GRACIOUS DINING… LET'S EAT!

GRACIOUS DINING
• What is Gracious Dining?
• Why Gracious Dining?
• How to make Gracious Dining happen?

“GRACIOUS”
• Polite in a way that shows respect
• Merciful Compassionate
  • Merriam Webster online
• Give courtesy to everyone and provide accurate service with a friendly environment
  • Yahoo answers
• Warmth and Hospitality Abound
  • TripAdvisor
Five Star Goals:
* Recognize excellence in food service in long term care.
* Highlight the importance of nutrition in health care for the elderly.
* Dignify dining as a social activity/tool.
* Involve all health care team disciplines in the dining process
* Improve health care dining by sharing innovative and successful ideas.

GRACIOUS DINING
Excellence in Foodservice
Environment
Innovative Ideas
Nutrition
Dignity
Teamwork
Social Activity

GRACIOUS DINING
• Why Gracious Dining?
WHY?

2013 Survey of Assisted Living Residents
• 94% satisfied with overall quality of life in their AL community
• 93% are satisfied with level of personal independence they enjoy
• 93% are satisfied with level of personal attention paid to them by staff
• 90% are satisfied with overall quality of care they receive
• 87% say workers are well trained and well qualified to do their jobs
• 86% say workers “care about me as a person”

WHY?

• “Today’s communities face pressure of consumer demands”

MARKETING

WHY?

• Fine Dining
  • The dining rooms are large and inviting with little touches such as tablecloths and seasonal centerpieces as well as the restaurant style dining make mealtime more pleasurable. Guests and family often enjoy mealtime with residents. Our experienced dietary staff is dedicated and attentive.
GRACIOUS DINING

• How to make Gracious Dining happen

CHANGE

GRACIOUS DINING

• Change is the only constant
  - Heraclitus, Greek Philosopher

"It is not the strongest of the species that survives, nor the most intelligent that survives, it is the one that is most adaptable to change."

Charles Darwin
THE CHANGE TO GRACIOUS DINING

• Preparing for Change
  • Preparation, assessment and strategy development

• Where are you now
  • Solicit input from residents, families, staff, visitors,
  • Research latest trends/data
  • Visit other locations for ideas
  • Understand true limitations—building, budget etc.

THE CHANGE TO GRACIOUS DINING

• Dining Room/other Hospitality areas
  • Menu Offerings/Choice
  • Food Quality/Production
  • Service

• Managing the Change
  • Detailed planning and change management implementation
  • From McCrites the biggest challenge was getting staff to buy in. Initially breakfast took twice as long.
THE CHANGE TO GRACIOUS DINING

<table>
<thead>
<tr>
<th>Action</th>
<th>Who's Responsible</th>
<th>Others Involved</th>
<th>Due Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developing A La Carte Menu</td>
<td>Chef/Curator</td>
<td>Residents, Family Members, Kitchen Staff</td>
<td>Other Staff</td>
<td></td>
</tr>
<tr>
<td>Dining Room Revitalization</td>
<td>Trident Director</td>
<td>Maintenance, Housekeeping, Nursing, Residents and Family</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

GRACIOUS DINING

- Dining Room/other Hospitality areas
- Menu Offerings/Choice
- Food Quality/Production
- Service

GRACIOUS DINING

- Dining Room/other Hospitality areas
  - Windows/Coverings
  - Wall Paint
  - Flooring
  - Tables and Chairs
  - China/Glassware/Flatware
  - Table coverings/napkins
  - Sounds/Noise/Music
  - View
GRACIOUS DINING

- Menu Offerings/Choice
  - Nutritional Value
  - Special Diets
  - Variety
  - Trends
GRACIOUS DINING

Research on Honoring Choices...more from Pioneer Network

- Resident satisfaction with personal choice
- Dignity and autonomy can increase desire to eat
- Novelty and choice is a way to promote pleasure and individuality

GRACIOUS DINING

- Food Quality/Production

Chef Kodi
GRACIOUS DINING

Service

SERVICE TIMES
BREAKFAST  7:00 AM
LUNCH      12:00 PM
DINNER     5:00 PM

Move To...OPEN DINING
Considerations
SERVICE

The Greeting/Entry

“IT IS GREAT TO SEE YOU TODAY MRS. SMITH, WOULD YOU LIKE TO START WITH A GLASS OF STRAWBERRY LEMONADE?

THE CHANGE TO GRACIOUS DINING

• Reinforcing Change
  • Collect and analyze feedback
  • Identify gaps and resistance
  • Implement corrective actions
  • CELEBRATE SUCCESS
Thank you for Dining with us at Garden Cafe. Please share with us how you feel about your experience with us today.

<table>
<thead>
<tr>
<th>Did you enjoy your overall Dining experience?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Did we offer food and drink selections that met your needs?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Comments:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Did your food taste good?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Comments:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional Comments:</td>
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</tr>
<tr>
<td>Name:</td>
<td></td>
<td>(Optional)</td>
</tr>
</tbody>
</table>

15 WORD EXERCISE

REFERENCES

- DHCC – a Dietetic Practice Group of the Academy of Nutrition and Dietetics
- PROSCI Change Management
- Pioneer Network
- McCrites Plaza-Bill Randol
- ALFA 2013 Survey of Assisted Living Residents