




## Beyond the Headaches Solutions to Staffing Problems

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## Where's the Playbook?

- Health/Well-being
- Census
- Regulatory
- Infection Control/Food Safety
- Equipment
- Technology
- Budget
- Food Availability & Inflation
- Staffing

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## Victories

- Growth
- Improved Efficiencies & Streamlining
- Focus on Customer Experience
- Lasting Changes to Food Safety & Sanitation
- Rise of Technology
- Fond Appreciation of Teamwork, Resiliency & Leadership

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## STAFF SHORTAGES

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## Manage the Menu

- Focus on Favorites
- Consolidate Products
- Streamline Production with More Convenience Options or Speed-Scratch Recipes
- Anticipate preparation needs
- Reduce or Maximize Choices. Consider a Daily Chef's Feature

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Week 1 REGULAR/NAS		SPRING SUMMER 2022 BASE MENU						Week at
M	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
B F S T	CHOICE OF JUICE CHOICE OF CEREAL EGG:____ BREAKFAST PASTRY MILK	CHOICE OF JUICE CHOICE OF CEREAL SAUSAGE LINK TOAST MARGARINE/JELLY MILK	CHOICE OF JUICE CHOICE OF CEREAL SAUSAGE GRAVY BISCUIT MILK	CHOICE OF JUICE CHOICE OF CEREAL EGG:____ TOAST MARGARINE/JELLY MILK	CHOICE OF JUICE CHOICE OF CEREAL BACON PANCAKES/SYRUP MILK	CHOICE OF JUICE CHOICE OF CEREAL EGG:____ TOAST MARGARINE/JELLY SEASONED BREAKFAST POTATOES MILK	CHOICE OF JUICE CHOICE OF CEREAL EGG:____ TOAST MARGARINE/JELLY MILK	
	CHICKEN BREAST CORDON BLEU ITALIAN ROASTED POTATOES BU CAPRI BLEND VEGS ROLL/MARG CHERRY PIE MILK	CHEESY TORTELLINI TOSSED GREENS W/ DRSG GARLIC TOAST BROWNIE BOTTOM CHEESECAKE MILK	FRENCH ONION PORK CHOP BAKED SWEET POTATO GREEN BEANS BREAD/MARG RHUBARB CRISP A LA MODE MILK	SAVORY ROAST BEEF MASHED POTATOES BEEF GRAVY ROASTED CARROTS BREAD/MARG STRAWBERRY SHORTCAKE CAKE MILK	ORANGE CHICKEN RICE PILAF ORIENTAL VEGETABLES CREAMY RASPBERRY GELATIN MILK	LEMON PEPPER TILAPIA FILET MACARONI CORN BAKE SEASONAL VEGETABLE SEASONAL FRESH FRUIT MILK	BURGER OF THE POTATO SAL BAKED BEA ICE CREAM MILK	
	BURRITO SHREDDED LETTUCE/TOMATO CORN PEARS MILK	DILLY EGG SALAD ON CROISSANT POTATO CHIPS PEA SALAD MANDARIN ORANGES MILK	BEEF STROGANOFF SOUP TOSSED GREENS W/ DRSG BREADSTICK BERRY CUP MILK	MUFFALETTA SALAD SALAD DRESSING OF CHOICE GARLIC TOAST WARM BLUEBERRY COBBLER MILK	TURKEY CHEDDAR BRAT CREAMY COLESLAW SEASONED TOTS PEACHES MILK	GARDEN VEGETABLE SOUP GRILLED CHEESE SANDWICH	BBO CHICKEN F MIXED VEGET ORNBREAD / MA TEA CHAI FRES K	

**Menus with options!**

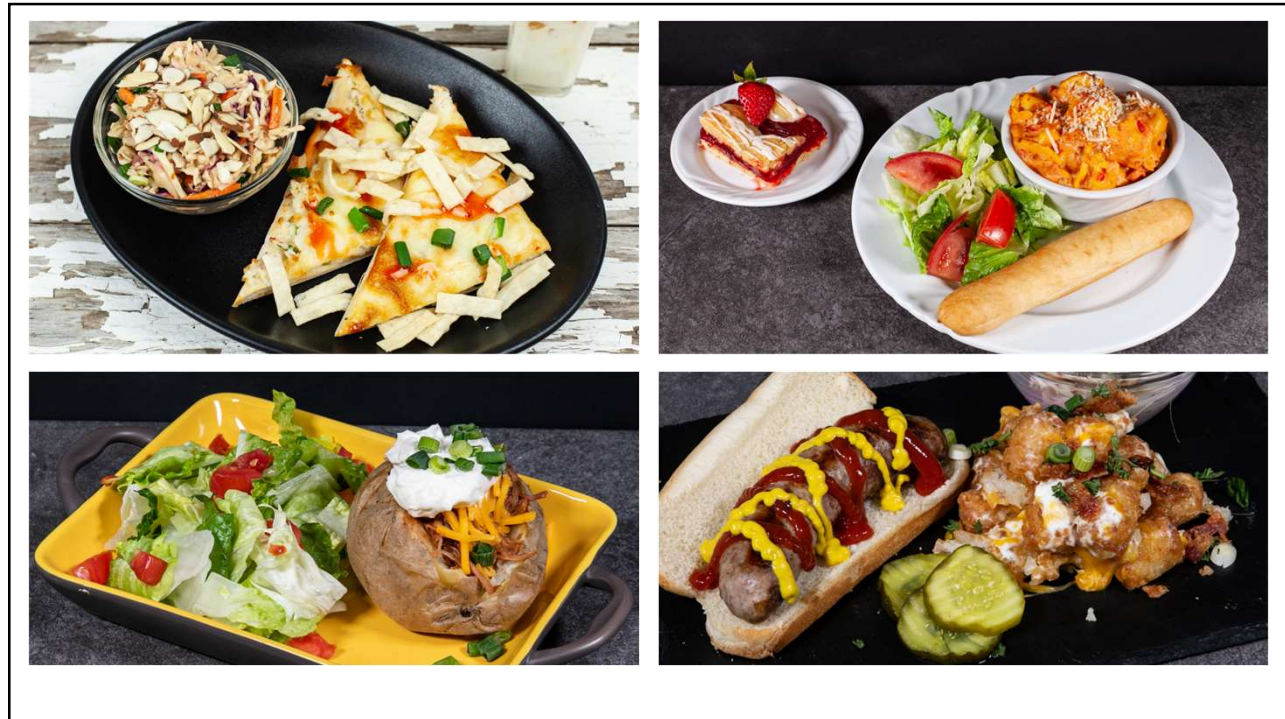
- Spring/Summer & Fall/Winter
- Seasonal Trends
- Combination of scratch, speed scratch and convenience recipes

