



South Dakota

Association of Healthcare Organizations

Leadership for Dining Success –
5 Take-a-Ways for Maximizing Your Community's Potential

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Focusing on Leadership Skills in Dining


- Align Resources
- Set S. M. A. R. T. Goals to Reach Desired Outcomes
- Commit to Consistent Training & Staff Development



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Align Resources Properly

- Identify Your Most Important Services and Products
- Consider All Customer Service Contact Points
- Set Proper Expectations



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Set S. M. A. R. T. Goals

- S – Specific. What do you want to accomplish?
 M – Measurable. How will you know when you have accomplished your goal?
 A – Attainable, Stretching. How can the goal be accomplished?
 R – Relevant, Compelling: Is this goal worth working hard to accomplish?
 T – Take action. Can you control the actions required?



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Set S. M. A. R. T. Goals

Accountability for Improved Outcomes...

*"Accountability...It is not only what we do,
 but also what we do not do...all of which we
 are accountable for."*



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Consistent Training & Staff Development

- Service Recovery – defined and communicated
- Documented Plans
 - Keep the focus narrow
- Communicate the overall community goals (Big Picture)
- Tie incentives to accomplishments
- Engage staff in creating goals (SMART Goals)



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Empowered Staff

- Understanding the Big Picture
- Service Recovery – defined and communicated
 - Staff recognition
- Menu Development
 - Creativity
 - Innovation



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Applying Leadership Skills

- Budgets – Developing & Managing
- Menus – Own Them
- The Power of Presentation



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Budgets

- Dining Directors and Chefs actively involved in creating budgets
- Use of effective tools to keep spending on track...no surprises at the end of the month
- Review labor for increased efficiencies – food is cheap, labor is expensive
- Provide skills and tools for confidence - Excel spreadsheets
- Purchasing – Order Guide Management



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Menus – Own Them!

- Less is More – Less volume allows for fresher, higher quality
- Less is More - Engaged team, creative thinking
- Less is More – Chef is creatively challenged
- Continuous Innovation
- Reduce convenience foods with fresh & nutritious items
- Evolving menus



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Presentation - Balance, Unity, Focus and Flow

The Set-up – Avoid the Mickey Mouse

Focus – Find the focal point and elevate it

Get Saucy – placement is key



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Presentation - Balance, Unity, Focus and Flow

Tips for Plating

Plan It

Keep it Simple

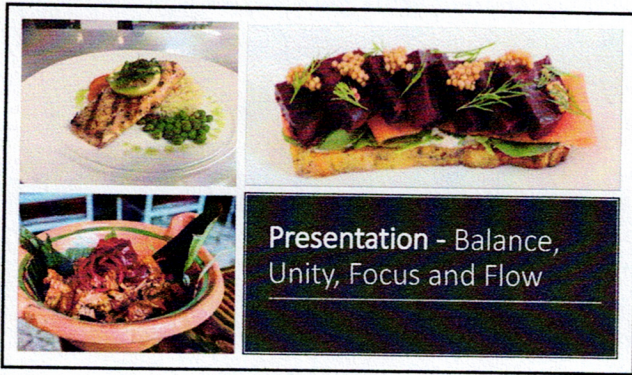
Start in the Center and Build Outward

Add Height

Think Color



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Further Exploration...

- Form small groups within your department
- Each group presents 2/3 ideas for implementing leadership enhancements and the perceived challenges to implementation
- Large group discussion...possible solutions to challenges
- Take notes! Helpful solutions as you develop your own program!



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Leadership for Dining Success – 5 Take-a-Ways for Maximizing Your Community's Potential

- Leadership Development
- Budgets
- Menus – Own Them
- Presentation
- Commitment to Training & Staff Development

What will you commit to in each of these areas?



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Your Partner for Culinary Excellence.

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