in plain sight, and the pickle spear strategically placed to break up the blond french fries. | | | |
| 16. Dessert ordered (N/A if you did not order dessert) | <u>N/A</u> | | |
| 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: 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 | <u>N/A</u> |
| 2. Server removed any unwanted items (N/A if there were not any unwanted items) | Yes | No | <u>N/A</u> |
| 3. Server removed unwanted items from the bill (N/A if there were not any unwanted items) | Yes | No | <u>N/A</u> |
| 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 | | |

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 interior lights were all on in an effort to offset the drab overcast and rainy day outside. The music was an appropriate level, which allowed for conversation.

9. Guest Comments

Score: 5/5 (100.00%)

1. What did you like best about your visit

We came for the good food, but we stayed for the view. The golf course had many natural attributes that made the wait go by quickly.

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

The server was neat in appearance, but was not wearing any name tag, and did not introduce himself. I was able to get the name from the receipt.

3. Please share any overall comments, observations or suggestions

The condiment containers of ketchup and mustard brought out with the entree, were impressively clean.

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

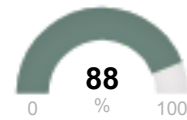
Friday, April 06, 2018



Phone:



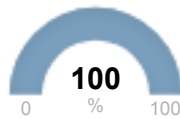
Store Exterior:



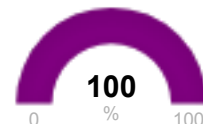
Host:



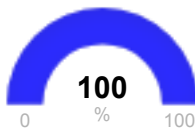
Service:



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: **850780**

Evaluation Date: **Friday, April 06, 2018**

Arrival Time: **05:15 P**

Departure Time: **06:40 P**

Customer Traffic: **Heavy**

Phone: 18 / 18 100

Store Exterior: 12 / 12 100

Host: 21 / 24 88

Service: 33 / 33 100

Timing: 21 / 21 100
 Food Quality: 30 / 30 100
 Ambiance: 21 / 21 100
 Guest Comments: 5 / 5 100
Overall: 161 / 164 (98.17%)

1. Phone

Score: 18/18 (100.00%)

- Name and gender of person called name or description: **Karen (Female)**
1. Date of call (mm/dd/yyyy) **04/05/2018**
 2. Time of call (HH:MM A/P) **4:00 P**
 3. Phone was answered promptly and in a friendly manner **Yes** No
 4. Number of rings before the phone was answered **1**
 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)
Advised that a reservation was desirable for a Friday evening and accepted our desired reservation time. (On the 6th our reservation was honored and we were seated immediately even though the restaurant was already quite near seating capacity.) In response to an inquiry about the availability of gluten free items on the menu the response was prompt and thorough. Detailed information was given concerning the range of gluten free items available. It was also explained that the restaurant maintains separate equipment for frying gluten free and non gluten free menu items.

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 outward appearance is strong, crisp and neat. The presence is one of understatement rather than a bold appeal for attention. The grey stone facade underscores this theme. In keeping with the restaurant name the appearance is reserved.

3. Host

Score: 21/24 (87.50%)

Name and description of host name or description:

**Tori (Female; 20's; 5'8";
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")
Our hostess was not unfriendly but I had the feeling that I was more accepted and tolerated than welcomed. I believe the hostess behavior to be natural and sincere. I certainly was not offended but when cast in the role of host or hostess one must project that role with some burst of enthusiasm. Hosts and ushers perform much the same task but we expect a little more warmth and sparkle from the host. Not friendly is a bit harsh of a judgment here. Could project a little more friendly is the intended observation.
11. Overall Host experience and comments (please explain in detail)
Excellent. We got what we were promised, when it was promised.