Menus Approved By:

Notes:



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Week 1 REGULAR/NAS		SPRING SUMMER 2022 BASE MENU (PLAIN LANG)					Week at a G	
M	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
B F S T	CHOICE OF JUICE CHOICE OF CEREAL EGG: ____ BREAKFAST PASTRY MILK	CHOICE OF JUICE CHOICE OF CEREAL SCRAMBLED EGG WITH CHEESE TOAST MARGARINE/JELLY MILK	CHOICE OF JUICE CHOICE OF CEREAL SAUSAGE GRAVY BISCUIT MILK	CHOICE OF JUICE CHOICE OF CEREAL EGG: ____ TOAST MARGARINE/JELLY MILK	CHOICE OF JUICE CHOICE OF CEREAL BACON PANCAKES/SYRUP MILK	CHOICE OF JUICE CHOICE OF CEREAL EGG: ____ TOAST MARGARINE/JELLY SEASONED BREAKFAST POTATOES MILK	CHOICE OF JUICE CHOICE OF CEREAL SCRAMBLED EGG TOAST MARGARINE/JELLY MILK	
N O N	ROTISSERIE CHICKEN ITALIAN ROASTED POTATOES BU CAPRI BLEND VEGS ROLL/MARG PIE MILK	TORTELLINI W/ MEATSAUCE TOSS SALAD/ DRESSING GARLIC TOAST BROWNIE BOTTOM CHEESECAKE MILK	FRENCH ONION PORK LOIN BAKED SWEET POTATO GREEN BEANS BREAD/MARG FRUIT CRISP MILK	ROAST BEEF MASHED POTATOES BEEF GRAVY ROASTED CARROTS BREAD/MARG STRAWBERRY SHORTCAKE CAKE MILK	ORANGE CHICKEN RICE ORIENTAL VEGETABLES FRUITED GELATIN MILK	BAKED LEMON PEPPER TILAPIA MACARONI AND CHEESE CREAMY COLESLAW SEASONAL FRESH FRUIT MILK	BURGER OF THE MONTH POTATO SALAD BAKED BEANS ICE CREAM MILK	
E V E	BURRITO SHREDDED LETTUCE/TOMATO CORN PEARS MILK	DILLY EGG SALAD SANDWICH POTATO CHIPS PEA SALAD MANDARIN ORANGES MILK	BEEF STROGANOFF SOUP TOSS SALAD/ DRESSING BREADSTICK ROSY APPLESAUCE MILK	ITALIAN CHEF SALAD SALAD DRESSING OF CHOICE GARLIC TOAST WARM BLUEBERRY COBBLER MILK	BRATWURST ON BUN SAUERKRAUT SEASONED TOTS PEACHES MILK	GARDEN VEGETABLE SOUP GRILLED CHEESE SANDWICH TOMATO SAUCE MILK	BBQ CHICKEN PASTA MIXED VEGETABLE CORN BREAD / MARGARINE FRUIT MILK	

Menus Approved By:

Notes:



### Plain Language Option


- Features meals with simple terminology
- Combination of scratch, speed scratch and convenience recipes

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Week 1 REGULAR/NAS		SPRING SUMMER 2022 BASE MENU (LOW LABOR)					Week at a Glance
M	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
B F S T	CHOICE OF JUICE CHOICE OF CEREAL EGG: _____ BREAKFAST PASTRY MILK	CHOICE OF JUICE CHOICE OF CEREAL SAUSAGE LINK TOAST MARGARINE/JELLY MILK	CHOICE OF JUICE CHOICE OF CEREAL SAUSAGE GRAVY BISCUIT MILK	CHOICE OF JUICE CHOICE OF CEREAL EGG: _____ TOAST MARGARINE/JELLY MILK	CHOICE OF JUICE CHOICE OF CEREAL BACON PANCAKES/SYRUP MILK	CHOICE OF JUICE CHOICE OF CEREAL EGG: _____ TOAST MARGARINE/JELLY SEASONED BREAKFAST POTATOES MILK	CHOICE OF JUICE CHOICE OF CEREAL SCRAMBLED EGG TOAST MARGARINE/JELLY MILK
	CHICKEN BREAST CORDON BLEU ITALIAN ROASTED POTATOES BU CAPRI BLEND VEGS ROLL/MARG CHERRY PIE MILK	TORTELLINI W/ MEATSAUCE TOSSED GREENS W/ DRSG GARLIC TOAST CHEESECAKE MILK	FRENCH ONION PORK CHOP BAKED SWEET POTATO GREEN BEANS BREAD/MARG FRUIT CRISP A LA MODE MILK	SAVORY ROAST BEEF MASHED POTATOES BEEF GRAVY ROASTED CARROTS BREAD/MARG MILK	TERIYAKI CHICKEN STIR FRY FRIED RICE ORIENTAL VEGETABLES RICE KRISPIE SQUARE MILK	LEMON PEPPER TILAPIA FILET MACARONI & CHEESE MIXED VEGETABLES SEASONAL FRESH FRUIT MILK	BURGER OF THE MONTH POTATO SALAD BAKED BEANS ICE CREAM MILK
	BURRITO SHREDDED LETTUCE/TOMATO CORN PEARS MILK	EGG SALAD ON CROISSANT POTATO CHIPS PEA & CHEESE SALAD MANDARIN ORANGES MILK	VEGETABLE BEEF W/BARLEY SOUP TOSSED GREENS W/ DRSG 1/2 DELI SANDWICH BERRY CUP MILK	ITALIAN CHEF SALAD SALAD DRESSING OF CHOICE GARLIC TOAST PEACH COBBLER MILK	TURKEY BRATWURST ON BUN SAUERKRAUT SEASONED TOTS FRUIT MILK	LUMBERJACK VEGETABLE SOUP GRILLED CHEESE SANDWICH CUCUMBER & ...	BBQ CHICKEN DRUMSTICKS PASTA SALAD COLESLAW CORNBREAD ... FRESH FRUIT

