



Dining Services Committee Meeting

December 2, 2020, 2:30 PM

Club Room

Stan called the meeting to order at 2:30 PM.

Present: Stan Zarinsky (Dining Services Committee Chairman), Jean Aronson (RAC Rep), Louise Cochran, Carol Hargrave, Janice Kimbro, Kathy Vore (Secretary), Gerri Cureton, Carolyn O'Neill, Carolyn Deming, Rocco Nenarella (Sub-Committee Representative), Theresa Lehman (Dining Services Director), and Ashley Ryckman (Grille Manager).

Absent: Chris Wynn (Chef), Jennifer Gonzalez (Dining Room Manager).

A quorum was present.

The minutes from the previous meeting were approved unanimously.

Stan opened with the following:

- Complimented Chef Chris and Theresa for the excellent Thanksgiving Day menu, especially the “outstanding soup”;
- Received 32 comments online from 19 different residents regarding Dining Services; the majority were positive with only a few negatives.

Unfinished Business: A question was raised about why two 6-top tables continue being seated in the Pub while social distancing is ongoing. Theresa explained these two tables of residents have dined together for a long time and are comfortable with each other, so they have been grandfathered into this dining phase.

Casual Dining Sub-Committee by Rocco Nenarella:

- Grille is now open until 6 p.m. on Thursdays to accommodate pick up of turkey dinners from 4 – 6 p.m. (must be pre-ordered Monday – Thursday).
- Recommend moving items from top shelf to the counter in the General Store for easier access.
- Grille floor is routinely mopped at 2 p.m. each day, which may be a safety issue; per Management, timing cannot be changed due to staff scheduling; “wet floor” safety signs are in use, however.
- The noise level in the Grille is often too high, sometimes due to the staff; recommend they lower their voices to avoid disturbing residents who are there to dine.
- Theresa and Ashley will meet with Rocco and Bob Cobe in January to discuss alternate table layouts in Grille.

- Ashley tested a new pizza crust at the November Sub-Committee meeting with a large 4-cheese pizza, which was proclaimed a success by those present.

Dining Room (DR) & New Business by Theresa Lehman: Chris and Jennifer both did an excellent job on Thanksgiving. The FriendsGiving was successful and will be offered for Christmas and New Year's Day.

Chris promoted Derrick Black to Lead Cook. Hiring continues with the goal of adding six more servers in the Dining Room; also another cook.

Menu chats will resume on December 9, 1:30 p.m.

Holiday menus and reservations will be available Monday, December 7.

The next meeting is set for the Club Room, Wednesday, January 6, 2:30 PM.

The Meeting was adjourned at 3:40 PM.

Respectfully submitted,

Kathy Vore, Secretary
Dining Services Committee



Casual Dining Sub-Committee Minutes
December 23 , 2020 10:30 a.m.
Club Room

Rocco called the meeting to order at 10:30 a.m.

Present: Rocco Nenarella, Susan Scott, Kathy Vore, Joan Macholl, Judy Schmidt
Absent: Ashley Ryckman

A quorum was present.

Minutes of the previous meeting were approved as emailed.

Rocco opened the meeting by saying the rotisserie chicken sales were low. He commented that several residents did not understand when they could be purchased. He suggested that they be available every Tuesday for purchase; similar to Thursday always being Turkey Dinner day. The committee approved his idea and he agreed to discuss the idea with Ashley.

Susan mentioned that there seemed to be a disconnect between the taking of an order and the filling of that order. Ordering goes well but filling that order often renders an incomplete order for the customer. Rocco saw this as a quality control issue. He agreed to mention it to Ashley for correction.

It was mentioned that people waiting for orders to be completed caused the seating area of the grille to be too crowded and seating for people receiving their orders was not available. Rocco suggested pagers could be given to those waiting for orders and they could wait in the atrium instead of in the grille area. It was cited that the grille utilized pagers for that purpose at one time. (before Covid) Rocco agreed to mention using them again to Ashley.

A review of items discussed last month was held.

1. Daily and weekly specials and pricing for them needs to be listed on menu handout, as well as the phone number of grill. Extra copies should be printed and put in credenzas.

2. List weekly specials on empty wall boards in grille area. Example: Turkey Dinner every Thursday and Rotisserie Chickens available every Tuesday.
3. More promotion of the grille needs to occur to increase business. It was suggested that articles could appear in Angie's Memo, and be printed for placement in the credenzas. Also select people on each floor could be asked to talk about using the grille to other residents.

Rocco adjourned the meeting at 11:30 a.m.

The next meeting of the Dining Services Sub-Committee will be held on Wednesday, January 27 at 10:30 a.m. in the Club Room.

Respectfully submitted,
Susan Scott, Secretary