

Bremerton Elks Lodge #1181 Survey on Lodge Bar and Food

Conducted: September 2022

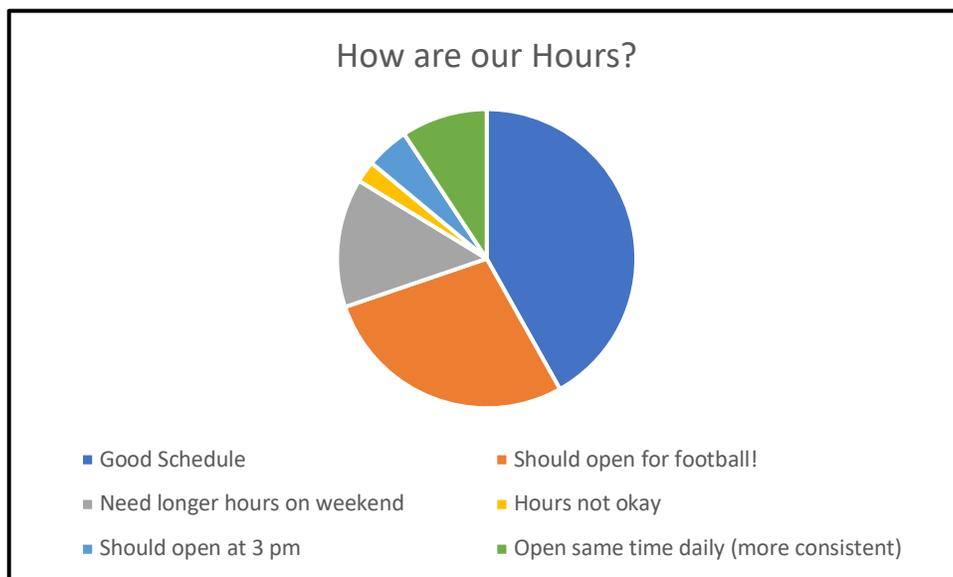
Participation: 84 Members

This survey was designed to better understand how our Members felt about our drink and food offering through the bar and restaurant and also to help identify ways we could improve. Some questions asked were qualitative in nature (meaning comments were provided rather than yes/no questions). Question responses were grouped to provide graphics or better visualization on responses. Question six in the survey asked for membership numbers in order to allow participation in the survey raffle. That information is not included in this report.

Question 1: We are working to have the bar open for food and drink more often and we are recruiting volunteer bartenders and food servers so we can do that. The picture above (below in this report) lists our updated hours. What recommendations, or suggestions do you have about being open or not during these times? Should there be additional times we are open? If so, when and what would get you to come in more often?

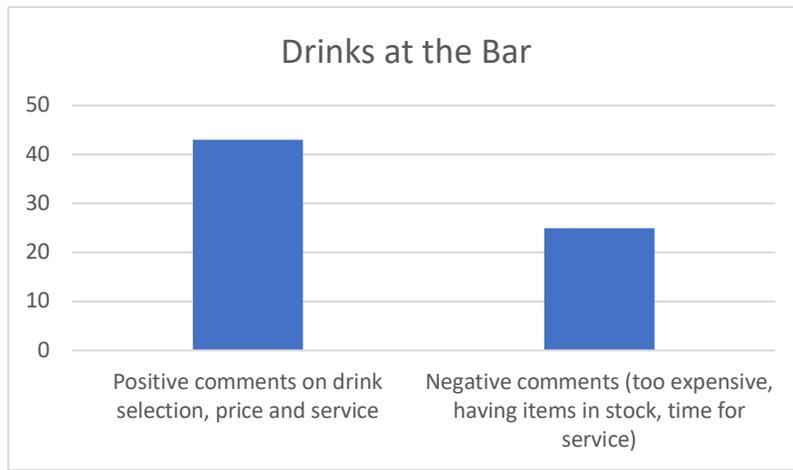
Bar Hours

Day of the Week	Hours
Sunday	Closed
Monday	Closed
Tuesday	11 AM - 4 PM
Wednesday	4 PM - 8 PM
2nd & 4th Thursday	11 AM - 4 PM
Thursday	4 PM - 10 PM
Friday	4 PM - 11 PM
Saturday	4 PM - 8 PM



Over all Members are happy with the hours, there are recommendations to tweak that will depend on volunteer support.

Question 2: Drinks at the Bar. Please give you opinion on drinks at the bar. We are interested in knowing your thoughts on selection, price, service or anything else about drinks you would like to share. (This is your opportunity to tell us what you like and dislike, or what would get you to have drinks at the bar more often).



Members would like to see drink specials (new cocktails to try and happy hours). Suggestions were made about having cocktail servers.

Question 3: Food at the Bar. Please give you opinion on food at the bar. We are interested in knowing your thoughts on selection, price, service, taste, or anything else about food service (bar snacks, etc.) you would like to share. (This is your opportunity to tell us what you like and dislike, or what would get you to have food at the bar more often).

The most common themes and items are listed below...

- Food consistency, portioning, and quality, have been historic problems
- Many Members are interested in chips and other ready bar snacks
- Members love the pop corn
- Hot Dogs have been well received and Members like burger options
- Members would like to see pizzas, quesadillas and soup

Question 4: Lodge Dinners (Thursday / Friday). Please give you opinion on Lodge dinners. We are interested in knowing your thoughts on selection, price, service, taste, or anything else about Lodge dinners you would like to share. (This is your opportunity to tell us what you like and dislike, or what would get you to have meals at the Lodge more often).

- Food consistency, portioning, and quality, have been historic problems
- Food has been bland and often been cold
- Members are interested in simple menus, salad bars, fish, pasta, guest cooks, steak night (if cost allows), more HOP, roast beef, fish & chips, tacos,
- Several Member indicated that price does not match quality

Question 5: Are you interested in volunteering or helping with the issues/items identified in this survey?

Thirty-three people indicated they were interested in helping. We will be reaching out to contact those who left their membership number and indicated their interest to help. Remember to help with food service Members have to get their food handler card. You can take the online class here https://kitsappublichealth.org/FoodSafety/food_cards.php. It costs \$10 to qualify. If you are interested in tending bar, you need your MAST license. You can get it here www.aacea.com/washington and it costs around \$20 to qualify.

Conclusions and Recommendations for Action

- Members were overall pleased with bar hours, but to grow these we need more volunteers. We are holding a training event for bartenders on 13 November and hope to get several new volunteers certified. More volunteers will give us greater opening flexibility.
- We are working to expand our volunteer base for bartenders and food servers. Volunteer support continues to limit our hours and event support. We are getting better, but we need more people to step up more consistently. If we had a large volunteer pool volunteers could sign up for once or twice a month rather than every week – resulting in less burnout and more enjoyment at the Lodge.
- During the time of this survey, we had a paid cook that prepared food on Thursday and Friday evenings as well as in support of some events. The bar menu (now called the Lounge Menu) has undergone significant revision.
 - We have dropped much of the fried options
 - Food can be quickly and simply prepared next to the bar (instead of the kitchen)
 - Selection has improved and is continuing to be assessed. (The new Point of Sale (POS) system allows us to better understand what items are and are not selling.)
- Thursday evenings we now offer the bar menu (except for special nights that are advertised). We are currently working a rotating dinner “team” plan. The idea is that the first Friday of the month we offer a meatloaf dinner, the second a taco bar, the third is fish fry and the fourth may be Italian. As we finalize this, it will be updated in the Lodge calendar.
 - We continue to require reservations so we can ensure proper purchasing and minimize waste.