



(An ISO 9001:2008 Certified Organisation)

TEA WITH DIRECTOR **MEETING MINUTES**

Meeting Date: 25 April, 2014

Meeting Location: Abolim Hall

Approval: 16 April, 2014

Recorded By: The International Centre Goa

1 ATTENDANCE

Name	Membership Number	Present
Mr. C. N. Prabhakar	7688	Yes
Mrs. Manashi Chatterjee	2332	Yes
Mr. Anup Chatterjee	2332	Yes
Mr. Hari Gopal Verma	832	Yes
Roswitha Verma	832	Yes
Hoor Girglani	2002	Absent
Dr. Malay Patel	2397	Yes
N. D. Agrawal	2242	Yes
Dr. Sharmila Rao	7687	Yes
Mr. Mahesh Prabhu	2359	Yes
Mr. S. N. Joshi	2072	Absent
Mr. Parvat Surya Kar	9039	Yes
Amiya Sahu	9039	Yes
Mrs. Nandini Sahai	Director, ICG	Yes
Mr. Ayub Zickriya	General Manager, ICG	Yes
Rakesh Nayak	Meeting Scribe, ICG	Yes

Quorum was established

2 MEETING LOCATION

Abolim Hall

3 MEETING START

Meeting Schedule Start: 6:00 PM

Meeting Actual Start: 6:10 PM

Meeting Scribe: Rakesh Nayak

4 AGENDA

To take suggestions from ICG Members on forthcoming projects, existing programmes and facilities.

5 NOTES ON DISCUSSION

- The Director announced that the current caterer has chosen to move on and that a proposal for a new caterer has been published in leading local dailies and ICG website. The Director also requested the attendee Members to suggest direct good caterers to ICG, should they know any. The last day for submission of proposal is 30th April, 2014.
- Certain Members suggested that the proposal for Catering Contractor be circulated amongst Member community via E-mail
- In response to the suggestion from Attendee Members to involve members who have interest & experience in F&B in the selection of the new caterer, the Director said that the

matter would be presented before the Admin Committee which is scheduled to meet on 6th May, 2014.

- The Director was happy to announce that the Swimming pool usage charges has been slashed by 50% with effect from 1st May, 2014
- The Director announced the Pool-side lawn would soon be open for events & parties
- In response to request from certain Members to keep the Library open on weekends, the Director announced that the Library will be kept open the whole day on Saturdays. The library would be opened upon request on Sundays for reading/ business centre purposes only.
- In response to the enquiry by Attendee Members whether internet is chargeable, the Director said that use of internet facility in Library cum Business Centre and Wi-Fi usage is free for resident guests whilst the same is chargeable for walk-in Guests – Members & Non-Members alike at a nominal rate. Coupons for use of internet facility are available at the Reception.
- In the last session, the attendee Members had suggested that a questionnaire be designed and sent to all Members to seek improvisation tips and suggestions from them on matters pertaining to food, facilities and programs etc. In response to this, the Director introduced Attendee Members to Dr. Parvat Surya Kar & Dr. Amiya Sahu from the Goa Institute of Management, who have been actively conducting surveys in this context.
- The Attendee Members mentioned that they did receive the questionnaire via E-mail. However, they said the questionnaire was more relevant to resident guests and not Members. The Director suggested to Dr. Parvat Surya Kar & Dr. Amiya Sahu to make note of the same and design a questionnaire each for local and outstation Members to seek their feedback
- The Director suggested the Member's Night can be held in 3rd / 4th week of June/July.
- Certain Attendee Members suggested that one room be kept for Member's self booking. They also suggested rollout of incentives for room referrals by Member community. The General Manager, Mr. Ayub Zickriya assured that a window of maximum 7 days would be given to Member's self bookings, post which ICG would be free to release the room for general booking on first come first serve basis. Mr. Zickriya mentioned that ICG Management will work upon a referral incentive plan for Members very soon.
- Attendee Members suggested that the ICG sign board on the road be made more distinctly visible
- Certain Attendee Members requested for waiver of Early Check-in & charge half-day rates for Late Check-out happening between 3:00 to 6:00 PM for residing Members. The Director said that she will revert on the issue.
- Certain Attendee Members suggested that the Reception be aware of the readiness of Swimming Pool so that they are in a position to tell the guest who call in to enquire before starting for ICG. The General Manager, Mr. Ayub Zickriya mentioned that the needful would be done in this regard and also assured all present that the pool quality is steadily progressing. Mr. Zickriya also mentioned that SMS alerts are already being sent to Members who use the pool on regular basis.
- Certain Members had objected to attaching a deadline for confirming their participation in Tea with Director Sessions. The Director suggested that we shall henceforth term it as "RSVP", to which all Attendee Members agreed in unanimity

6 MEETING ENDS

Meeting Schedule End: **7:00 PM**

Meeting Actual End: **7:30 PM**

7 NEXT MEETING

Venue: **As per availability** Date: **To be decided** Time: **To be decided**