Menus Approved By: \_\_\_\_\_

Notes: \_\_\_\_\_




**Low Labor Option**

- Features more convenience and speed scratch recipes

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Week 1 Regular/NAS		7 DAY LIMITED STAFF MENU					Week at a Glance
M	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
B F S T	CHOICE OF JUICE CHOICE OF CEREAL SCRAMBLED EGG PATTY DANISH MILK	CHOICE OF JUICE CHOICE OF CEREAL SAUSAGE LINK FRENCH TOAST STICKS / SYRUP MILK	CHOICE OF JUICE CHOICE OF CEREAL CHEESE OMELET ASSORTED MUFFINS MILK	CHOICE OF JUICE CHOICE OF CEREAL SAUSAGE GRAVY BISCUIT MILK	CHOICE OF JUICE CHOICE OF CEREAL SCRAMBLED EGG PATTY CREME BRULEE COFFEE CAKE MILK	CHOICE OF JUICE CHOICE OF CEREAL SAUSAGE LINK PANCAKES/SYRUP MILK	CHOICE OF JUICE CHOICE OF CEREAL HARD COOKED EGG CINNAMON ROLL MILK
	SALISBURY STEAK MASHED POTATOES BEEF GRAVY GREEN BEANS ROLL/MARG PIE MILK	CHICKEN BREAST CORDON BLEU BAKED POTATO/MARG CARROTS BREAD/MARG CAKE ROLL MILK	BEEF RAVIOLI W/ MARINARA TOSSED GREENS W/ DRSG GARLIC BREAD PUDDING MILK	FRIED CHICKEN POTATO SALAD PICKLED BEETS BREAD/MARG MILK FRUIT COCKTAIL	MEATLOAF SLICE MACARONI & CHEESE STEWED TOMATOES BREAD/MARG BROWNIE MILK	FISH & CHIPS COLESLAW CORNBREAD RICE KRISPIE SQUARE MILK	LASAGNA W/ MEATSAUCE TOSSED GREENS W/ DRSG CHEESE STUFFED BREADSTICK FRUIT MILK
	CRISPY CHICKEN SANDWICH POTATO CHIPS PASTA SALAD MANDARIN ORANGES MILK	WISCONSIN CHEESE SOUP SALTINE CRACKER PACKAGE HAM SALAD SANDWICH CUCUMBER & ONION SALAD PINEAPPLE MILK	TURKEY TIPS/W GRAVY MASHED POTATOES BROCCOLI FLORETS BREAD/MARG PEARS MILK	HAM & BEAN SOUP SALTINE CRACKER PACKAGE CORNBREAD COTTAGE CHEESE & PEACHES ICE CREAM MILK	STUFFED CABBAGE ROLLS MASHED POTATOES MIXED VEGETABLES BANANAS IN ORANGE JUICE MILK	CHICKEN FETTUCINI ALFREDO W/ VEGS TOSSED GREENS W/ DRSG GARLIC BREAD FRUIT MILK	BURRITO CORN CINNAMON APPLESAUCE COOKIES MILK

Menus Approved By: \_\_\_\_\_


 09/05/21, 09/12/21, 09/19/21, 09/26/21, 10/03/21, 10/10/21, 10/17/21, 10/24/21,  
 10/31/21, 11/07/21, 11/14/21, 11/21/21, 11/28/21, 12/05/21, 12/12/21, 12/19/21

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Week 1 Regular/NAS		Three Week Menu (Small Case Size) Spring Summer					Week at a Glance
M	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
B F S T	CHOICE OF JUICE CHOICE OF CEREAL EGG _____ BREAKFAST PASTRY MILK	CHOICE OF JUICE CHOICE OF CEREAL SAUSAGE LINK TOAST MARGARINE/JELLY MILK	CHOICE OF JUICE CHOICE OF CEREAL SAUSAGE GRAVY BISCUIT MILK	CHOICE OF JUICE CHOICE OF CEREAL EGG _____ TOAST MARGARINE/JELLY MILK	CHOICE OF JUICE CHOICE OF CEREAL BACON PANCAKES/SYRUP MILK	CHOICE OF JUICE CHOICE OF CEREAL EGG _____ TOAST MARGARINE/JELLY SEASONED BREAKFAST POTATOES MILK	CHOICE OF JUICE CHOICE OF CEREAL SCRAMBLED EGG TOAST MARGARINE/JELLY MILK
N O N	CHICKEN BREAST CORDON BLEU SEASONED POTATOES CHALET GARLIC BUTTERED VEGETABLES ROLL/MARG PIE MILK	CHEESY TORTELLINI TOSSED GREENS W/ DRSG GARLIC TOAST CLASSIC CHEESECAKE MILK	LEMON GARLIC PORK LOIN BAKED SWEET POTATO GREEN BEANS BREAD/MARG FRUIT CRISP A LA MODE MILK	SAVORY ROAST BEEF MASHED POTATOES BEEF GRAVY ROASTED CARROTS BREAD/MARG STRAWBERRY SHORTCAKE CAKE MILK	CITRUS DIJON CHICKEN RICE PILAF NORMANDY BLEND VEGETABLES CREAMY RASPBERRY GELATIN MILK	BATTERED ROCK FISH MACARONI & CHEESE SEASONAL VEGETABLE SEASONAL FRESH FRUIT MILK	BURGER OF THE MONTH POTATO SALAD BAKED BEANS ICE CREAM MILK
E V E	BURRITO SHREDDED LETTUCE/TOMATO CORN PEARS MILK	TUNA SALAD ON CROISSANT POTATO CHIPS PEA SALAD MANDARIN ORANGES MILK	BEEF STROGANOFF SOUP TOSSED GREENS W/ DRSG BREADSTICK SEASONAL FRESH FRUIT MILK	MUFFALETTA SALAD SALAD DRESSING OF CHOICE GARLIC TOAST MIXED FRUIT MILK	SKINLESS TURKEY CHEDDAR BRAT ON BUN COLESLAW POTATO WEDGES PEACHES MILK	VEGETABLE BEEF SOUP GRILLED CHEESE SANDWICH BLT SALAD COOKIE MILK	TURKEY CAESAR WRAP MIXED VEGETABLES SEASONAL FRESH FRUIT MILK