4. Service

Score: 33/33 (100.00%)

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

**Cheryl (Female; 50's;
5'7"; Dark 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") | | | |
| N/A | | | |
| 13. Overall Service experience and comments (please explain in detail) | | | |
| Cheryl was able to answer all of our beverage and menu questions completely and without hesitation. She advised us of the evening specials. | | | |

5. Timing

Score: 21/21 (100.00%)

- | | | |
|--|-------------------|----|
| 1. Server greeted you within two minutes | <u>Yes</u> | No |
| 2. Actual minutes the server took to greet you (MM:SS) | 1.0 | |
| 3. Beverages were delivered in a timely manner | <u>Yes</u> | No |
| 4. Actual minutes for beverage delivery (MM:SS) | 1.5 | |

- | | | | |
|---|------------|----|-----|
| 5. Appetizer was delivered in a timely manner (N/A if you did not order an appetizer) | <u>Yes</u> | No | N/A |
| 6. Actual minutes for appetizer delivery (0 if you did not order an appetizer) (MM:SS) | 5.0 | | |
| 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) | 7.5 | | |
| 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) | 3.5 | | |
| 11. The check was delivered in a timely manner | <u>Yes</u> | No | |
| 12. Actual minutes for check delivery (MM:SS) | 2.5 | | |
| 13. Server checked back soon after presenting the check | <u>Yes</u> | No | |
| 14. Actual minutes for check back (MM:SS) | 1.5 | | |
| 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)
Pace of food service was just right as was the prompt and efficient billing process. At no time did we ever feel either hurried or neglected. | | | |

6. Food Quality

Score: 30/30 (100.00%)

- | | | | |
|--|----------------------------|----|-----|
| 1. Appetizer Ordered: (N/A if you did not order an appetizer) | <u>Yes</u> | No | N/A |
| 2. The appetizer was fresh and had good flavor (N/A if you did not order an appetizer) | <u>Yes</u> | No | N/A |
| 3. The appetizer looked appetizing and was presented neatly (N/A if you did not order an appetizer) | <u>Yes</u> | No | N/A |
| 4. The appetizer was served at the appropriate temperature (N/A if you did not order an appetizer) | <u>Yes</u> | No | N/A |
| 5. Appetizer comments: (N/A if you did not order an appetizer)
We ordered deep fried onion rings. This is an item featured in many restaurants. We judged the portion size as generous and the preparation and flavor was as good as the best we ever tastes. Batter was thin and crispy and the onions were cooked to perfection without being saturated with cooking oil | | | |
| 6. Entree one ordered | Friday Fish Special | | |
| 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
Thin crispy batter was exceptional. Good flavor and flaky texture to the fish. Fries were crisp.
11. Entree two ordered **Friday Fish Special**
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
Thin crispy batter was exceptional. Good flavor and flaky texture to the fish. Fries were crisp.
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 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 **Yes** No
2. The lighting was appropriate **Yes** No
3. The temperature was comfortable **Yes** 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)
Table spacing and sound levels are good. We were able to converse in normal tones with a feeling of sufficient privacy and not disturbing others. We were seated in a booth that was more than adequate for two and generous enough for a party of four to be very comfortable. Seats are comfortable and not cramped. | | |

9. Guest Comments

Score: 5/5 (100.00%)

- What did you like best about your visit
Consistently good food taste, presentation and temperature along with well paced service made this dining experience particularly enjoyable. This standard was maintained even though the bar and dining room were operating at capacity with a substantial number additional patrons waiting to be seated. Even though the staff was being pressed in these conditions, our server Cheryl, was able to talk with us informally during the meal. She explained to us that the honey flavor butter being served was prepared with honey produced on the premises. Small things can add up to making a good experience memorable.
- In what way if any, did this visit not meet your expectations
None.
- Please share any overall comments, observations or suggestions
No additional comments. Plan to revisit this restaurant and to use patio seating when the weather improves.
- Based on this visit how likely are you to return
5 (Very Likely)

[return to top](#)

CLOSE

SharonK (Chicago)

5.0 Dined on April 21, 2018

Great service, fresh food, fun. Got in right away. Patio in Summer.

[Report](#)

[Helpful](#)

SusanM

4.0 Dined on April 20, 2018

Very nice. Service was a bit slow but we were in no hurry. Tried a special menu item of skate wing piccata. Excellent! I had not heard of that type of fish.

