

**Concord Food Co-op Board Meeting**  
**July 18, 2018 - 5:30 to 7:30 pm**  
**New England College, 62 Main St., Concord NH – First Floor**

<b>Facilitator</b>	Cathy Menard	<b>Note taker/Recorder:</b>	Melanie Waldvogel
<b>Participants</b>	Board members, Chris Gilbert (General Manager); Interested Staff; All Co-op Members are invited to attend Board meetings.		
<b>Highlighted Topics</b>	Results from the FY18 Customer Satisfaction survey; Treatment of Consumers (B5) Membership Rights and Responsibilities (B4)		
<b>Desired Outcomes</b>	<b>Desired Outcomes for this meeting:</b> <ul style="list-style-type: none"> <li>• A robust discussion of valuable feedback from our customers via the Customer Satisfaction survey</li> <li>• Approval of reports: Treatment of Consumers (B5) &amp; Membership Rights and Responsibilities (B4)</li> </ul>		

<b>Agenda</b>	<b>Item #</b>	<b>Item</b>	<b>Purpose*</b>	<b>Leader</b>	<b>Time</b>
	1	Welcome to board candidates	Information	Cathy	15 min
	2	Treatment of Consumers (B5) & Customer Survey	Decision	Chris	20 min
	3	National Co-op Grocer (NCG) Board Bulletin - Early 2018 Sales Trends	Discussion	Cathy	10 min
	4	Dinner break			15 min
	5	Membership Rights & Responsibilities (B4)	Decision	Chris	10 min
	6	General Manager's report	Discussion	Chris	10 min
	7	Planning for Board retreat	Decision	Cathy	5 min
	8	Minutes	Decision	Cathy	5 min

<b>Decisions &amp; Key Conclusions</b>	<b>Agenda Item #</b>	<b>Decision/Conclusion</b>

<b>Action Items</b>	<b>Who</b>	<b>Action</b>	<b>By when</b>
		Canterbury Shaker Village Garden Party for members of the Co-op and Shaker Village is 7/25/18.	

<b>Next Meeting Date</b>	Next board meeting is 08/15/18 at New England College.
--------------------------	--

\* **Purpose:** Info, Discussion, &/or Decision