

Redgrave Community Society Limited



"working for the community"

February, 2019

Dear Member,

A lot has happened in the last three months at the Cross Keys, but although there have been many changes we have good cause to be optimistic about the future.

Business update

The change in management happened at the most inconvenient time of the year but Karen, Matt and Asia have worked extremely hard to limit the loss of custom over the Christmas period. I am pleased to say that, following the changes made in November, and the efforts of staff and volunteers, losses have been stemmed and trading figures have improved significantly.

January is the quietest month in the pub year, but takings are holding up better than expected and are only slightly down on December. With your help, either by volunteering or just enjoying our facilities, we believe we can look forward to a successful 2019.

John Giddings, our new Treasurer, is working hard to produce financial reports in a clear and simple format. Accounts for December, January and February will be available later this month, and on a monthly basis thereafter.

Food and drink

Matt's food is proving to be very popular. The evening menu has been extended and lunchtime and children's menus are now available. Sunday lunches are going down particularly well. On some Sundays Matt and the team have served over 40 happy customers, so if you haven't experienced it yet make sure you visit soon. Monday's curry nights are also well liked.

In the bar we have increased the variety of real ales we offer. This has made quite a difference – we actually sold 20% more beer in the first two weeks of January than we did in the first two weeks of December. If you're a real ale fan follow us on Twitter ([@KeysRedgrave](https://twitter.com/KeysRedgrave)) to find out what beers are coming up or, even better, come in and sample them.



Registered Address: Lilac Cottage, The Street, Redgrave, Suffolk, IP22 1RY

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www.redgravecommunitysociety.com VAT No. 292002434



We have also now introduced a range of £3 drinks, including our own-brand lager - the 'Cross Keys 1830'. This was the brainchild of Karen, our bar manager, and has given us excellent publicity with articles appearing in the EDP, Diss Mercury and Diss Express. Our own lager and at least one cask ale are always available for £3 a pint, as well as a medium-sized glass of El Pico Merlot or Sauvignon. This initiative has replaced the previous twice-weekly Happy Hour.

Events and functions

A regular calendar of events is now well established. Ian Shepherd's quiz night is as successful as ever, held on the last Wednesday of the month. Last month it was standing room only, so make sure you book early. Our thanks go to Ian for regularly organising this thoroughly enjoyable evening.

An acoustic music group plays in the pub every third Wednesday evening of the month from 7:00-10:00pm. Do come along to listen to them – they have a very varied repertoire and it's a pleasure to have live music in the pub.

In addition to IT hub in the pub we also now have a Board Games and Social Afternoon, for which we thank Janet McGill and Shirley Shepherd. This runs on the first and third Wednesday of each month from 2:30-4:30pm. The afternoon is priced at £3.50 per person and includes delicious cake and a cup of tea or coffee. If you enjoy playing games or would like the opportunity to come along for a good chat, make contact with Janet or Shirley or come along to the next session.

Regular Karaoke and Open Mic nights continue thanks to Bernie Cresswell. Other forthcoming events include a wine tasting evening hosted by James Ramm of Greene King on March 6th and Mothers' Day lunch on March 31st.

Over the last two months we've also hosted a number of private functions and group meals and these have been very well received. If you want a buffet for 50 or a meal for 25 just talk to Karen and Matt and they'll be happy to help.

Volunteering

As we explained at the members' meeting in November, apart from the staff managing the bar and restaurant, our current business model is highly dependent on volunteers. Out of 241 members, about 25 volunteers carry out a variety of jobs including working behind the bar and in the restaurant, serving on the committee, providing IT, HR and book-keeping expertise, looking after the cellar, organising social events and maintaining the building and gardens.

Despite this great team, the area where we continue to struggle and urgently need more support from you is volunteering within the bar and restaurant. We currently have about 15 volunteers who, along with the staff, work extremely hard to cover all the shifts. When anyone is away it puts great pressure on the rest of the team. At present for example, we have six bar and restaurant volunteers who are away for various reasons. We urgently need more people trained and able to work in the pub, either on a regular or ad hoc basis.

To help encourage more people to join us we will be improving volunteer training, putting clear procedures and policies in place, and holding regular volunteer team meetings. We want all our volunteers to be well trained, confident in what they're doing, and to feel they are valued and working as part of a friendly and supportive team. To further assist us with this aim, Sue Bier has kindly agreed to take on the rôle of lead volunteer, liaising closely with both Karen and volunteers.

If you are interested in joining the team please talk to Karen in the pub or one of the current volunteer team – you will be very welcome!

Website

Minutes of the committee meetings are now regularly posted on the secure area of the RCSL website. Christine Giddings, who has been granting Members access to the website when she receives their username, has struggled with several of the names she has encountered. Please ensure your username is your own name so that she is able to verify you as a member of the society and thus grant you access.

Management Committee

There have been two recent changes to the Management Committee. Firstly, Keith Marley has tendered his resignation due to the lack of time he is able to devote to the committee in light of his own work commitments. We would like to thank Keith for the positive contribution he has made over the past few months, and for his continuing support.

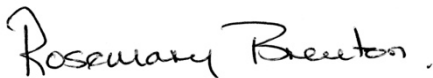
Secondly, I have unfortunately suffered certain health issues myself recently and have been advised to take life at a slower pace. I have therefore chosen to stand down from chairing the Committee, but will remain as a serving member.

Stephen Eason has been elected Chairman. He has already made a very positive impact on the Committee and we now look forward to the future under his direction.

Stop press!

The Diss Mercury will be visiting the pub at 12 o'clock on Saturday March 2nd for a feature celebrating the 1st anniversary of the reopening of the pub. Please come and join us for a drink, nibbles and birthday cake!

Kind regards,



ROSEMARY BRENTON

On behalf of the management committee of Redgrave Community Society Limited

Stephen Eason	Chairman
Neil Smith	Vice Chairman
John Giddings	Treasurer
Julie Moore	Secretary
Rosie Brenton	
Andrew Dickson	
Fiona Kenworthy	
Donna Taylor	
Carolyn Ward	