

**THE RHODE ISLAND CONVENTION CENTER AUTHORITY
MEETING OF THE
DUNKIN' DONUTS CENTER COMMITTEE**

March 14, 2008

A meeting of the Dunkin' Donuts Center Committee of the Rhode Island Convention Center Authority (hereinafter referred to as "Authority", the "CCA" or the "Board") was held on March 14, 2008, pursuant to notice, at the Rhode Island Convention Center Boardroom, One Sabin Street, Providence, Rhode Island.

Board members present were Chairman Bernie Buonanno, Authority Chairman Dave Duffy, Commissioners Dale Venturini, Jeff Hirsh, Paul MacDonald, George Nee, Patrick Butler and Jason Fowler.

Also in attendance were Jim McCarvill, Kerrie Bennett and Betty Sullivan, RICCA; Tim Muldoon, RICC; Larry Lepore, Cheryl Schadone, Kym Chevian and Eleanor SanAntonio, Dunkin' Donuts Center; Bruce Leach, Legal Counsel; Jerry Freid, Robin Anderson, Rick Abramson and Richard Dobrowski Delaware North Companies; Elysia Rodriques, Channel 12; Robert Bromley, Senate Fiscal Office and Eileen Smith, recording secretary.

Mr. Buonanno called the meeting to order at 1:00 pm and announced that the purpose of the meeting was to express the Authority's concern regarding Sportservice's performance over the last several weeks. Mr. Buonanno reported that representatives of the parent

company, Delaware North are present to answer questions and hopefully provide solutions.

Mr. Lepore addressed the Committee and described the problems that the Dunkin' Donuts Center has been facing over the past few weeks. Mr. Lepore stated that service and food quality for the suites and the restaurant has been unacceptable. He said that he had received a number of complaints that were forwarded to the General Manager who has not responded to any of the patrons' issues. Mr. MacDonald stated that he is very concerned about the lack of response. He continued that we expect quality service. Mr. Lepore said that the complaints about the restaurant have been alarming. Mr. Lepore noted that the concessions are doing well. He also noted that a chef has been hired but there is no catering manager. Mr. Lepore stated that area restaurants are able to prepare and serve meals quickly in order to allow patrons to get to the facility in time for an event and we have not done the same.

Mr. Buonanno asked Mr. Abramson to address the Committee and speak about remedies for the facility. Mr. Buonanno stated that the purpose in requesting Delaware North's presence at this meeting was to inform you in person of the Authority's strong concern that the deficiencies need correcting and hear your course of action. Mr. Abramson introduced the team from Delaware North that was here to address the problems at the Dunk. He stated that he had not been informed by Sportservice's General Manager of the complaints. Mr.

Abramson noted that he had met with Mr. Lepore on Thursday evening to discuss an action plan.

Discussion ensued regarding the steps that must be taken by Sportservice to correct the deficiencies.

- o provide the Authority with candidates to interview for the position of manager of Sportservice's operations at the Center**
- o appoint a manager for the restaurant**
- o put in place a comprehensive customer satisfaction plan, including customer surveys and feedback**

Mr. Abramson indicated that until a new manager is retained, Robin Anderson will manage Sportservice's operations at the facility. He stated that operations will undergo a thorough review and that Sportservice's executive chef and the Delaware North executive chef will participate in the review. Mr. Abramson stated that the Sportservice will work diligently to improve the reputation of food service at the arena.

Mr. Abramson said that patrons will be surveyed about their satisfaction with the food and service, and the results will be shared with the Authority. Mr. Fowler stated that he would be very interested in taking a look at the survey and report card. Mr. Abramson stated that Sportservice will also contact suite holders and restaurant users to develop menus that are both price sensitive and varied. He

reported that he would contact those patrons that were dissatisfied and take steps to generate a favorable response among those users who have previously indicated their significant dissatisfaction with the food and service. Mr. Butler suggested that a sampling of patrons other than suite holders be undertaken. Mr. Nee asked if there had been a training program for staff. Ms. Anderson noted that there was a two day training program prior to the opening but that she would investigate a refresher course. Mr. Butler said that Sportservice might look into increasing the staff. Mr. Hirsh asked to meet with Ms. Anderson following the meeting to discuss the menu and service challenges.

Mr. Buonanno stated that he looked forward to seeing significant improvements. Upon a motion duly made by Ms. Venturini and seconded by Mr. Fowler it was unanimously

VOTED: to adjourn at 1:40 p.m.