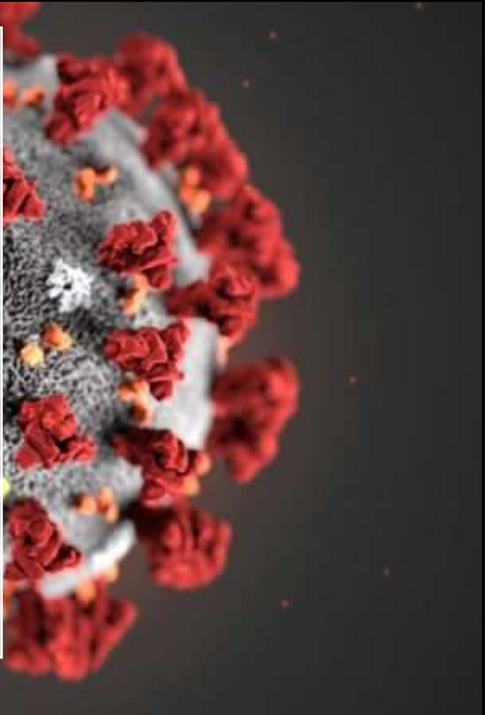
Menus Approved By:  04/10/22, 05/01/22, 05/22/22, 06/12/22, 07/03/22, 07/24/22, 08/14/22, 09/04/22, 09/25/22, 10/16/22

Notes:

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## Covid-Effect

- Devastation of Illness
- Isolation
- Family members not visiting (bringing food, encouraging to eat, identifying potential issues)
- Depression
- “Long Covid”



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Week 1 Sunday		Limited Staff Easy Prep Menu With Snacks				Diet Spreadsheets	
Regular/NAS		Nutrient Dense		Nutrient Dense/Liquid			
B F S T	4 FL OZ	CHOICE OF JUICE	6 FL OZ	CHOICE OF JUICE	6 FL OZ	CHOICE OF JUICE	+ 1200 calories
	1 SERV	FRUIT	1 1/2 SERV	FRUIT	1 1/2 SERV	FRUIT	
	1 SERV	CHOICE OF CEREAL	6 OZ L	SUPER CEREAL	6 OZ L	SUPER CEREAL	
	1 EACH	EGG: _____	2 EACH	EGG: _____	2 EACH	EGG: _____	
	1 EACH	DANISH OR SWEET ROLL	2 EACH	DANISH OR SWEET ROLL	2 EACH	DANISH OR SWEET ROLL	
	1 SLICE	OR TOAST	2 SLICE	OR TOAST	2 SLICE	OR TOAST	
	1 TSP	MARGARINE/JELLY	2 TSP	BUTTER/JELLY/PEANUT BUTTER	2 TSP	BUTTER/JELLY/PEANUT BUTTER	
	8 FL OZ	MILK	8 FL OZ	WHOLE MILK	8 FL OZ	WHOLE MILK W/ INSTANT BREAKFAST	
N O O N	1 SERV	BAKED CHICKEN	3 EACH	CHICKEN STRIPS	8 OZ L	CREAM OF CHICKEN SOUP	+ 50 gram protein
	#8 SCP	POTATO OF THE DAY	#8 SCP	POWER MASHED POTATOES	#8 SCP	POWER MASHED POTATOES	
	4 OZ S	CARROTS	4 OZ S	GLAZED CARROTS	4 OZ S	GLAZED CARROTS	
	1 EACH	ROLL/MARG	2 EACH	ROLL/BUTTER	2 EACH	ROLL/BUTTER	
	1 SLICE	PIE	1 SERV	PIE A LA MODE OR APPLE PIE SMOOTHIE	1 SERV	APPLE PIE SMOOTHIE	
	8 FL OZ	MILK	8 FL OZ	WHOLE MILK	8 FL OZ	WHOLE MILK W/ INSTANT BREAKFAST	
	1 EACH	PIZZA	1 EACH	PIZZA W/ EXTRA CHEESE	8 OZ L	TOMATO SOUP	
	8 OZ S	TOSS SALAD/DRESSING	8 OZ S	TOSS SALAD/DRESSING	8 FL OZ	FRUIT JUICE	
E V E	4 OZ S	PEACHES	4 OZ S	PEACHES & CREAM	8 FL OZ	PEACH SMOOTHIE	
	1 EACH	CHOCOLATE BAR	1 EACH	CANDY BAR	1 EACH	CANDY BAR	
	8 FL OZ	MILK	8 FL OZ	WHOLE MILK	8 FL OZ	WHOLE MILK W/ INSTANT BREAKFAST	

Menus Approved By:  [3/22/20]

# Liberalize Therapeutic Diets

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### FORTIFIED COFFEE

Portion: 8 fl oz

Ingredients	24 Servings	36 Servings	48 Servings	60 Servings
Pan Size:	1 1/2 gal	2 1/4 gal	3 gal	3 3/4 gal
WATER	5 oz	7 1/2 oz	10 oz	12 1/2 oz
COFFEE INSTANT MAXWELL HOUSE	3 cup	1 qt + 1/2 cup	1 qt + 2 cup	1 qt + 3 1/2 cup
MILK SWEETENED CONDENSED				

**METHOD:**  
CCP: WASH HANDS BEFORE HANDLING FOOD. AFTER HANDLING RAW FOODS OR ANY INTERRUPTION THAT MAY CONTAMINATE HANDS.  
CCP: USE CLEAN, SANITIZED EQUIPMENT AND UTENSILS.  
CCP: RETURN INGREDIENTS TO REFRIGERATED STORAGE IF PREPARATION IS INTERRUPTED.  
1. Brew coffee.  
2. Add sweet and condensed milk to coffee.

