

## Steward Report for BOD Meeting July 9, 2020

### JUNE:

First three weeks of June were all about ironing out the kinks and following guidelines safely. The clubhouse was cleared out for the June BOD meeting. Staff and I worked really hard to get the club ready for the next phase. Mike Coffey helped out a lot and we are very grateful for his assistance. The electrical took some time to get sorted for the dock. The dockhouse is still not complete, but there is now a phone, radio and sales are going well. We are grateful to Keith Bridge and Dan Gingras for finalizing the system. Sales are being conducted through the dockhouse window, as little contact as possible. I am very fortunate to have the staff that I do this year, they are quick to adjust to procedural changes and take on new duties with clubhouse opening without any pushback. We are sanitizing fuel nozzles after every sale, pens, doorways and handles, all surfaces throughout the day.

Here are some bullet points to note:

- **Overnight parking**-long days out –Members -please give staff your car keys
- **Fuel tanks** are being stuck every morning and night and the inches are called in every night. Andy Hartman has a consistent schedule- Mon-Wed-Friday deliveries. In some cases already this year we have had to call in an early Sunday morning delivery because Friday and Saturday we busy. Andy I talk every week-he says we are doing just fine considering the circumstances. The Wentworth is hardly selling diesel which is usually their largest delivery-Andy services them as well.
- **Gas sales** are still larger than diesel- Fisherman have been here more often, lobster boats-not even half of what we saw last year---price of lobster is not worth their fuel costs etc.
- Wentworth is still lower in fuel prices than we are- yet we still sell more.
- **Masks**-many boaters are coming to the fuel dock without face masks. It seems to have relaxed a lot more since beginning of June. Staff are asking them to wear masks and they usually have their own. If they don't have one, we supply them with one- Some boaters do not want to wear one and we have lost a few sales this way

#### **What we will be doing from now on:**

Staff of course will stay masked –If a boater is not masked, we will offer a mask, if they refuse- then it's left at that. We will conduct no contact fuel sales —Boaters will take the nozzle themselves and place back when finished. Staff will pull out the hoses ahead of time for some slack and lock them so that customers are not struggling with the reel system---payment through the window protects staff and if a boater chooses to come up to pay-they will be asked to wear a mask. Washing hands, masks and maintaining distance is how we move forward and safely gain fuel income.

- Masks on launch-- yes always- probably until end of season
- Dinghies –pulley system-staff have been moving dinghies a lot to make sure they are not hitting the rocks or getting hung up as tide goes out. Will there be a better system put in place this year?

- Transients are now being offered launch service, but only if there is a plan in place to get rides etc. parking not permitted. Transients are not permitted to use clubhouse or deck yet, bathrooms if they really need- yes. they will be signed in at launch sign in sheet.

## **Membership use**

- Not more than a dozen members/guests using the club since we opened June 23<sup>rd</sup>.
- I have received feedback that falls under. 1) “ I didn’t even know club was open.” 2) I have not read my emails. 3) I have read the email and it was too lengthy and unclear and doesn’t seem worth it. 4) I do not feel comfortable coming yet.
- Members’ want to stay past staff hours- they can exit side gate- will they clean up/sanitize? what about bathrooms?
- Demand for coffee to be provided—If grills are opening –I don’t mind providing a Keurig machine for memnbers –staff sanitize that at same times they sanitize tables and chairs. small trash container provided for the creamer cups and k –cups . having this does not mean everything else should be open. it’s minor compared to dealing with bathrooms and bathroom trashes. I am ok providing this service.

