

Luck Natural Foods Cooperative Board meeting minutes-draft minutes

September 16, 2024

CTO 6:05pm vice president Mike Noreen

Board members present: Sue Sopiwnik, Jen Williams, Amy Free, Flora Delaney (virtual)

GM present: Nick Knighton

Williams requested addition to agenda "Road to financial stability" discussion. Free motioned to accept agenda with addition. Sopiwnik seconded. Motion passed.

Williams motioned to approve August, 2024 minutes as presented. Sopiwnik seconded. Motion passed.

Member comments: no members present

General Manager report: August sales \$5,600. over August 2023. 14% average departmental growth.

There was a freezer malfunction causing \$700 ice cream shrinkage. Nick will investigate routine maintenance on equipment to prevent malfunctions.

Labor % of sales down, Sales per labor hour up.

Customer appreciation event scheduled for October 19 to celebrate CO OP Month. Sampling 1-4 with a panel discussion 4-5 on local co op history.

Panel will include Dean Zimmerman and Nancy Hagstrom.

Manager proposed seeking a local graphic design artist to work with co op.

Idea tabled to October 2024 board meeting.

Manager will proceed with THC infused beverage sales

Financial report: Board treasurer absent from meeting. August, 2024 saw more transactions, more customers, and more social media promotions than 2023.

Name change & new logo: new logo tabled until manager and board are ready to proceed

Discussion "proposal to reinvigorate our owner members" including ideas to reach out to members to participate in various committees along with board member representation. Marketing and promotions: Free. Education: Sopiwnik. Member outreach, new member acquisition: Williams. Facility and store environment: Noreen. Community outreach: Delaney. Compensation and personnel: Martinson. Finance and regulation: Butler.

Discussion on how to revitalize how we purchase. 1. Trends in co ops, develop inventory process to be able to see current inventory in real time. 2. Customer experience, developing customer service expectations language. 3. Improve look and feel of store, map out new design.

Delaney and manager will develop "employee training for customer service" to present to employees.

It was suggested that the future board meetings include metrics and stats with 12 month trends.

Future board meetings will include a minimum 1 committee report

The board agreed to allow co op members building space rental for car/boat storage for a monthly fee.

Next meeting scheduled for October 14, 2024 6pm in the co op loft. All members encouraged to attend.

Respectfully submitted,

Amy Free

Luck Natural Foods recording secretary