**ANALYSIS:**  
Calories: 143.67 Protein: 3.73

### FORTIFIED GELATIN

Portion: 4 oz s

Ingredients	24 Servings	36 Servings	48 Servings	60 Servings
Pan Size:	1 lb + 2 oz	1 lb + 11 oz	2 lb + 2 oz	2 lb + 15 oz
GELATIN POWDER, ANY FLAVOR	3 cup	1 qt + 1/2 cup	1 qt + 2 cup	1 qt + 1 1/2 cup
BOILING WATER	2 qt + 1 cup	3 qt + 1 1/2 cup	1 gal + 2 cup	1 1/4 gal + 2 1/2 cup
EVAPORATED MILK				

**METHOD:**  
CCP: WASH HANDS BEFORE HANDLING FOOD. AFTER HANDLING RAW FOODS OR ANY INTERRUPTION THAT MAY CONTAMINATE HANDS.  
CCP: USE CLEAN, SANITIZED EQUIPMENT AND UTENSILS.  
CCP: RETURN INGREDIENTS TO REFRIGERATED STORAGE IF PREPARATION IS INTERRUPTED.  
1. Pour boiling water over gelatin. Stir until dissolved.  
2. Stir in evaporated milk.  
3. Place jars in refrigerator to congeal. Chill 3-4 hours.  
KEEP COOL FOR SERVICE AT 41°F OR LOWER.

**ANALYSIS:**  
Calories: 205.70 Protein: 7.93

**ALLERGENS:**  
Milk

\*\* It is not implied nor should it be inferred that recipes that do not list allergens are free from allergens.



- Fortified foods: 7-8 cents /40-50 calories.  
- Supplements: 15-16 cents /40-50 calories.

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# Meal Service

- Stagger Dining Room Service
- Take Reservations
- Batch or Make to Order
- Expand Remote Dining
- Market Room Service
- Cart Service
- Spoken vs Paper Menus



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## Power Tools



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## Meal-Time Contingencies

TV  
Dinners!

Grill Out

Sack  
Lunch

Take Out  
Options

Party!

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## Re-Consider Snack Time

- *Resident Refrigerators*
- *Food with Activities*
- *Invite Friends/Families*
- *Snack Cupboards*
- *Fruit/Snack Bowls*



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# DINING SATISFACTION TOOLKIT

**DOWNLOAD IT TODAY!**

This toolkit was created to offer solutions to a common goal of most senior communities—improve resident satisfaction. Gain immediate access to multiple resources to enhance the dining experience!

**CUSTOMER COMMENT CARD**

Gather valuable feedback from residents about their dining experience with these customer comment cards.

**CUSTOMER SERVICE AUDIT**

Customer service can make or break a dining program. Use this audit tool to help identify customer service shortfalls and successes.

**DINING ENVIRONMENT AUDIT**

Does your dining environment need a boost? Find out with this quick and easy audit.

**DINING EXPERIENCE WHITEPAPER**

Make the dining experience memorable for your residents through personalization.

**FOOD COUNCIL MEETING WHITEPAPER**

Resident involvement is important for dining satisfaction. This tool will help you conduct your food council meetings effectively and positively.

**MEAL ROUNDS WHITEPAPER**

Gain insight into the overall dining experience with these helpful tips for conducting regular meal rounds.

**MEAL SERVICE AUDIT**

Check accuracy and menu item standards with this meal service audit tool.

**PLATE WASTE WHITEPAPER**

Evaluating plate waste is valuable in determining menu ideas and satisfaction with dining.

**10 TIPS TO TRYING NEW FOODS**

Learn simple ways to introduce and

**CORRECTIVE ACTION PLAN**

Corrective action plans are key to improving performance and streamlining workflow. Utilize this form to implement or enhance a corrective action plan.

## MEAL SERVICE AUDIT

AUDITOR NAME	MEAL LOCATION	AUDIT DATE
MENU CYCLE	DAY	MEAL

FOOD ITEM	POSTED

## DINING SATISFACTION SURVEY

Thank you for taking a few moments to complete this survey.

Name (Optional): \_\_\_\_\_

### CUSTOMER COMMENT CARD

We are always striving to serve you better. Please take a moment to complete this card and return it to the host. Thank you for your valuable help!

	Yes	No	Doesn't Apply
☺ Greeting at door	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
☹ Server attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
☹ Server attentiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
☹ Menu items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
☹ Food presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
☹ Food quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
☹ Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
☹ Decorations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
☹ Overall experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
☹ Comments:			

### RESIDENT INFO CARD

Resident Name: \_\_\_\_\_ (Nick Name?)

Favorite Foods: \_\_\_\_\_

Dislikes: \_\_\_\_\_

Beverage Preferences: \_\_\_\_\_

Conversation Starters: \_\_\_\_\_

**GET IT ALL HERE:**


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## "Use the Team or Neighborhood" Approach

- Cross-train Staff
- Food Accessible
- Plan for Dining "Settings"
- Prioritize Choices = Preferences
- Know your Customer

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## CRISIS CHECKLIST

When your Nutritional Services team is short on staff, you need all hands on deck in order to provide residents with their favorite part of the day, their meals! Below is a list of tasks that need to be done in order to safely provide food to your residents. As you go through the list, if someone on the team does not know how to do the task, simply click on the link for training on "How To" complete it.

