



Dining Services Committee Meeting
November 4, 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 Deming, Rocco Nenarella (Sub-Committee Representative), Chris Wynn (Chef), Theresa Lehman (Dining Services Director), Ashley Ryckman (Grille Manager), and Jennifer Gonzalez (Dining Room Manager).

Absent: Carolyn O'Neill.

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 party food and service at the 28th anniversary celebrations (six gatherings over three days);
- “First class” entrée garnishes and excellent rye bread.
- Shared resident comments on improved dining room service, recognizing Elisha, Kaylee, Nashon, and Jose.

Casual Dining Sub-Committee by Rocco Nenarella: Rocco presented his vision for the Sub-Committee: “[T]o recommend changes to the Grille operation in the areas of quality control, training, food, and ordering that could enhance the dining experience for all the residents of Freedom Plaza.” He highlighted accomplishments of the Sub-Committee since its inception in June, including:

- Pricing for specials are now listed on menu handout.
- Breakfast all day is being served.
- Menu Board has been simplified for ease of reading.
- Turkey dinner as a once a week food choice is being considered.
- Paper menus should be at counter at beginning of order line.
- It would be convenient for residents if everything in the Grille store that was a food item could be charged to resident's food bill, and not be an ancillary charge.

The Sub-Committee recommends ongoing staff training and enhanced quality control of food orders. To reduce congestion at lunch time, Ashley Ryckman will utilize a tablet to take orders as residents enter, and an alternative location for pick up orders will be identified.

Rocco also suggested the Pub as a lunch time venue; however, Theresa noted the need to balance both staffing and safety issues and that this would happen post-COVID.

Chef Cris: Thanksgiving pies may be ordered at the Hostess Desk – pumpkin, pecan and Meyer Lemon Pie.

Dining Room (DR) & New Business by Theresa Lehman: A Dining Services Resident COVID-19 Committee created earlier this year has been making recommendations regarding all aspects of dining.

The most recent dining survey indicates that 265 residents wish to return to the dining room while 261 prefer to continue with in-room dining. On November 30, as the DR moves into Phase 3 with 50% capacity, meal deliveries will cease and in-room dining residents will come to the Atrium to pick up their meals. To avoid waiting in line for those dining at the DR, residents are encouraged to utilize the Portal to make reservations; alternatively, a phone to 642-1313 can be used to make reservations. Guests will not be allowed in the DR through the end of this year.

The Grille Update by Ashley Ryckman: Grille has several new salads. New staff members are being trained.

Dining Room Staffing by Jennifer Gonzalez: Daily training of new staff continues. Additional staff will be needed beginning November 30.

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

The Meeting was adjourned at 3:40 PM.

Respectfully submitted,

Kathy Vore, Secretary
Dining Services Committee



Casual Dining Sub-Committee Minutes

November 24, 2020 10:30 a.m.

Club Room

Rocco called the meeting to order at 10:30 am.

Present: Rocco Nenarella, Susan Scott, Kathy Vore, Joan Macholl, Ashley Ryckman, Judy Schmidt, new member, replacing Paula Montgomery.

A quorum was present.

Minutes of the previous meeting were approved.

Rocco opened the meeting by asking where we thought the display rounders of gift bags and gift cards should be placed in the grille. Some suggestions were on top of the low shelves in the grocery store, or in the main dining area of the grille near the window side.

Ashley announced Turkey Dinners would be available on Thursdays beginning on Dec. 3. They need to be pre ordered and picked up at 4:00 pm. The dinner would include soup, turkey, stuffing, mashed potatoes and gravy and a vegetable, as well as a drink. A charge of \$7.50 would be assessed to resident's account.

Rocco noted that 2 signs in the grille area were bare. He suggested using the signs to advertise breakfast all day, turkey dinners available, and roasted chickens available. He also mentioned the portal could be used to place orders.

Rocco also mentioned that the noise level in the grille was excessive. He stated much of the noise was created because of trash being discarded. He asked if it was possible for the staff to bus the tables. He also commented that mopping the floors at 2:00 pm was dangerous to customers entering the grille at that time.

Furniture arrangement in the grille was discussed. Rocco mentioned that Bob Cobe had made some templates to help with furniture placement ideas. Ashley agreed to meet with Rocco to discuss this further.

Ashley had a member of her staff bring a large 4 cheese pizza for the committee to sample. It was made with a new kind of crust. It was the opinion of the committee that the crust was fantastic!

The next meeting of the Dining Services Sub-Committee will be held on Wednesday, December 23, at 10:30 am in the Club Room.

Respectfully submitted,
Susan Scott, Secretary