



Chatham Marketplace February 2017 Board Meeting

2/22/17 5:30-8 PM @ Jenny McLaurin's Shop

Members Present: Tom Morris, Craig Kolman, David Misenheimer, Sasha Konkel, Sarah D'Amato, Debbie Cameron, and Katie Niver

Absent: Jenny McLaurin

General Manager: David Dellea

Guests: None

Board decisions in bold italics.

Accepted minutes from last month's meeting.

Signs - Craig and David M will look into some signs, including a marquee sign, flag signs that read "Local Grocery Store", and a tear drop sign. Once we have a few choices we can approach Tom.

Finances - David D is working with Jina and Corinne to finalize the 2016 finances and to generate a final end of year report.

GM reporting - Customer Treatment. ***accepted by the board***

Sarah suggested that CM have all customer feedback handled in a consistent, documented way. Whenever someone asks about a product being out or other comments, to log it and keep track of who they talked to and what product. This could be a notebook that all staff receiving comments use to document the comments and follow-up actions.

Put up Customer comments board in the cafe this month so that CM staff can post comments received from shoppers and can include a brief statement about actions taken to address the comment, so that customers can see that their input is being heard and is appreciated.

Board Business -

Monthly Call with CDS Consultant

Next call with our CDS consultant, Jade Barker, is Tues, March 14th, 8pm. David will email a reminder and a call-in number a few days before the call. Please put this on

your calendars if you want to participate. One of the main topics will likely be how to go about “visioning” about what we want CM to be.

Ideas for activities with CM Owners

- food justice/social justice book club done quarterly.
- plated dinner for 1st friday night. wine.
- list of events on the cafe tables.
- talk to Chatham Park, Briar Chapel, other developments about buying ownerships.
- Vendor Palooza- April invite Chatham Park to that. Have board members there to hang out with them.
- New Chatham County Ag Center-March 25th new extension office opening. Wanting local businesses to come and talk about their business.

CM Anniversary Party

Saturday, May 20th

Board “Visioning” for CM

All Board members should write down their ideas for their visions of where/what we want CM to be in 5-10 years. Bring your ideas to the March Board meeting.

New board members

Look at materials on CM website to make sure it's updated. Let's talk about ideas for good candidates to fill open positions in coming up in May. 10 people can be on the board (not including the GM). Need to get some new people. Post on Instagram, Newsletter, etc. Kathleen Conroy can help spread the word. Put on website experiences from past Board members-Katy, Kathy, etc

Fundraising Ideas

Chili cook off, brick with donors name(s), leaves with their name, raffles for dinner in cafe, holidays have people raise money for a place, donate portion of sales for the day towards a place, have a shirt where vendors buy an ad for the back of the t-shirt with our logo on front, local breweries come-customers buy a cup and walk around and try all the different beers-donate a portion to charity and keep the rest, local cookbook

C1 Governing style

Get out of struggling-survival mode. learning what our responsibilities are and GMs. Are there resources out there who can help us know what our roles are more clearly? How we can be more effective with helping the GM. Ask Jade next call. Practice the habits of a successful democracy, get more input from owners.

Katie resigning from the Board after the February meeting, and Jenny leaving in May. Katie will leave facebook, Sarah can post board events.

Next Board meetings:

- **Wednesday night, 5:30-8pm, March 22**

- **start accepting applications for new Board members**
- **need to start recruiting Board candidates**
- **Wednesday night, 5:30-8pm, April 26**

Other upcoming events:

- **March 18 - Co-op Cafe in Raleigh**
- **May 6 - CBLD workshop in Raleigh**
- **May 20 - CM Annual Meeting**
- **May 26 - Jenny last board meeting, term ends**