TASK:	TRAINING:
<input type="checkbox"/> 1. Run the laundry system	<a href="#">Laundry Process Video</a>
<input type="checkbox"/> 2. Run the dishwasher	<a href="#">Wine Washing Video</a>
<input type="checkbox"/> 3. Use a three-compartment sink	<a href="#">3-Sink Dishwashing System</a> <a href="#">3-Sink Dishwashing Video</a>
<input type="checkbox"/> 4. Correctly use chemical products	<a href="#">Cleaning Matrix</a>
<input type="checkbox"/> 5. Disinfect surfaces	<a href="#">Products That Kill Coronavirus</a>
<input type="checkbox"/> 6. Set up hand contact prep area	<a href="#">Hand Washing</a>
<input type="checkbox"/> 7. Start the oven, hood system and steam table	<a href="#">Refer to manufacturer's instructions</a>
<input type="checkbox"/> 8. Locate website and login information to order supplies for each department	Website: Username: Password:
<input type="checkbox"/> 9. Identify menu non-negotiables: • Location of the menus and recipes located _____ • Therapeutic diets/textures • Purée process • End cooking temperatures • Handling leftovers	<a href="#">Modified Diet Part 1 Video</a> <a href="#">Purée Process Video</a> <a href="#">Dysphagia Product Guide</a> <a href="#">End Cooking Temperatures</a> <a href="#">Leftover Logic</a>
<input type="checkbox"/> 10. Correctly turn off all equipment	<a href="#">Locate closing checklist</a>
THINGS TO CONSIDER:	RESOURCES:
<input type="checkbox"/> 1. Can you order out and safely provide nutrition to your entire population?	
<input type="checkbox"/> 2. Can you have someone prepare food early so you just reheat and serve?	
<input type="checkbox"/> 3. Can you order frozen, pre-made meals to have available?	<a href="#">Convenience Entrées and Products</a>
<input type="checkbox"/> 4. Can you order puréed molds and pre-thickened liquids?	<a href="#">Convenience Dysphagia Products</a>

Plan for the Unexpected

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# Maximize Productivity

## Meals/Labor Hour

## Minutes/Meal

## Hours/Meal

**Example XYZ Healthcare Community:**

- Total Hours Worked Per Week = 280 hours
- Total Meals Served Per Week = 1260

**To Calculate Meals/Labor Hour:**

- Total Meals Served ÷ Total Number of Labor Hours
- 1260 Meals ÷ 280 Hours = 4.5 Meals Per Labor Hour

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## Schedule

- AM Cook-8 hours
- AM Dietary Aide-8 hours
- AM Dishwasher-8 hours
- PM Cook-8 hours
- PM Dietary Aide-4 hours
- PM Dietary Aide-4 hours



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**Total Employee Hours Worked Per Day Without Manager:**

Sunday:

Monday:

Tuesday:

Wednesday:

Thursday:

Friday:

Saturday:

**Total FTE:**

**Total Hours Per Week:**

Residents:

Single Meals per day average:

**Total Meals/meal equivalents Per Week:**


**Meals Per Labor Hour:**

**Estimating Staffing Needs Using an Industry Productivity Level (1)**

Much research has gone into summarizing productivity levels. This reference has determined meals per labor hour for the following foodservice operations:

Quick-service restaurant	9.5
Fine dining restaurant	1.4
Family restaurant	4.8
Cafeteria	5.5
Acute Care Facility (hospital)	3.5
Extended Care Facility	5.0
School Foodservice	13.0-15.0

1 Gregoire, M. Foodservice Organizations, A Managerial and Systems Approach. Seventh Edition. Prentice Hall, 2010.



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- Cook-12 hour
- AM Dietary Aide-8 hour
- AM Dishwasher-8 hour
- PM Dietary Aide-4 hour
- PM Dishwasher-4 hour



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**Total Employee Hours Worked Per Day Without Manager:**

Sunday:

Monday:

Tuesday:

Wednesday:

Thursday:

Friday:

Saturday:

**Total FTE:**

**Total Hours Per Week:**

Residents:

Single Meals per day average:

**Total Meals/meal equivalents Per Week:**

**Meals Per Labor Hour:**

**Estimating Staffing Needs Using an Industry Productivity Level (1)**

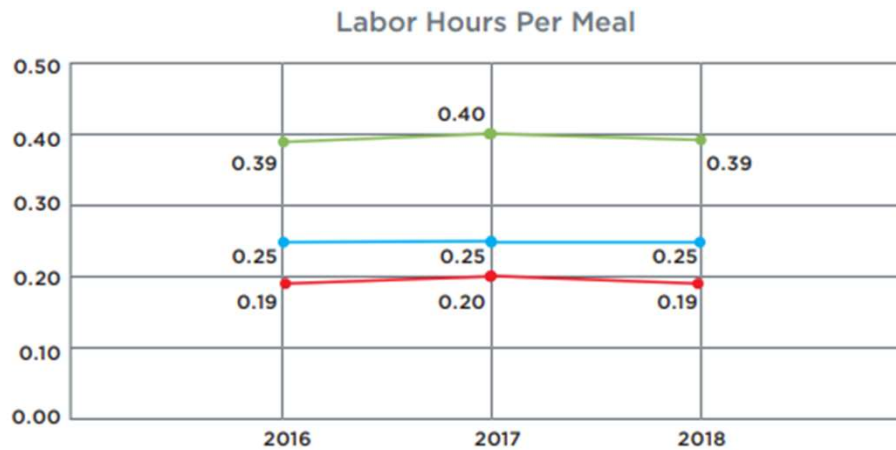
Much research has gone into summarizing productivity levels. This reference has determined the meals per labor hour for the following foodservice operations:

Quick-service restaurant	9.5
Fine dining restaurant	1.4
Family restaurant	4.8
Cafeteria	5.5
Acute Care Facility (hospital)	3.5
Extended Care Facility	5.0
School Foodservice	13.0-15.0

1 Gregoire, M. Foodservice Organizations, A Managerial and Systems Approach. Seventh Edition. Prentice Hall, 2010.

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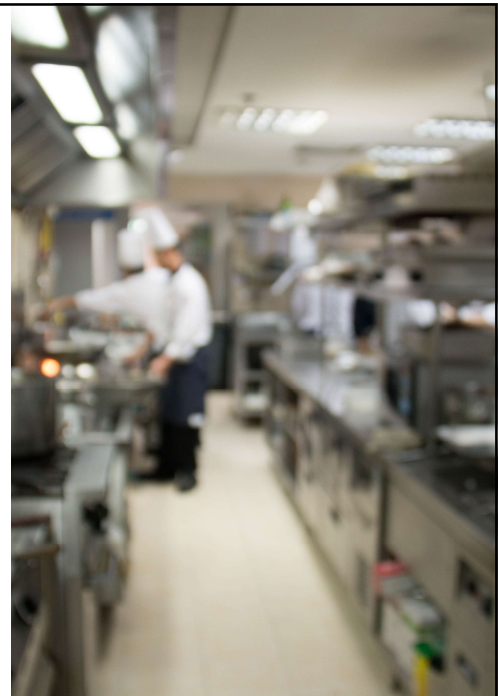
## ANFP Benchmark



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## Additional Considerations

- Commit to a formula and track over time
- Do you have an opportunity to restructure?
- Are you tracking all meals served?
- Are you using convenience foods?
- How would you describe your style of dining?
- Do other departments assist with dining?



