
The Future Of Food & Service In Senior Living Communities

PRESENTER
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LEARNING OBJECTIVES

EMPLOYEE ENGAGEMENT

How ***employee engagement*** improves the food & service provided to the residents and how training should be done in today's environment.

HOSPITALITY BASED FOODSERVICE

Better understand the importance of a ***hospitality based foodservice program*** for your residents.

REVENUE CENTER

Learn how to make your foodservice department into a ***revenue center*** and not just a line-item expense.

MODERN KITCHEN

Hear about the latest tools, equipment and supplies for a ***modern kitchen*** and ways to support infection prevention.

EMPLOYEE ENGAGEMENT





WHY WE MUST TRAIN

[What Engaged Employees Say About Your Brand \(gallup.com\)](https://www.gallup.com)

When Does It Start?

It begins during the hiring process...



How Do You Engage New Employees?

- ✓ First 30 Days are Critical
- ✓ Clear Objectives & Directions
- ✓ Training! Clear path to success & career development



Tips for Success

- ✓ Meet the Team Member Over Coffee
- ✓ Introduce to Leadership
- ✓ Tour the Property
- ✓ Define the Do's and Don'ts

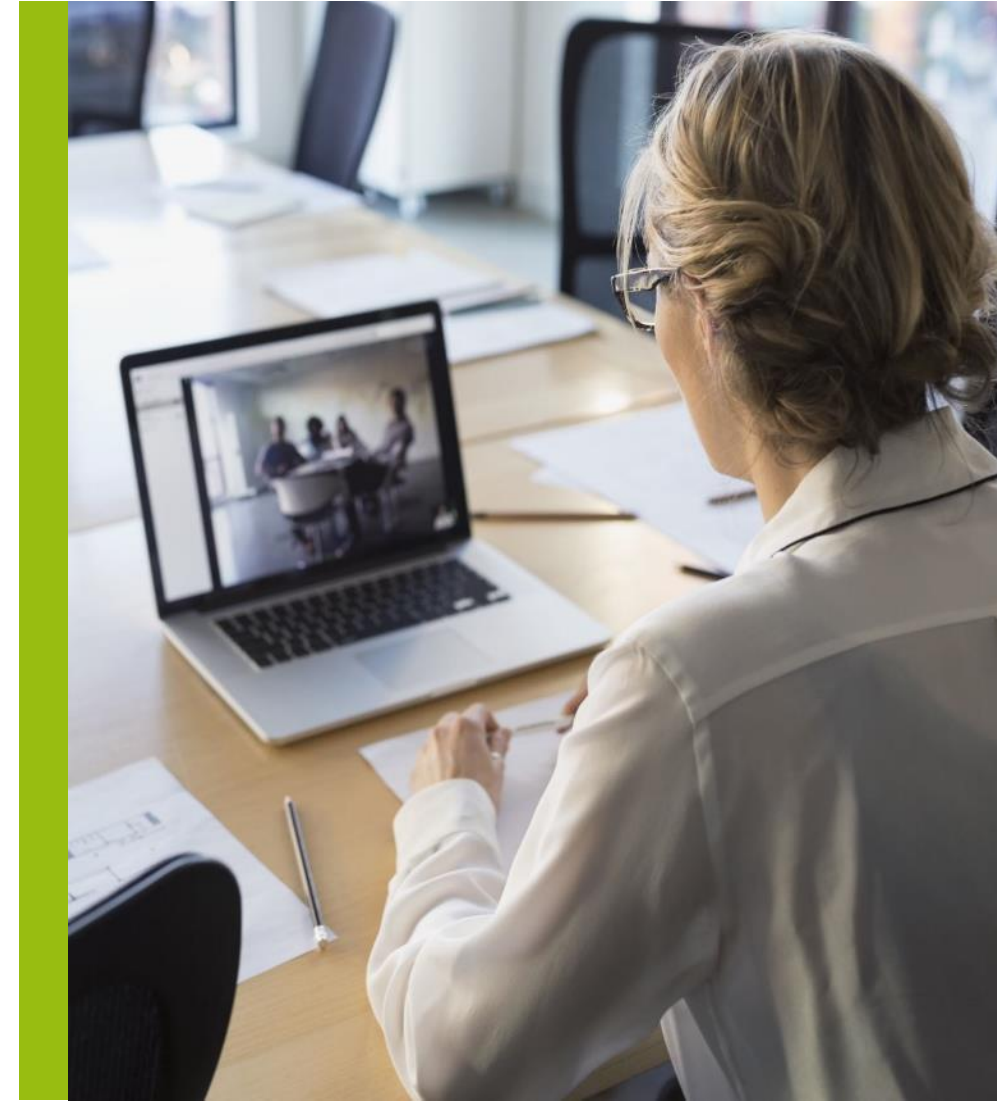


TRAIN FOR RETENTION



Strategy

- ✓ Balance Information & Demonstration
- ✓ Micro-Training with Short Videos
- ✓ Build Time into the Schedule
- ✓ Proctor Program





Learning Management Systems are here to Stay

- ✓ Documented Training Program
- ✓ Track Progress Weekly
- ✓ Use of Technology P&P
- ✓ Content Cross Training
- ✓ Self-Paced
- ✓ Goal-Oriented
- ✓ Demonstration of Competency
- ✓ Certificates for Career Goal
- ✓ Path to CDM Program

Employee Engagement

- ✓ Cultivate an Engaged Environment
- ✓ Build Brand Ambassadors
- ✓ Engaged Workplaces are More Productive and Profitable
- ✓ Mentor / Apprentice Programs