[Report](#)

[Helpful](#)

OpenTable Diner

5.0 Dined on April 13, 2018

as marked but one guest thought the noise level was a little loud . But others had been there before and continues to enjoy the experience. We will return.

[Report](#)

[Helpful](#)

PegK (Chicago)

4.0 Dined on April 6, 2018

The food was very good but they did run out of baked potatoes at 6:30. The fish was excellent! The service was a little slow but we were enjoying conversation with friends so it wasn't a big deal. The bus boy did flick our bread plates at us as he went around the table. It was almost amusing. Overall, we really like this place...

[+ Read more](#)

[Report](#)

[Helpful](#)

SandraG (Chicago)

2.0 Dined on April 6, 2018

The restaurant seemed to be a popular sports bar, but we did not find the food worth the drive. The base of my margarita flatbread was so wafer-thin, it was like a cracker, and it was nearly burned. The tomatoes were wedges with tough skin and the ingredients were so skimpy, there was about an inch around the flatbread...

[+ Read more](#)

[Report](#)

[Helpful](#)

OpenTable Diner (Chicago)

5.0 Dined on April 1, 2018

Went to Reserve 22 for Easter Brunch. The buffet food was really well presented and tasty. I enjoyed the open reservation times rather than group seating. It kept the food lines down. All and all it was a great buffet experience.



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

Meeting: 05/25/18 07:00 AM
Department: Recreation Commission
Department Head: Jeff Vesevick
Category: Report
Prepared By: Ann Pedersen

SCHEDULED

AGENDA ITEM (ID # 3340)

DOC ID: 3340

Village Links - Financial Statements - April 2018

ATTACHMENTS:

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



VILLAGE LINKS / RESERVE 22
STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION
As of April 30, 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	\$ 126,308	\$ 202,269	\$ (75,961)	-38%	\$ 217,292	\$ 315,784	\$ (98,491)	-31%
5520	Reserve 22 Revenues	2,495,100	158,396	172,569	(14,174)	-8%	470,000	445,627	24,374	5%
Total Revenues		\$ 5,496,100	\$ 284,703	\$ 374,839	\$ (90,135)	-24%	\$ 687,292	\$ 761,410	\$ (74,118)	-10%
EXPENDITURES:										
55700	Administration	\$ 388,853	\$ 28,208	\$ 26,931	\$ 1,277	5%	\$ 132,923	\$ 121,726	\$ 11,197	9%
55710	Golf Course Maintenance	854,925	86,430	97,396	(10,967)	-11%	176,583	205,105	(28,523)	-14%
55720	Golf Services	722,646	41,042	69,475	(28,432)	-41%	169,712	173,369	(3,657)	-2%
55730	Reserve 22	2,243,966	166,267	156,555	9,712	6%	570,183	499,217	70,966	14%
55740	Stormwater Management	38,415	275	1,495	(1,220)	-82%	1,235	2,439	(1,203)	-49%
55750	Pro Shop Merchandise	176,845	11,672	19,677	(8,005)	-41%	31,386	28,099	3,287	12%
55780	Motorized Carts	48,620	425	1,798	(1,373)	-76%	499	2,834	(2,334)	-82%
557X5	Mechanical Maintenance	164,290	14,036	14,746	(711)	-5%	88,564	69,456	19,108	28%
Total Operating Expenses		\$ 4,638,560	\$ 348,356	\$ 388,074	\$ (39,718)	-10%	\$ 1,171,085	\$ 1,102,244	\$ 68,841	6%
Operating Income (Loss)		\$ 857,540	\$ (63,652)	\$ (13,235)	\$ (50,417)	381%	\$ (483,793)	\$ (340,834)	\$ (142,958)	42%
Debt Service		652,096	-	-	-	0%	-	-	-	0%
Capital Expenditures		175,172	-	47,348	(47,348)	-100%	26,172	159,162	(132,990)	-84%
CHANGE IN NET POSITION		\$ 30,272	\$ (63,652)	\$ (60,583)	\$ (3,069)	5%	\$ (509,965)	\$ (499,996)	\$ (9,969)	2%