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## Jobs to Simplify

- Buttering/cutting bread
- Wrapping silverware
- Making deli sandwiches, grilled cheese, chef salads
- Chopping fresh vegetable ingredients
- Scooping bowls of fruit & desserts
- Ordering & Putting groceries away
- Tray Service
- Washing dishes
- Setting tables or Clearing tables
- Garnishing
- Menu Planning /Traycards

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### LABOR HACKS:

- Organize work processes such as breading ingredients in order of sequence or use pre-breaded items.
- Evaluate time spent in pre-wrapping silverware vs time to set tables.
- Set up tasks such as setting tables so both hands can be utilized in a simultaneous and complimentary motion. Organize utensils and napkins so that the left hand can position a napkin and the right hand is placing a fork at the table setting in simultaneous motion.
- Combine steps such as in the assembly of Chef salads, mix the lettuce, shredded carrots and diced tomatoes together and portion vs doing separately. Organize the lettuce, tomato, and onion slices together in "sets" to garnish sandwiches during service.
- Pre-soak dishes to minimize scrubbing. Use two hands to rack to maximize motion.
- Consider a traveling steamtable to serve meals vs tray service to reduce steps in assembly and washing of the additional trays and other needed supplies.
- Offer a beverage service vs handling glasses and beverages twice in pre-pouring. Market a choice!
- Organize pre-portioning of salads and desserts for comfort such as table height, portioning from left to right, and comfortable floor service such as anti-fatigue matting.
- Set up work-stations and have needed ingredients and supplies close-by such as a baking station.
- Plan meals to include a variety of colors and shapes so additional garnishes are not needed. Or sprinkle an entire pan with herbs or chopped parsley

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**CONVEYOR TOASTER**  
Hato  
Model TQ3-10-120-Q5

(QUICK SHIP MODEL) Toast-Quik® Conveyor Toaster, countertop design, horizontal conveyor, manual controls, all bread types toaster, approximately 6" slices/min capacity, 2" opening height, includes stainless steel toast tray insert, cULus, UL EPH Classified



**MOBILE PLATE AND DISH DISPENSER**  
Lakeside Manufacturing  
Model 6210

Dish Dispenser, heated, cabinet style, enclosed base, mobile, (2) self-leveling dish dispensing tubes, 3-1/4" to 10-1/8" diameter dish size, stainless steel construction, 4" Lake-Glide® swivel casters (2) with brakes, 6' coiled cord with NEMA 5-15P, NSF, UL, Made in USA




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Good Until: 03/17/2022


**WALL GRID SHELVING ACCESSORIES**  
Metro  
Model 654SRC

HD Super™ Spice Rack, 51-9/16"W x 4-3/8"D x 1-15/16"H, works with any 60"HD stainless workcenters with overhead or any 60"HD shelving with posts



**SQUEEZE BOTTLE**  
Tablet Products  
Model 50V  
Pack: 12 ea

Invert 16 oz. Valve Top™ 33mm dual opening, dishwasher safe, polyethylene, clear, NSF (must be purchased in multiples of 12 each)




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Good Until: 03/17/2022


**PREP MATE® MULTISTATION**  
Metro  
Model MS1836-FGBR (276097)

PrepMate® MultiStation, (1) 18" x 36" solid galvanized shelf & (1) Brte® zinc wire shelf, (4) chrome posts, removable 16/304 stainless steel rails, accommodates standard 18" cutting boards, 35-1/8" to 39-1/8" adjustable working height, (4) 5" casters (locking), NSF



**MIXING BOWL, METAL**  
Vulcraft  
Model 47933 (221210)  
Pack: 12 ea

Mixing Bowl, 3 quart, stainless, 9" dia., 3-1/2" deep, measurements approximate, imported



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Good Until: 03/17/2022

**BUTTER SPREADER**  
FMP  
Model 133-1754 (175793)

Butter Roller, stainless steel



**COMM OVEN, GAS**  
RATIONAL  
Model EC 20-FULL NG 208/240V 1 PH (LM200EG)




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Good Until: 03/17/2022

**FRUIT / VEGETABLE DICER**  
Vulcraft  
Model 55457

InstaCut™ S.1 Manual Food Processor, includes: T-handle, pusher blade & 1/4" 1-piece dice serrated blade assembly, 5" square cutting area, accommodates containers up to 6"H, (2) year warranty on base unit (does not cover blades), NSF



**FRUIT / VEGETABLE SLICER, CUTTER, DICER PARTS & ACCESSORIES**  
Vulcraft  
Model 55475

InstaCut™ S.1 Replacement Blade Assembly, for 1/2" slice, NSF




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Good Until: 03/17/2022

**TOMATO SLICER**  
Nemco Food Equipment  
Model 55660.3


Easy Tomato Slicer™, manual, 7-1/4"W x 15-1/2"D x 8-1/4"H closed dimensions, 3/16" slice, stainless steel blades, self-lubricating track, vertical handle, protective guards, polyethylene side board, cast aluminum & steel construction, rubber feet, NSF



# Labor Saving Tools

## Technology Savers

- Menu Development
- Inventory Management
- General Ledger Coding
- "Sheet to Shelf" Order Guide
- Grocery List by diet and census
- Standardized recipes scaled to needs
- Organize resident preferences on guestcards
- Posting Menus







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## Enhancing the Image of Food & Nutrition Services

