

**MINUTES**  
**WAR MEMORIAL BOARD OF TRUSTEES**  
**PRESENTORS LIAISON COMMITTEE / SPECIAL MEETING**

**Thursday, September 14, 2017**

The Presentors Liaison Committee of the Board of Trustees of the War Memorial of San Francisco met at 1:00 p.m. on Thursday, September 14, 2017, in the Trustees' Board Room, War Memorial Opera House, Chair Bechtle presiding.

**ROLL CALL**

Committee Members Present: Chair Bechtle, Trustee Lui, Trustee Moscone, President Horn, *Ex officio*

Committee Members Absent: Trustee Shultz, Trustee Wilsey

Other Trustees Present: Trustee Levin

Staff Present: Elizabeth Murray, Managing Director  
Jennifer Norris, Assistant Managing Director

**REGULAR ITEMS**

**Patina Restaurant Group proposal for final investment required under the Food and Beverage Concessions Agreement with War Memorial covering the term 2009 -2018:**

Chair Bechtle stated that by way of background, in January 2009, the War Memorial and Patina Restaurant Group entered into a 9½-year agreement under which Patina provides exclusive food and beverage concessions and catering services at the War Memorial and Performing Arts Center facilities. This agreement is due to expire on July 31, 2018. The agreement provides that over the agreement term, Patina shall expend \$700,000 for improvements to the various food and beverage facilities on the premises. All improvements are subject to advance approval of the War Memorial Board of Trustees and become the property of the War Memorial upon expiration of the full term of the agreement.

Chair Bechtle stated that since the commencement of the agreement in 2009, Patina has made improvement investments totaling approximately \$650,000. Previously approved and implemented improvements include installation of Micros "Point of Sale" Systems in the Opera House and Davies Symphony Hall, concessions directional and menu signage in all facilities, renovation of all Opera House intermission bars, Opera House lower lounge café and dress circle south lobby renovation, and Davies Symphony Hall Café Express equipment. At this time the balance of investment to be made by Patina is approximately \$50,000.

Chair Bechtle called on Brian Crowell, Patina General Manager at the War Memorial, to present Patina's final investment proposal.

Brian Crowell reported that Patina is proposing to utilize remaining investment funds to bolster infrastructure to improve service capabilities at Herbst Theatre, the Opera House and Davies Symphony Hall. Mr. Crowell said the improvement scope is to add 10 new Micros "Point of Sale" systems to replace manual systems and to add additional service stations during busy times, thus increasing speed of service and allowing for better tracking and accounting data. This includes:

**Herbst Theatre:** Add 2 Micros "Point of Sale" systems with the addition of wireless system to allow IBars to be moved throughout the facility. This replaces current manual cash registers and handheld credit card readers.

Opera House: Add 4 Micros “Point of Sale” systems for 1) Patrons Lounge to replace manual system; 2) Balcony Circle north IBar to replace manual system; and 3) two units for added portable bars on Grand Tier and other locations to augment IBars for high-capacity performances.

Davies Symphony Hall: Add 4 Micros “Point of Sale” systems for 1) Additional IBar location on First Tier; 2) two units on Second Tier to replace one manual system and add one portable IBar when necessary; and 3) one added portable/pop-up IBar on the Orchestra level under the grand stairway.

Mr. Crowell said that the War Memorial, resident licensees and Patina have been focused on improving the patron experience. These point of sale upgrades will allow both for increased speed of service at existing IBar locations and flexibility in setting up temporary IBars when needed to meet capacity, leading to both shorter lines and a greater range of product sales.

Mr. Crowell noted that while the present budget for these improvements of \$38,500 is less than the current \$50,000 balance of Patina’s total investment requirement, the cost for wiring, currently listed with a placeholder estimate of \$12,000, may increase depending on final evaluation of existing conditions and wiring feasibility. He said that should there be a remaining investment balance following this project, Patina will return to the Board with additional investment opportunities.

Following discussion, and on motion of Trustee Lui and seconded by Trustee Moscone, the following recommendation was unanimously adopted.

**RECOMMENDED,** By the Presentors Liaison Committee of the War Memorial Board of Trustees to approve the proposal of Patina Restaurant Group’s for its final investment for improvements at the San Francisco War Memorial and Performing Arts Center facilities for additional Micros Point of Sales Systems.

**ADJOURNMENT**

There being no further business, Chair Bechtle adjourned the meeting at 1:20 p.m.

Jennifer E. Norris  
Executive Secretary