

The Trials and Tribulations of Pioneering Novel Business Concessions

Fitting a Round Peg in a VERY Square Hole



About us

Michael Keene

- Resident of Columbia, much of which is a state park
- Has been involved in a number of park concessions for nearly 30 years
- Board member of the Columbia City Hotel Cooperative Corporation, a pioneering patrons cooperative which operates the City Hotel Restaurant and What Cheer Saloon in Columbia State Historic Park.

Kristan Robinson

- Concessions Specialist for State Parks, Central Valley District
- Has 19 years of experience in business ownership, non-profit and governmental work
- Prepared and manages the contract for the City Hotel Restaurant and What Cheer Saloon, along with a number of other concessions in Columbia State Historic Park and other parks in the district.



A little background...



How the Columbia City Hotel Cooperative Corporation Was Formed...

A two-story brick building with a balcony. The balcony has a white railing on the left and a black wrought-iron railing on the right. A green awning with white lettering covers the ground floor. Three people are standing on the sidewalk in front of the building. A sign above the entrance reads 'CITY HOTEL' and 'HARRIS'.

CITY HOTEL

CITY HOTEL

HARRIS

LARGE PORCH



Challenges

First of it's kind...

CCHCC – Had to invent almost every aspect of the operation.

State – Because it would be community-owned, we had reservations about who would take responsibility for contract compliance.

Extended Timeline

CCHCC – Took too dang long!

State – Reviewing proposals and responding to correspondence as a department can take more time than expected.

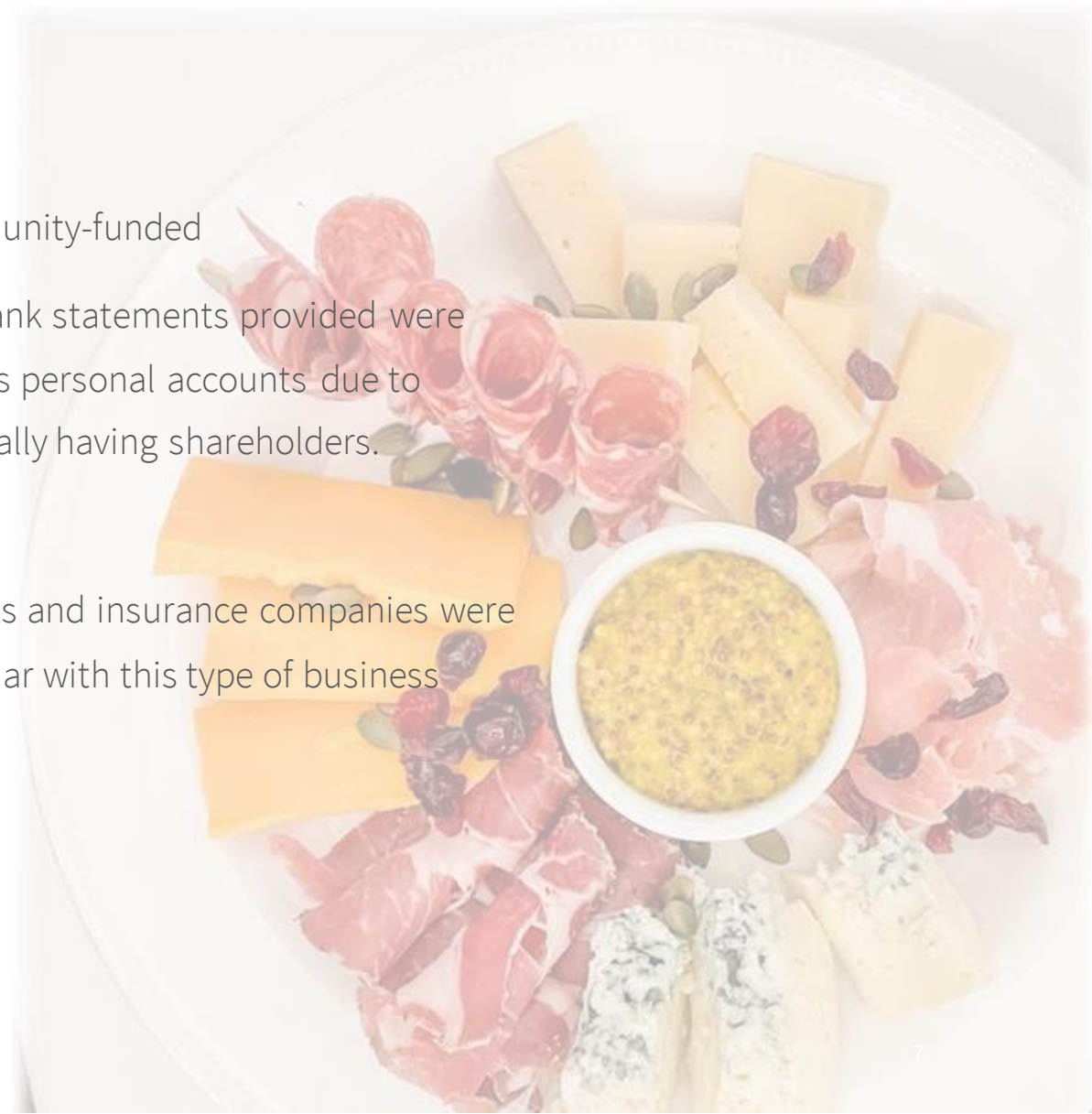
Financials

CCHCC – Community-funded

State – Initial bank statements provided were board member's personal accounts due to CCHCC not initially having shareholders.

