

Durham Co-op Market Board of Directors Minutes – November 2024

Date: November 13th

Location: Online via Zoom

In Attendance: Kim Ionescu, Jasmine Bowles, Summer Alston, John Bonvechio, Donna Fredrick, Anwar Simon

Meeting called to order: 7:04 pm

Proposed changes to Agenda: John proposed adding a new member, Debby, to the board. The Board will wait for an applicant write-up and will vote by email.

Team Building Question: Skipped for this month

Motion to approve September and October meeting minutes:

John moved to approve minutes

Second: Donna

Aye: Donna, Kim, Anwar

Abstain: Summer

Weekly Snapshot

Inventory - Transaction Sales Report:

- Jasmine's goal has been to grow sales
- Sales have grown over the last couple months
- Jasmine is working with department head to make improvements where needed.
- These standards are being revived in and strengthening the skills of the department heads.
- This report offered a raw snapshot of transactions and not further calculations on trends.
- Called out departments with wins and improvements: Beer & Wine and Wellness. Improvements came from additional resources and support.

Customer Feedback Report:

- Jasmine shared reports offering a snapshot of customer satisfaction and on specific questions such as Overall Value, Work force greeting customers, and more.
- Clarification was offered on the report, how to compare the data, the store vs corridor etc.

FYI Report

Holidays:

- Holiday products are being merchandized. Marketing improvements are well underway. Turkey orders are being taken on site with an improved process. Refreshed newsletter going out soon. Discussing with marketing team bi-weekly now.
- Planning for 2025 has commenced, setting sales goals and filling out the event calendar. Improvements to purchasing and other metrics. Planning for 10th anniversary celebrations and events have started.
- Handbook revisions are being finalized and reviewed with the organization's legal counsel.

Additional Reporting:

- Jasmine will send reports on revenue & expenses, balance sheet, as well as profit & loss.

Sales Tax:

- Payments for federal and state sales tax are up to date.

Additional Comments by Jasmine:

- Jasmine expressed frustration with the way that the board has worked with her over the months in her position as an Interim General Manager. Jasmine has suggested that the board starts their search on a replacement Interim General Manager or General Manager and will stay in the role and manage the store until a replacement is hired.
- Members of the board recognize what has been asked of them and expressed their appreciation of the amount of work being asked of Jasmine in her role.

Meeting Adjourned: 8:34pm