KEY METRICS

	<u>Goal</u>							
Personnel Expenses as % of Sales	46%	62%	46%	16%	93%	78%	14%	
Cash Balance (End of Month, in \$000's)	\$ 1,438	\$ 919	\$ 1,295	\$ (376)				



VILLAGE LINKS
STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION
GOLF
(Including Administration, Grounds, & Mechanical Maintenance)
As of April 30, 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	\$ 64,117	\$ 103,595	\$ (39,478)	-38%	\$ 84,622	\$ 144,704	\$ (60,082)	-42%
440554	Pro Shop - Sales	195,000	14,175	17,400	(3,225)	-19%	27,513	30,218	(2,705)	-9%
440555	Motor Carts	560,000	18,528	32,360	(13,832)	-43%	23,008	46,028	(23,020)	-50%
440556	Driving Range	260,000	18,810	24,474	(5,664)	-23%	26,350	37,928	(11,578)	-31%
440557	Resident Cards	32,000	3,080	4,540	(1,460)	-32%	20,620	21,415	(795)	-4%
460100	Investment Income	9,000	930	1,274	(344)	-27%	5,864	2,562	3,302	129%
489000	Miscellaneous Revenue	95,000	6,498	18,585	(12,087)	-65%	29,089	32,821	(3,732)	-11%
489100	Miscellaneous - Over/Short	-	170	41	129	315%	226	107	119	111%
	Total Revenues	\$ 3,001,000	\$ 126,308	\$ 202,269	\$ (75,961)	-38%	\$ 217,292	\$ 315,784	\$ (98,491)	-31%
	COST OF GOODS SOLD:									
520945	Cost of Goods Sold - Pro Shop	\$ 147,225	\$ 9,248	\$ 17,570	\$ (8,322)	-47%	\$ 21,806	\$ 18,914	\$ 2,892	15%
	Total Cost of Goods Sold	\$ 147,225	\$ 9,248	\$ 17,570	\$ (8,322)	-47%	\$ 21,806	\$ 18,914	\$ 2,892	15%
	Gross Profit	\$ 2,853,775	\$ 117,059	\$ 184,699	\$ (67,640)	-37%	\$ 195,486	\$ 296,870	\$ (101,384)	-34%
	OTHER OPERATING EXPENSES:									
510100	Salaries - Pensionable	\$ 865,895	\$ 62,593	\$ 64,583	\$ (1,991)	-3%	\$ 220,490	\$ 225,260	\$ (4,770)	-2%
510120	Salaries - Non-Pensionable	219,275	1,993	8,475	(6,483)	-76%	5,170	12,212	(7,042)	-58%
510200	Salaries - Overtime	4,500	57	-	57	0%	57	1	55	4510%
510400	FICA	83,425	4,853	5,473	(620)	-11%	16,852	17,694	(842)	-5%
510500	IMRF	85,710	6,041	6,521	(480)	-7%	21,098	22,550	(1,452)	-6%
590600	Health Insurance	109,400	8,109	7,901	208	3%	35,362	34,927	435	1%
52XXXX	Contractual Services	535,664	55,377	43,015	12,362	29%	222,975	160,067	62,908	39%
53XXXX	Commodities	343,500	33,819	77,981	(44,161)	-57%	57,091	111,402	(54,311)	-49%
	Total Operating Expenses	\$ 2,247,369	\$ 172,840	\$ 213,948	\$ (41,108)	-19%	\$ 579,096	\$ 584,114	\$ (5,018)	-1%
	Operating Income (Loss)	\$ 606,406	\$ (55,781)	\$ (29,250)	\$ (26,531)	91%	\$ (383,610)	\$ (287,244)	\$ (96,366)	34%
	Operating Income (Loss) Percentage	20%	-44%	-14%			-177%	-91%		

