



**Dining Services Committee Meeting Minutes
December 1, 2021, 2:30 PM
Club Room**

Stan called the meeting to order at 2:35 PM.

Present: Stan Zarinsky (Dining Services Committee Chairman), Mike Anderson, Anita Ciota, Louise Cochran, Janice Kimbro, Jim Price, Judy Schmidt, (Sub-Committee Chair), Theresa Lehman (Dining Services Director) and Pamela Evans, (Asst. Dir. Dining Services).

Absent: Jean Aronson (RAC Rep), Carolyn Deming, Kathy Vore, and Chef Chris Wynn.

A quorum was present.

The minutes from the previous meeting were unanimously approved.

Stan Zarinsky:

Received a total of 62 evaluations from 48 individuals, including 9 comment cards and 53 from RACREP Evaluation Forms regarding Dining Services:

- **26 positive comments and 4 negative comments about service;**
- **17 positive comments and 10 negative comments on food;**
- **5 in-between comments on food;**
- **Good comments on American Grille;**
- **Great Thanksgiving comments.**

Jim Price:

Commented on size of serving between members at his table. Some got larger servings than others. Theresa asked that pictures be sent to her showing plated problems for followup.

Janice Kimbro, Menu Chats

Good suggestions coming out of the chats regarding food likes and dislikes. Chef asked that residents submit recipes for favorite dishes and casseroles.

Judy Schmidt, Casual Dining:

- Declining balance items now have separate color on price labels and additional signage has been added to the refrigerated cases.
- Discussed the printed menu vs the on-line ordering and what could be added to the printed menu. Menus are printed in-house so template can be updated with new items.
- Sunday meals are becoming very popular.
- Comments on soup being watery at times. Pamela Evans will review.

Theresa Lehman, Dining Services Director:

- 2 supervisors in dining will be leaving Dec. 7 for non-food related jobs.
- Memo coming out with updated buffet serving info for daily lunch.
- Pamela Evans has been working diligently to find more associates in dining and at the Grille. Also working on procedures and training to upgrade current associates to higher levels.
- Holiday menus were reported and reservations are open on RacRep website. Holiday buffet meals will not be available on Christmas Day.
- Comments on items ordered from purveyors that are not shipped. Lettuce is extremely difficult to stock currently.

Pamela Evans, Assistant Dining Services Director:

- Working to replace the two supervisors who are leaving in December. Currently down 8 associates and need to move 2 to supervision.
- Extensive training is paying off with consistently improved service.
- New associate in the Grille, Haley, started today and working in well.

The next meeting is set for the Club Room, Wednesday, January 5, 2:30 PM.

The Meeting was adjourned at 3:40 PM.

**Respectfully submitted,
Anita Ciota, Acting Secretary**