

Proposed Minutes

Programs/Events Committee

December 12, 2012

Voting Members present: Nancy Stearns, Evelyn Bless, Jim Burge, Kathy Sutton and Jan McCarthy.

Also attending Libby Jae

Voting Members Absent: Bob Kerns, Terry LaRosa and Bob Uhlig

Staff Present: Paul Berg, Todd Dunkle, Adrienne Hutelmyer, Rob & Robert Curry and Richard Haerther.

The meeting was called to order at 3:08 by Kathy Sutton and the minutes of the November 2012, meeting were approved by general consent. The meeting was announced as time certain of one hour and would address the single agenda item of Customer Service tabled from the November meeting.

Evelyn Bless brought up the subject of the slippery floor issue in the dance room and was assured the problem has been investigated and at this time no specific cause has been determined.

A letter from TEDxYouth regarding their recent rental was discussed in detail. Paul Berg presented the Center's position on this rental gone bad. The committee agreed that the first approach to any difficult customer service situation would be "we are so sorry and what can we do to make it up to you". The recent seating issue with Kendra was also discussed in great detail. It was agreed that the customer service policy in place was fine but special cases needed individual consideration.

The meeting was adjourned at 4:10 PM

Submitted by Nancy Stearns