



**“REAL FOOD FOR REAL PEOPLE”
Restaurant Quality Foodservice In Senior Care**

PRESENTATION DESCRIPTION:

Dining is an anticipated event, and constant topic of conversation among your residents, their family members and friends. Your Foodservice Department is the 2nd largest cost center of the facility, and is one of the most difficult areas for you to achieve customer satisfaction. Oh yes, and reimbursements are lower while QIS expectations are higher.

So...

How can you improve the quality and presentation of your menu items while keeping costs low?

How do you know how much food to prepare while responding to the variety and choices that your residents want each day?

How do you convince your nursing staff to improve their care giving and service methods without making them feel like waiters and waitresses?

Using retail restaurant methods in your Foodservice Department will allow you to increase menu choices, improve food and service quality and streamline your food and labor costs. We will discuss how to make the transition from traditional tray-line or steam table execution to restaurant style line execution and improved customer service in your dining rooms.

Using new technologies, better labor management and more accurate food accounting systems will improve the efficiency of your staff and have them all running in the same direction. When your staff can focus more on the customer, your residents will get the choices they want, the care they need, and the respect and hospitality they deserve. The result is vastly improved customer satisfaction.

LEARNING OBJECTIVES:

- 1) How to assess the quality of the food you serve now, and the environment of your dining facility.
- 2) How to convert to restaurant methods, and using restaurant style service and instant complaint resolution to improve customer satisfaction.
- 3) Realizing the actual cost savings effect of streamlining tasks and improved fiscal management.