

BROADACRES VILLAGE RESIDENTS COMMITTEE



COMMUNIQUÉ - 140

HOSPITALITY PORTFOLIO'S NEW ROLE

04 June 2019

Dear fellow residents,

In the past few months, EVL (Evergreen Lifestyle Villages) management has been encouraging the Village and Bistro management to play a much more active role in organizing social functions and events in their respective villages. This has come at a time when our Hospitality portfolio team has also been looking for a lesser involvement, so the changes I'm announcing here come at an opportune time for both parties.

As far as our village is concerned, these changes came into effect on the first of this month.

Our village has a well-established, basic programme that we've been following for many years. Your new ResCom, to be elected at the RAM (Residents' Annual Meeting) on 11 July and confirmed at the AGM (Annual General Meeting) on 06 August, will review this programme at the start of its tenure and then pass it on to the Village and Bistro management to plan and implement.

Going forward, our Hospitality team's role as far as these functions are concerned will simply be to review the menus and help with the decorations. They will no longer be responsible for the menus or for promoting these functions.

*On a day-to-day basis, our Hospitality team **will no longer** have any involvement with any of the following:*

- *The planning of menus for Social evenings or other regular meals;*
- *Table bookings;*
- *Complaints about the table settings, quality of the food or the service.*
- *Be responsible for extracting name labels at Socials*
- *Checking the 'Comments' book after Socials*

As at present, you will make your meal bookings with the Bistro staff on Ext. 209, and any table bookings you require must also be made with them. Complaints about food quality or service must be directed to the Village and Bistro management.

Our Hospitality team's on-going responsibilities will be to:

- *Liaise with the Village and Bistro management around any changes to the basic activity programme.*
- *Meet and greet residents as they arrive at Socials and other sit-down functions and/or special occasions;*
- *Meet and greet new residents on arrival into the Village;*
- *Help Village and Bistro management with table and room decorations for special occasions;*
- *Help the families of celebrants with table and other decorations at milestone birthdays or anniversaries if required;*
- *Send out resident birthday and anniversary cards/emails;*
- *Book for shows and liaise for lifts when required;*
- *Be supportive and promote any activities in the Village managed by residents, e.g. bridge, library functions, speakers, art, Waterhole, etc, if required.*
- *Organise resident run functions, such as our street braais, village walks, etc. where traditionally the Village and Bistro managements have not been involved.*
- *Be open to new ideas for activities and motivate if need be, eg new activity equipment, outside day visits, etc.*

*Hennie du Preez,
Chairman of ResCom.*