

BOT Meeting Minutes 04-30-22 Member Comments				
Member Name	Lot/Sec#	Comment	Response	Notes
Phyllis Zander Brown	11/071, 22/016	States that she is having a hard time with Nicola's resignation. She's been here 34 years and has seen managers come and go. Some were pretty good at one thing, some were good at another thing - a couple of them could actually do two things - and were all male except for one. Looking back on them - all of them didn't have the skillset to deal with something as complex as the Riv. They had a piece here or a piece there but the end result was that none of them had the whole picture. They didn't understand restaurant, didn't understand finance, they didn't understand leadership, boards, unions - they didn't understand most of it when they became managers. This has caused a lot of problems. Points to Nicola and states that 'this one here' has the background on all five features you need to run the Riviera. And she loves the job - and she's good. She's not perfect but she's got a handle on every part of the Riviera. States that the BOT represents the members. She represents the members. She has been on both sides of the this fence. States that she cannot believe that someone who knows how to do the job and doing it well can be pushed out of here by somebody that is - says she's not even going to describe him because he doesn't deserve it. States that Nicola is an employee of the Riv. She understands that this current BOT did not hire her but they took over when they came on board. Nicola is 'your' employee. States that she cannot believe that the five (BOTs) cannot see the quality that they are losing with Nicola's resignation and implores them to do whatever they can to keep her - legally. States that she doesn't care how they do it - she's a pitbull and will go there again. States that the BOT and she (and membership) don't deserve to lose Nicola. Feels that we will be starting over again with someone who only knows one thing. You can find one with only one of the skills and they have to be a people person, the combination of skills is very hard to find. She has run companies - has this experience. She challenges the BOT to do whatever they can to make her stay. Thinks that the BOT and Nicola work well together. The BOT will be starting all over and it will be the nightmare from hell. Says she is not through but just getting started.	Pete - Says to Nicola, see its not just the board that wants you to stay.	
Darrel Beck	08/046	Thanks Phyllis and states that he has worked with Phyllis and she is very passionate. States that there has been discussion about having discounts at the restaurant for members - would like to present another side or membership - the members who are not on island. Any time a decision is made the whole membership needs to be taken into consideration - what effects will this have for all lots/owners. Would love to have discounts - already has it with Senior Discounts but doesn't want more discounts. Every body should have the same opportunity at restaurant. Raising prices for people off island and then giving discounts - how many people are we going to lose? When the restaurant loses money - the whole membership is also losing that money. Discounts sound good but are not a good idea.	Dana - This topic is very much only in dussion phase and not a priority for the BOT. Any changes such as this would be thoroughly researched.	

Joanne Metler		States that she feels Phyllis is spot on with regard to Nicola's leaving. Says to Nicola that she will be greatly missed. Comments that Nicola's report about the Marina Ramp was outstanding. Says that she would like this reporting to be saved. Says to Nicola, this report goes to say how great you are and that what Phyllis said about you is true. Asks about the purpose and placement of the Riviera stickers that come with the membership cards.	Nicola - Stickers are for your vehicles if you choose to display them. Some members have declined to display due them showing sec/lot - it is your choice to use or not. These stickers have been sent out for many years to Riviera members. This is not a new process, it has been the norm historically in the Riviera.	
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