



**Dining Services Committee Meeting Minutes
June 7, 2023, 2:30 PM
Club Room**

Chair Anita Ciota called the meeting to order at 2:38 PM.

Present: Phil Bethea, Al Hurlbrink, Carol O'Brien, Judy Schmidt (Dining Services Sub-Committee Chair), Kathy Vore (Secretary), Jaime Simoes, (Executive Chef), and Theresa Lehman (Dining Services Director). Melly Aguilera attended on behalf of Pamela Evans (Assistant Dining Services Director), and Alice Ulmer attended on behalf of Eileen Robbins.

Absent: Mike Anderson, Janice Kimbro, Eileen Robbins, Jim Price, and Pamela Evans.

A quorum was present.

The minutes from the previous meeting were unanimously approved.

Theresa Lehman for Jaime Simoes, Executive Chef:

- **Staffing updates:**
 - **Need 1 Sous Chef and 1 Cook;**
 - **Have all Dishwasher positions filled;**
 - **Positions for Catering at Plaza Club and The American Grille are filled;**
 - **Training of Kitchen Staff continues, especially with regard to Cooks working from the same recipes to improve consistency of dishes produced.**

Theresa Lehman, Dining Services Director:

- **Resident dining plan preferences reflect that 65% to 70% of residents prefer the 21-day meal plan;**
- **Monday, Wednesday, Fridays have highest attendance in the Dining Room; Tuesdays and Thursdays are lower, and weekends draw the fewest Residents;**
- **International Nights**
 - **About 60 fewer Residents overall order from International Night menus than regular menu evenings;**

- French and Asian nights attract about 165 Residents each;
- Recent Asian Night saw 10 Residents order something other than Asian food, with 4 ordering something different on French Night.
- Working with a consultant for:
 - The American Grille to maximize food flow, seating, customer flow at the register and the drinks area;
 - Redesign of the Pub to include the old bank vault area and possible addition of a turbo grill;
 - Combining the current Jade and Maui to add back a salad bar, soup and dessert service, and add a soft serve sundae and cake bars.
- Current Dining Survey:
 - Working with Ron Sweet to remove the first part of survey that addresses food appearance and taste as these are covered in the second part;
 - As of June 7, only 15 comment cards received with a satisfaction rate of 81%; really need greater response level;
- Hope to have new liquor license for both Dining Room and Plaza Club by this Fall.

Anita Ciota, Chair:

- Anita announced the resignation of Jim Price from the Committee as he has moved to The Inn;
- Mary Ann Wellander was nominated and accepted to serve the remainder of his term.

Phil Bethea for Janice Kimbro, Menu Chat Report:

- Apparently not all Residents understand how to order items from the Always Available selections on the left side of the menu;
- International Night menus will now include a limited number of Always Available selections.

Judy Schmidt, Casual Dining Sub-Committee Chair, American Grille:

- Flatbread Pizzas:
 - The Grille usually sells 4 or 5 flatbread pizzas each day;
 - Anita noted these sold out last Sunday;
- Requested the addition of Ravioli and Pork Chops to the Sunday meal rotation;

- **Tuesday/Thursday popcorn is proving popular.**

Anita Ciota, Chair:

Received a total of 180 evaluations (120 emails, 59 comment cards and 1 note) regarding Dining Services, including 159 on the Dining Room, 9 on the Grille, and 12 on IRD:

- **139 positive comments on service and 122 on servers' knowledge;**
- **142 positive comments on food presentation and 132 on food taste;**
- **57 positive comments on both servers and food;**

Old Business:

- **Carol O'Brien reported:**
 - **Existing signage in dining rooms regarding keeping the area near each exit door clear has been placed lower on the wall for greater visibility; however, still see a large number of walkers, especially in the Pub;**
 - **Theresa responded that Residents cannot be required to leave their walkers in the Valet Parking areas, per ADA requirements;**

Next meeting will be in the Club Room, Wednesday, July 5, 2023, 2:30 PM.

The Meeting was adjourned at 3:42 PM.

**Respectfully submitted,
Kathy Vore, Secretary**