



**Dining Services Committee Meeting Minutes  
September 6, 2023, 2:30 PM  
Club Room**

**Chair Anita Ciota called the meeting to order at 2:31 PM.**

**Present: Phil Bethea, Al Hurlbrink, Carol O'Brien, Eileen Robbins, Judy Schmidt (Dining Services Sub-Committee Chair), Janice Kimbro, MaryAnn Wellander, Theresa Lehman (Dining Services Director), Jaime Simoes, (Executive Chef), and Pamela Evans (Assistant Dining Services Director). Resident Stan Zarinsky attended for Kathy Vore, Joe Balazik attended for Mike Anderson, and Phil Bethea was Acting Secretary.**

**Absent: Kathy Vore (Secretary), Mike Anderson.**

**A quorum was present.**

**The minutes from the previous meeting were unanimously approved.**

**Jaime Simoes, Executive Chef:**

- **Staffing – Staffing going well. Offers made to a Sous Chef and a Line Chef.**
- **Vendor Issues – Trucks come in Tuesday & Friday with other deliveries as needed. Occasionally wrong items are delivered, and, in some cases, menus have to be adjusted. Sysco is primary with CBI following up with requests (Cost is primary so ordering is flexible in order to get value for cost).**
- **Dishwashing staffing is good. Working on preventive maintenance to assure that chemicals working as required.**
- **International Nights – Will continue as currently scheduled. German night has been requested and will work into schedule. Beginning early next year, International Night will only be on the Buffet (similar to pre-Covid).**

**Theresa Lehman, Dining Services Director:**

- **QR system showing 90%. Beginning shortly a Tabletop Form will be distributed to residents in dining room for their grading and comments. (Requested assistance from someone on Dining Services Committee to assist with input of information.)**
- **Declining Balance will change beginning next year along with the changes to dining menus in various dining rooms. All changes still in planning stage with Preferred Dining (a la carte pricing) in the Williamsburg, Tea Rose and Nile. Maui buffet will be open three (3) days a week. Also to help residents**

with clearing declining balance, a staggered monthly expiration date will become the norm. More to come later in the year.

- Received an anonymous list of items that had not been included in the menus for some time and these will be reviewed and added where appropriate.
- Dining Room Servers
  - Recent Hiring Event has brought in 15 new servers who will begin training shortly.
  - Discussion about serving time for entrée before residents have time to finish starters. Retraining of servers was suggested.

**Janice Kimbro, Menu Chat Report:**

- Labor Day dessert selection left a few residents with complaints about size and taste.
- Good turnout for meetings recently. Suggestions for items that have been missing from menu rotation was discussed and Chef will look at working some into the schedule. Chilled Soups will be discontinued until next spring as fall brings in requests for more hearty soups.

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

- Two-sided menus are working well. Would like to see the addition of days for cookies and popcorn noted.
- Larger Ice Cream freezer is still a topic of discussion among residents. Theresa Lehman reported that they are looking at reorganizing that counter space to enable another freezer.

**Anita Ciota – Dining Evaluations:**

As of August 31, received a total of 193 evaluations (153 emails and 40 comment cards) regarding Dining Services. A detailed report is attached as it discusses comparisons to corporate My Voice report.

**Committee Members Comments:**

- New dumpster enclosure is visible from residents lanais. Requested signage be placed on dumpster enclosure doors reminding employees to make sure doors are closed at all times.

**Next meeting will be Wednesday, October 4, 2023, 2:30 PM, Club Room.**

The Meeting was adjourned at 3:31 PM.

Respectfully submitted,  
Phil Bethea, Acting Secretary

## **DINING EVALUATION COMMENTS:**

There were a total of 193 comments with 153 by email and 40 by comment cards

Theresa Lehman sent me an email of the QR stars and comments for the same time period which showed receipt of 134 evaluations.

The QR report is showing 88% for Food Quality (meal was delicious). Based on the comments received by email & cards and using the grade of Excellent and Good, the percent for Category Taste is 70% (Calculation  $E=104 + G=32 = 136 / 193 = 70.46\%$ )

The QR report is showing 89% for Menu Variety & Consistency. Based on the comments received by email & cards and using the grade of Excellent and Good combined, the percentage for Meal category is 70%. (Add the Excellent and Good for both Appearance & Taste under Meal for a total of 272 divided by 386 ( $193 \times 2$ ) = 70%.) Twice I noticed a request for this category to be separated as residents felt it was open-ended. Variety and Consistency are two different views on food served (temperature could be appropriate without meal being delicious).

The QR Report is showing 93% for Staff Attentiveness and Friendliness. The comments by email & cards are 73% (Calculation using Attentive as the guide combining  $E=127$  &  $G=15$  for a total of 142 divided by 193 total comments received = 73.5%.

I was able to use the QR report of comments to match to my spreadsheet of emailed comments and I highlighted those in my report to Theresa. Under the QR category of Food Quality (meal was delicious) only 38 comments were received but QR report says that 132 were received. Under QR category of Menu Variety there were 20 comments and a number of them were duplicate or similar in content to those under Food Quality. For Staff Attentiveness there were 29 comments out of the 122 QR Stars recorded.

There was one comment that was received by email that I thought needed attention. The comment was "There is a Dress Code (written) for Residents. Is there a dress code for servers? Who's responsible for enforcing it?"

As for International Nights, there is mixed approvals and "hatred". Based on the report, certain International Nights are very popular (French, Italian, Asian and the latest addition of Irish/English) but Portuguese, Cuban, and Greek had many complaints. Also a number of people have expressed that the International Nights be only a monthly occurrence.