Partner with Culinary Programs

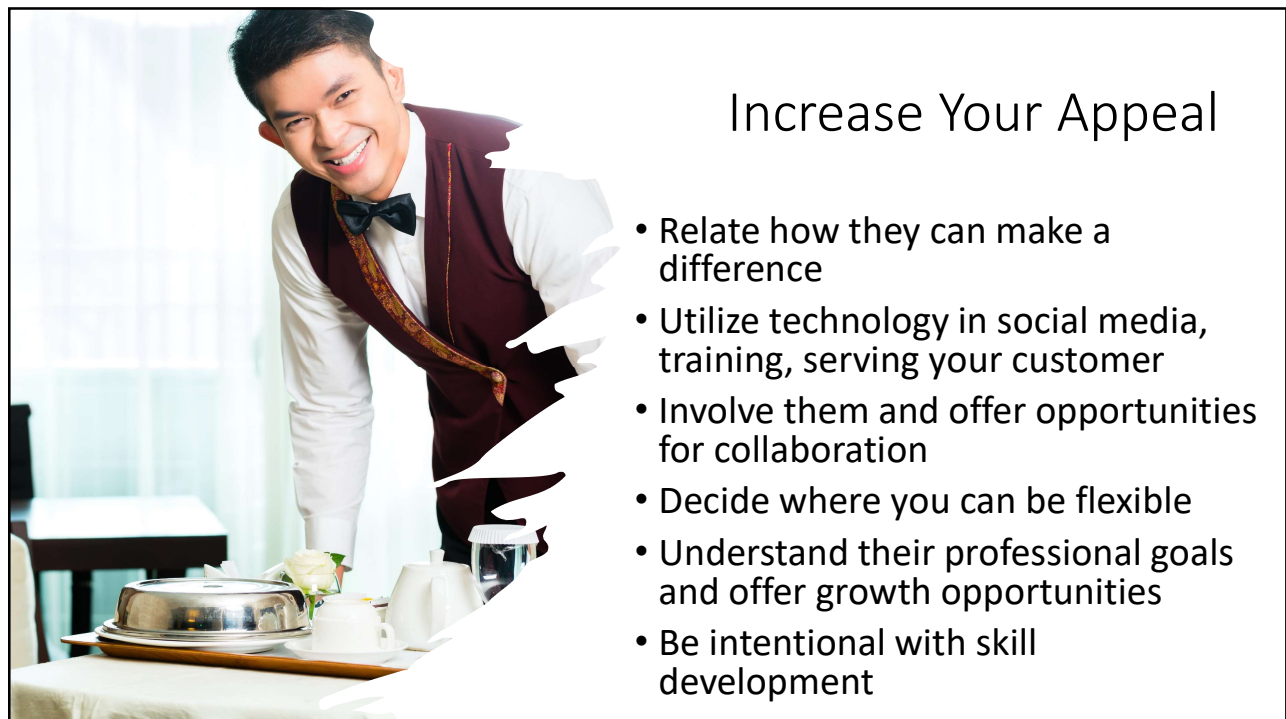
Offer on the job experiences and volunteer opportunities

Use social media

Where are you advertising for openings and what words are you using

How do you and your current staff represent the image you desire?

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## Increase Your Appeal

- Relate how they can make a difference
- Utilize technology in social media, training, serving your customer
- Involve them and offer opportunities for collaboration
- Decide where you can be flexible
- Understand their professional goals and offer growth opportunities
- Be intentional with skill development

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## PLAY #4: CREATIVE RECRUITMENT + SCHEDULING

1. Appeal to those with an aptitude for hospitality with a desire to grow in skills such as the culinary arts, communication, organization, teamwork and more
2. Reward staff for referrals & skill building. Gamify!
3. Try new ways to find teammates such as through social media, senior centers, student work experiences or engaging family members
4. Run shorter shifts on the weekends. Feature more convenience and easy-to-prepare and serve items.
5. Consider 12 hour shifts for Cooks to maximize expertise to prepare 3 meals/day
6. Specialize 1 shift per week to clean or bake.
7. Be flexible! Offer shifts for students or those with children in school.
8. Cross-train to cover dietary, laundry and housekeeping, etc.
9. Partner with other local healthcare communities/foodservice operations to establish a "labor pool"
10. Consider job sharing where staff would work with job-partners to cover shifts
11. Empower other facility departments to assist in such tasks as pouring beverages, offering snacks (maybe even in conjunction with Activities?), serving as "special" cook for the day, grilling, and more

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## What is important TO OUR STAFF?



### **Employer ranking**

1. Good Wages
2. Job Security
3. Interesting Work
4. Recognition
5. Feeling Involved

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## What is important TO OUR STAFF?

### **Employee ranking**

1. Interesting work
2. Appreciate/recognized
3. Feeling involved
4. Job security
5. Good wages

### **Employer ranking**

1. Good Wages
2. Job Security
3. Interesting Work
4. Recognition
5. Feeling Involved

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## Growth Opportunities

- Orientation
- In-services
- Huddles
- Mentoring
- Teams
- Formal Educational Offerings
- Evaluations

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## Performance Appraisals (Gifts & Growth Appraisals)

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**JUMPSTART**  
*for Food & Nutrition Staff*

Engage and empower Food & Nutrition Services staff through skill building. Start out with required baseline knowledge and inspire proficiency as you raise up leaders.  
Choose the level of interest, then click to see the videos and competencies for that level.

**LEVEL 1** **Entry-Level Food Service Workers**  
Gain basic understanding of food service operations including regulatory compliance.  
[Click To Show Contents](#)

**LEVEL 2** **Cooks & Lead Dietary Personnel**  
Inspire a higher level of operational competency and food service knowledge.  
[Click To Show Contents](#)


**LEVEL 3** **Dietary Managers & Dining Directors**  
Build confidence as a dining leader, connecting with team and colleagues.  
[Click To Show Contents](#)



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## Leadership Phrases

- “What can I do to help?”
- “I’m all ears.”
- “I couldn’t have done it without you.”
- “I trust your judgement.”
- “I’d like your perspective on this.”
- “That was my fault.”
- “Would you mind giving me a hand?”



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