



**CBC 2017 Burns Dinner Evaluation Meeting held at the Kensington Legion,
Calgary, Alberta on Saturday, February 4th, 2017 at 12.00 noon**

Executive Members Present

Henry Cairney	President
Trekker Armstrong	1 st Vice-President
Jim Hutchens	2 nd VP/Entertainment
Paul Armstrong	Past President
Maurice McAtamney	Club Steward
Vlad Dhillon	Sponsorship/Donations
Stephen Nichol	Director at Large/acting Secretary

A total of 26 CBC members were present. Complete list of names is included as an attachment to these minutes.

Henry Cairney called the meeting to order at 12:16pm

1. Trekker Armstrong led the meeting by providing details of the Survey Monkey questionnaire that he circulated.
2. 45 questionnaires were provided to CBC members; 29 responses received
30 questionnaires were provided to dinner guests; 16 responses received

See the attachment to these minutes that show the analysis of the responses to the questions and list the comments made on the questionnaire comment section.

The number of questions limitations of the Survey Monkey process was noted but the questionnaire response level deemed to be satisfactory.

3. Initial discussions began with the time involved with the intermission. Half an hour was scheduled for intermission but the participants indicated 15/20 minutes would be sufficient. It was noted that the pre-sale of drink tickets would need to be fine-tuned for the shorter time to work.

There appeared to be a preference for the evening program to be kept shorter but a number of responses also wanted the Fiddlers brought back.

4. The quality of the meal invoked a strong response from the members. A general feeling appears to be that the CBC is being taken advantage of by the TCC.

The salmon plate was satisfactory. The soup was noted for its lack of flavor and not being hot. The trifle was considered to have portions that were too small, lacked custard and the liquor amount appeared to be too small. The haggis did not appear to have been cooked according to traditional practices. The result was that the haggis skins were burst and the filling was too watery.

This result raised questions of how the CBC can exercise quality control over the meal preparation. The TCC appear to have become tired in regard to the food prep needed for the Burns Dinner.

Haggis skins have been an issue in the past and it was dealt with by a 10% over-ordering. The TCC did not support requests from guests to remove surplus haggis filling from the function.

5. The entertainment question obtained a range of responses but the indications of the answers pointed to general satisfaction of the entertainment that the CBC provided. It was thought that the survey monkey question was on the broad and general side and given the range of entertainment offered, more detailed questioning was needed for this item.
6. The venue question indicated that the attendees are satisfied with the location. It was noted that a sub-committee has been setup to review options for alternative venue, given the current facility's intention to increase the costs of the dinner and the quality issues the CBC is experiencing.

It was noted the CBC does have alternative venue options and can avoid sole sourcing the food services that are needed for the dinner.

7. The date on which the dinner is held was discussed and the history of the dinner dates was outlined by senior club members. It was thought that the dinner date should be decided by the CBC membership and it will be discussed at the next regular meeting on the 14th of February.
8. Information communication with the dinner guests was discussed. It was noted that the guests should be made aware of the pre-dinner drink ticket purchasing option on the dinner application form.

There was a suggestion that the guest feedback from the dinner survey be analysis independent of the CBC member's feedback.

9. A number of other comments about the dinner were made and are detailed as follows:

There appeared to be an issue when the whiskey was served and there were vacant places at the table. Two situations arise; the guest has left the venue or the guest is temporarily away from their table place. In this second case, the guest missed out on their dram and did not get their complementary glass.

When a break interval occurs, it is difficult to regain the attention of the attendees when the speaker resumes talking after the break interval.

The indications from the guest feedback were that they would like to see the fiddlers return to the entertainment program. Discussion followed this comment about the setup time involved with the fiddlers prior to their performance and the possible use of a second stage. It was noted that this would increase costs of the dinner. Having the fiddlers entertain prior to the start of the dinner was suggested.

It was noted that the use of wireless microphones had improved the sound in the dining room, but some adjustments were required to effect the improvement. It was noted that a lower attendance would have also reduced the background noise.

It was suggested that the CBC should consider a cap on the dinner attendance.

The finding of a new venue is a priority.

Increasing costs and extra costs is a concern.

There is a need to examine the dishes being served at the dinner and streamlining the removes to save time during the dinner.

An appeal for humor during the speeches and introductions was made.

For those guests who attend without ties or acceptable shirts, the CBC should have club labeled products available for sale.

It was noted that 21 CBC members were involved with the running of the dinner.

Trekker Armstrong was acknowledged for his survey monkey undertaking and his efforts in running the successful 2017 Burns Dinner.

Henry Cairney was acknowledged for his efforts in the preparation of the CD of Trevor Ramage's service. This was item that was requested by Trevor's wife, Margaret.

10. Adjournment

The meeting ended at 1:28pm

CBC Members Attending the Meeting

Life Members

Ron Budd
Jim Hope-Ross
Tom Miller
Ron Pratt
Gerry Wood

Ordinary Members

Paul Armstrong
Trekker Armstrong
Henry Cairney
Steven Campbell
Ken Carr
Ian Denness
Vlad Dhillon
Merv Howitt
Jim Hutchens
Bill Laing
Brian Lunan
Allan MacRae
Maurice McAtamney
Gordon McCulloch
Hugh McFadzean
Stephen Nichol
Jamie Osborne
Sandy Paterson
Colin Pinkerton
Mark Rowe
John Young

Associate Members

None

Total 26 in attendance