Insurance

CCHCC – Banks and insurance companies were totally unfamiliar with this type of business model.





Solutions

Extra Level of Planning

CCHCC's plans were detailed and provided a clear picture of the roles and responsibilities within their organization.

Extended Deadlines

State provided deadline extensions which allowed the CCHCC time to file for corporation status, drum up shareholders and finalize their business plans.

CCHCC was very responsive to requests for updates to check on progress of plans.

Open Communication

Both CCHCC and the district maintained open communication throughout the contract negotiation process.



So, it's a year later.
How are they doing you ask?



A heartfelt THANK YOU to our loyal patrons for voting us #1 in 5 categories!

Columbia's City Hotel Restaurant & What Cheer Saloon



in Columbia State Historic Park

Fine dining and libations in a historic setting...

209-396-1981

22768 Main Street, Columbia

columbiacityhotelrestaurant.com

Open Tuesday through Sunday
Lunch 11 to 3, Dinner 5 to 8

Group Dining - Gift Certificates
Home of the Victorian Christmas Feast



Best Local Restaurant



Best Dinner



Best Lunch Place



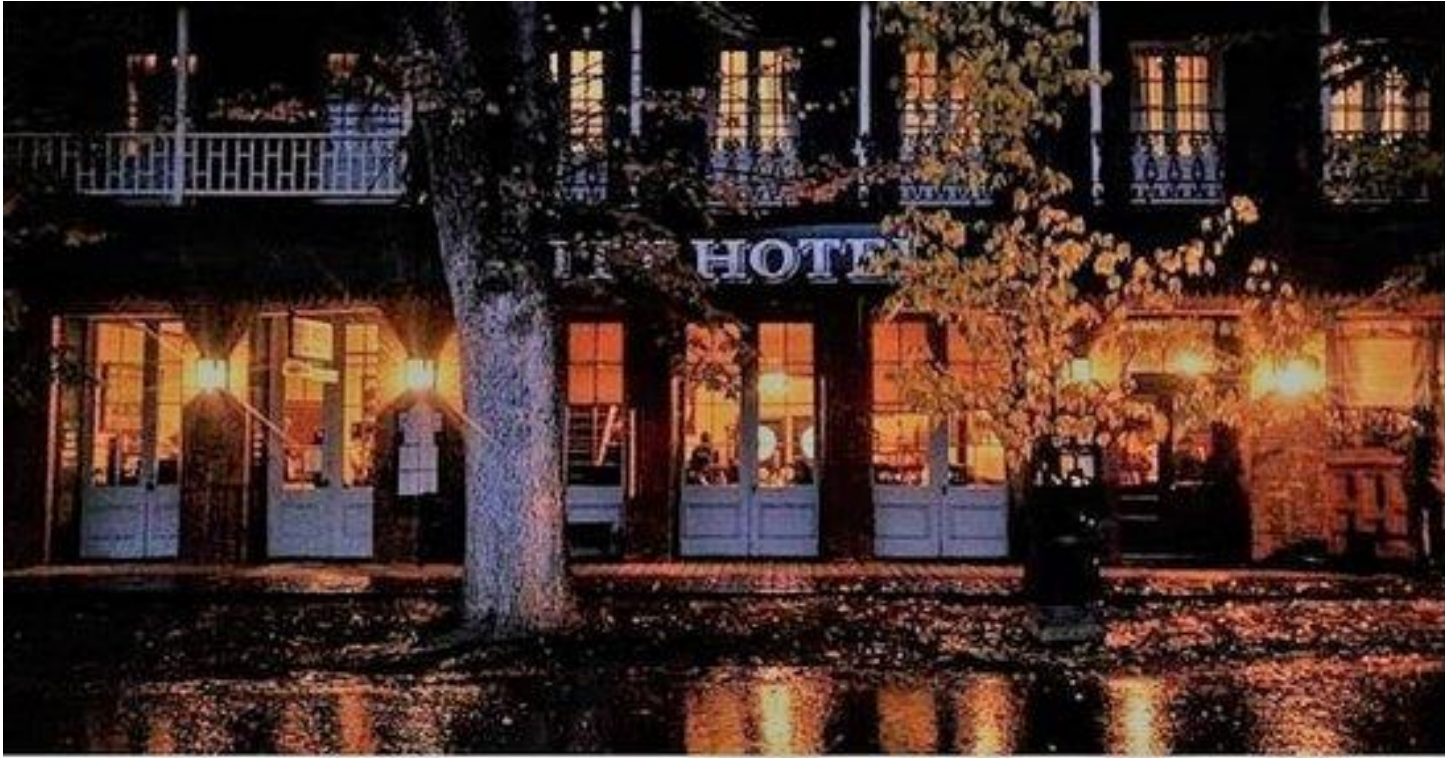
Best Hamburger



Best Happy Hour

I think they're doing pretty well.





Thank you

Michael Keene

Board Member, Columbia City Hotel Cooperative Corporation

(209) 536-1329

mkeene@mlode.com

Kristan Robinson

State Parks, Concessions Specialist

(209) 768-3827

Kristan.Robinson@parks.ca.gov