

Morris Williams Food Concession Agreement Renewal Option

1

**PARKS & RECREATION DEPARTMENT
CONTRACTS AND CONCESSIONS COMMITTEE MEETING
APRIL 11, 2017**

**KEVIN GOMILLION
GOLF DIVISION MANAGER**

Presentation Overview

2

Food & Beverage Concession Contract

- Contract Background
- Survey
- Current Performance
- Summary



Contract Background

3

The current contract with Players Concession was established with the re-opening of the renovated golf course and clubhouse /concession in January 2013

Contract outline:

1. Five-year agreement ending in October 2017
2. Two 2-year extensions are available



Concessionaire Survey Results

4

- What is your general satisfaction level with the quality of the food?
 - 80% satisfied - very satisfied
- How would you rate the service of the staff?
 - 75% satisfied - very satisfied
- How would you rate the concession's appearance?
 - 90% satisfied - very satisfied

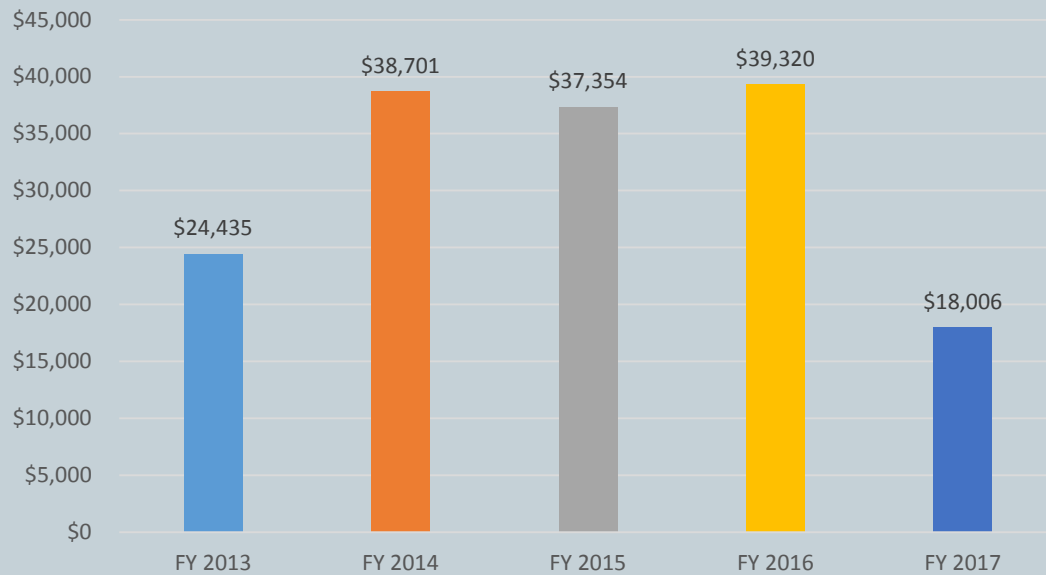
Summary of additional comments provided:

- Great food and service is always consistent
- Really good burgers and staff very friendly
- Would like a better variety of food
- The staff is great! I have had nothing but good service from all the staff.

Current Performance

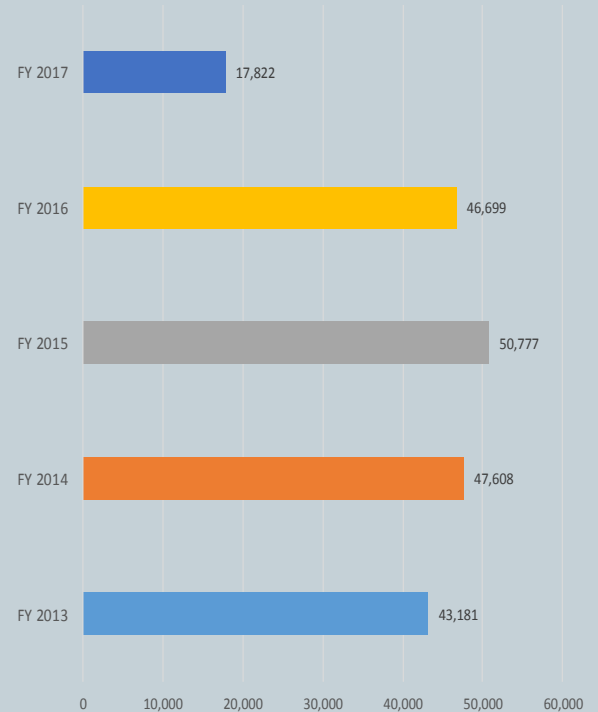
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Players Concessions Revenue at Morris Williams Golf Course



- **Note: FY 2013 Morris Williams was closed for 3 months for course renovation**
- **Note: FY 2017 revenue is through March 2017**

Morris Williams Rounds of Golf



Summary

6

- The Department has not received any complaints about the operations of the Players Concession, and all payments to the City have been made in a timely fashion
- The Players management and staff are very responsive to any requests for changes to operations and are quick to respond to any needed improvements
- PARD staff requests the Contracts and Concessions Committee make a recommendation to the Parks and Recreation Board *to recommend to the Department Director to exercise the option of a two (2) year extension of the Food and Beverage Concession at Morris Williams Golf Course agreement with Players Concessions Inc.*