HOSPITALITY-BASED FOODSERVICE PROGRAM



Hospitality

The friendly and generous reception, including the entertainment of guests, visitors, or strangers.



Building Hospitality Culture Begins with Understanding

- ✓ Imagine yourself in their shoes
- ✓ Role Play
- ✓ Empathy

"Customer Service in Senior Dining"



Why Does it Matter?

- ✓ Promoting Dignity
- ✓ Meeting the Needs of a Demanding Baby Boomer Population
- ✓ Increasing socialization.....



Hospitality-Based Foodservice Program

Action: *"Sequence of Service"*

NOTE: Follow all health and safety protocols in place, including the practice of social distancing in public areas, mask if required or desired, less contact points, reduce contamination risks.





THE SEQUENCE OF SERVICE

HOSPITALITY BASED FOODSERVICE PROGRAM

- ✓ Staff Orders Food from the Cook
- ✓ Present the Food
- ✓ Condiment Management
- ✓ Check Beverage
- ✓ Check Back to See How Resident Enjoys their Meal



THE SEQUENCE OF SERVICE

continued...

HOSPITALITY BASED FOODSERVICE PROGRAM

- ✓ Clear Entrée Plate
- ✓ Offer Dessert, Coffee, Tea
- ✓ Serve Dessert and Beverage
- ✓ Thank the Resident and Say Good-bye
- ✓ Bus Everything
- ✓ Sanitize & Reset Table

What is Culinary Culture?

... of or relating to the kitchen or culinary arts.



Creating a Culinary Culture

What is the conversation in your kitchen?





THE PLAYBOOK

- ✓ In-House Training
- ✓ Use Tasting Spoons
- ✓ Pre-service Huddles
- ✓ Read Trade Magazines
- ✓ Use Cookbooks
- ✓ Watch Food Shows
- ✓ Provide Cooking Classes with a Local Chef

**CREATING
CULINARY
CULTURE**



THE PLAYBOOK

- ✓ Camera for documentation
- ✓ Set Plating Standards
- ✓ Recipe Documentation
- ✓ Buffet & Display Equipment
- ✓ Visit Cafes, Bistros, Restaurants
- ✓ In-service with You Tube Videos
- ✓ Use an Online Training Tool

continued...