KEY METRICS

	<u>Goal</u>								
Rounds Played	72,000	3,318	5,281	(1,963)		4,573	7,803	(3,230)	
Revenue Per Round	\$ 41.68	\$ 38.07	\$ 38.30	\$ (0.23)		\$ 47.52	\$ 40.47	\$ 7.05	
Resident Cards Sold	N/A	164	249	(85)		1,983	1,983	-	
Cost of Goods Sold % - Pro Shop	76%	65%	101%	-36%		79%	63%	17%	
Personnel Expenses as % of Sales	46%	66%	46%	20%		138%	99%	39%	



VILLAGE LINKS
STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION
GOLF
(Including Administration, Grounds, & Mechanical Maintenance)
As of April 30, 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		\$ 2,565	\$ 11,875	\$ (9,310)		\$ 19,220	\$ 20,100	\$ (880)	
	Hand Cart Rentals		1,389	2,075	(686)		1,936	2,869	(933)	
	Adult & Junior Golf Lessons		980	1,580	(600)		2,340	2,520	(180)	
	Club Repair		878	1,666	(788)		1,779	3,034	(1,256)	
	Golf Club Rentals		100	140	(40)		170	170	-	
	Locker Rentals		400	560	(160)		3,040	3,040	-	
	Memorial Tree Donation		-	500	(500)		-	500	(500)	
	Sales Tax (1.75%)		177	142	35		569	509	60	
	Foot Golf Ball Rentals		-	35	(35)		10	35	(25)	
	ATM Machine Commissions		8	11	(3)		25	28	(3)	
	Misc./Misc.		-	-	-		-	15	(15)	
	Total	\$ 95,000	\$ 6,498	\$ 18,585	\$ (12,087)		\$ 29,089	\$ 32,821	\$ (3,732)	



RESERVE 22
STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION
As of April 30, 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	\$ 89,837	\$ 97,830	\$ (7,993)	-8%	\$ 271,694	\$ 253,070	\$ 18,624	7%
441101	Liquor	250,000	17,195	15,592	1,603	10%	47,227	45,508	1,719	4%
441102	Beer	475,000	23,972	34,568	(10,596)	-31%	64,219	75,994	(11,775)	-15%
441103	Wine	200,000	14,587	13,629	958	7%	46,754	41,903	4,851	12%
441104	NA Beverages	100,000	4,124	6,306	(2,182)	-35%	10,738	14,395	(3,657)	-25%
441106	Room Charges	-	-	-	-	0%	1,100	362	738	204%
441107	Service Charges	120,000	8,669	4,645	4,024	87%	28,234	14,395	13,840	96%
489000	Miscellaneous Revenue	100	13	-	13	0%	35	-	35	0%
	Total Revenues	\$ 2,495,100	\$ 158,396	\$ 172,569	\$ (14,174)	-8%	\$ 470,000	\$ 445,627	\$ 24,374	5%
	COST OF GOODS SOLD:									
530400	Cost of Goods Sold - Beer	\$ 131,600	\$ 7,387	\$ 7,242	\$ 145	2%	\$ 18,093	\$ 18,737	\$ (644)	-3%
530401	Cost of Goods Sold - Wine	78,000	5,758	3,160	2,599	82%	12,498	10,653	1,846	17%
530402	Cost of Goods Sold - Liquor	45,000	5,645	5,452	193	4%	10,946	8,769	2,177	25%
530405	Cost of Goods Sold - NA Beverages	35,000	2,278	1,407	871	62%	3,956	4,287	(332)	-8%
530420	Cost of Goods Sold - Food	445,500	30,242	39,155	(8,914)	-23%	98,685	86,097	12,588	15%
	Total Cost of Goods Sold	\$ 735,100	\$ 51,310	\$ 56,416	\$ (5,106)	-9%	\$ 144,178	\$ 128,543	\$ 15,635	12%
	Gross Profit	\$ 1,760,000	\$ 107,086	\$ 116,153	\$ (9,067)	-8%	\$ 325,822	\$ 317,084	\$ 8,738	3%
	Gross Profit Percentage	71%	68%	67%			69%	71%		
	OTHER OPERATING EXPENSES:									
510100	Salaries - Pensionable	\$ 570,000	\$ 48,956	\$ 42,581	\$ 6,375	15%	\$ 188,607	\$ 159,266	\$ 29,341	18%
510120	Salaries - Non-Pensionable	358,500	26,523	18,998	7,525	40%	84,780	59,312	25,468	43%
510200	Salaries - Overtime	22,000	156	3,007	(2,851)	-95%	624	5,466	(4,842)	-89%
510399	Tips Paid Through Payroll	-	(882)	(140)	(742)	530%	1,617	4,670	(3,054)	-65%
510400	FICA	101,146	6,742	6,531	211	3%	24,634	21,889	2,745	13%
510500	IMRF	56,380	5,189	5,309	(120)	-2%	20,212	19,577	635	3%
590600	Health Insurance	70,000	4,779	3,906	874	22%	19,117	17,575	1,542	9%
52XXXX	Contractual Services	197,840	12,336	12,122	214	2%	54,604	54,206	398	1%
53XXXX	Commodities	133,000	11,160	7,827	3,333	43%	31,810	28,712	3,098	11%
	Total Operating Expenses	\$ 1,508,866	\$ 114,957	\$ 100,139	\$ 14,818	15%	\$ 426,005	\$ 370,674	\$ 55,331	15%
	Operating Income (Loss)	\$ 251,134	\$ (7,872)	\$ 16,014	\$ (23,886)	-149%	\$ (100,183)	\$ (53,590)	\$ (46,593)	87%
	Operating Income (Loss) Percentage	10%	-5%	9%			-21%	-12%		



RESERVE 22
STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION
As of April 30, 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	\$	106,988	\$	136,353	\$	(29,365)	-22%	\$	303,631	\$	319,720	\$	(16,088)	-5%					
Banquets	N/A		45,315		25,485		19,829	78%		158,907		111,113		47,795	43%					
Other	N/A		6,093		10,731		(4,638)	-43%		7,462		14,794		(7,333)	-50%					
Total		\$	2,495,100		\$	158,396		\$	172,569		(14,174)	-8%		\$	470,000	\$	445,627	\$	24,374	5%
Reserve 22 Revenues (Last 12 Months)		\$	2,495,100								\$	2,408,325	\$	2,317,413	\$	90,912	4%			
Reserve 22 Expenses (Last 12 Months)		\$	2,243,966								\$	2,417,033	\$	2,122,846	\$	294,187	14%			
# Guest Checks (Restaurant/Bar)	N/A		3,266		4,236		(970)			9,563		10,304		(741)						
Revenue Per Guest Check	N/A	\$	32.76	\$	32.19	\$	0.57			\$	31.75	\$	31.03	\$	0.72					
# Guests (Restaurant/Bar)	N/A		5,842		7,926		(2,084)			17,283		18,804		(1,521)						
Average Guest Spend	N/A	\$	18.31	\$	17.20	\$	1.11			\$	17.57	\$	17.00	\$	0.57					
# Banquets & Events Held	N/A		26		21		5			90		86		4						
Cost of Goods Sold %	29%		32%		33%		0%			31%		29%		2%						
Cost of Goods Sold % (By Category):																				
Cost of Goods Sold - Beer	28%		31%		21%		10%			28%		25%		4%						
Cost of Goods Sold - Wine	39%		39%		23%		16%			27%		25%		1%						
Cost of Goods Sold - Liquor	18%		33%		35%		-2%			23%		19%		4%						
Cost of Goods Sold - NA Beverages	35%		55%		22%		33%			37%		30%		7%						
Cost of Goods Sold - Food	33%		34%		40%		-6%			36%		34%		2%						
Personnel Expenses as % of Sales	47%		58%		47%		12%			72%		64%		8%						
Prime Cost (Cost of Goods Sold + Personnel Expenses) as % of Sales																				
	77%		91%		79%		11%			103%		92%		10%						