**CREATING
CULINARY
CULTURE**

CREATING A REVENUE CENTER



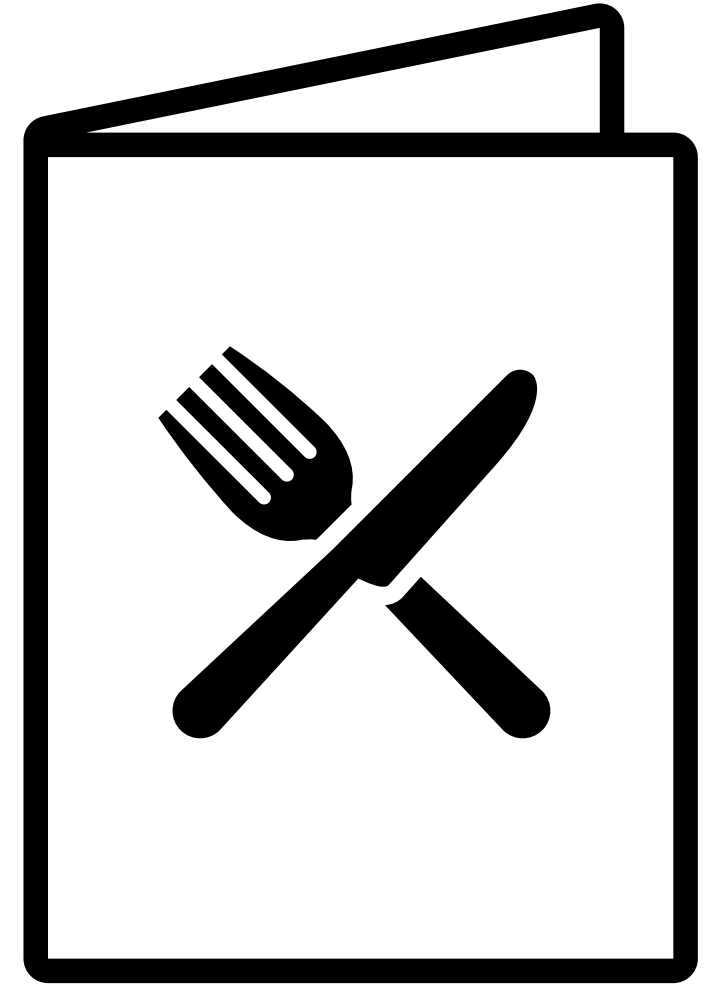
It All Starts With the Menu

- ✓ Three Cycle Menu
- ✓ Chef Special: Entrée, Starch, Vegetable
- ✓ 7 Day Dessert Cycle Menu
- ✓ Integrated with A la Carte Menu
- ✓ Reduced number of SKUs
- ✓ Home Replacement Meals for Staff



It All Starts With the Menu

- ✓ A La Cart Menu – Features no items offered with cycle menu
- ✓ Options: Potato, Rice, Pasta & Vegetable
- ✓ Build-in a “Specials” menu weekly



Add Additional Audiences

- ✓ Family Members & Friends
- ✓ Local Medical Community – Great PR
- ✓ Locals on a Sunday by Reservation
- ✓ Home Replacement Meals to Support Staff Schedules
- ✓ M.O.W. Program



Foodservice SOP

- ✓ Standardized Order Guides
- ✓ Monthly Inventory
- ✓ Waste Management Programs
- ✓ Proper Scheduling
- ✓ Advanced Preparation – Cook/Chill
- ✓ Open Seating



MODERN TAKES
ON YOUR KITCHEN



Refreshed Dining Rooms



How to Offer Restaurant Style Dining

It's all about the Equipment.



How to Offer Restaurant Style Dining

2 - 3 PIECES OF EQUIPMENT

- ✓ Rapid Cook Oven
- ✓ Sandwich Make Up Unit
- ✓ Panini Grill
- ✓ Induction Range



SuzyQ
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**A PERSON-CENTERED
SOLUTION FOR HEALTH-
CARE FOODSERVICE**

Comes with
implementation
support from
inventor,
Suzanne Quiring



Pineapple Academy

How to Offer Restaurant Style Dining

- ✓ Display and Merchandising
- ✓ Food Carts: entrees, desserts, beverage, action stations





WRAP UP AND TAKE AWAY

FOUR KEY POINTS TO CONSIDER



EMPLOYEE ENGAGEMENT

"Tell me and I forget. Teach me and I remember. Involve me and I learn."
~ Benjamin Franklin



HOSPITALITY

Hospitality in Healthcare and Senior Living



REVENUE CENTERS

Revenue Centers and Why This is Important to Your Brand



LOOK FORWARD

Modern Micro Learning Available Anywhere & Anytime

Questions?

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