



**Dining Services Committee Meeting Minutes
October 4, 2023, 2:30 PM
Club Room**

Chair Anita Ciota called the meeting to order at 2:25 PM.

Present: Mike Anderson, Phil Bethea, Al Hurlbrink, Janice Kimbro, Carol O'Brien, Eileen Robbins, Kathy Vore (Secretary), MaryAnn Wellander, Theresa Lehman (Dining Services Director), and Pamela Evans (Assistant Dining Services Director).

Absent: Judy Schmidt (Dining Services Sub-Committee Chair) and Jaime Simoes, (Executive Chef),

A quorum was present.

The minutes from the previous meeting were unanimously approved.

Theresa Lehman for Jaime Simoes, Executive Chef:

- **Staffing – Kitchen is on-boarding a 3rd Sous Chef; need 1 cook and 1 dishwasher;**
- **Looking at new Dining Room dishware for January 2024.**

Theresa Lehman, Dining Services Director:

- **Thrilled with the level of Resident participation in current round of floor meetings regarding the new dining program; lots of good questions being asked; back to the drawing board on some points; weekly updates planned from Angie and Theresa going forward; pub menu being updated; feedback overall positive.**
- **“Freedom Favorites” featuring chicken and salmon will replace current “always available” on left side of menu in new program;**
- **Omelets will not be offered, but hot dogs will continue with weekly changes, and additional vegetables will be featured with fewer starch items.**
- **Looking at adding plant-based items and a vegetable plate as an option on new menus;**
- **Some Grille menu items will likely have a small price increase in January as this occurs from time-to-time;**

- Dining Room Servers will begin training for the new program in November; extensive training is planned to ensure accurate order taking.

Janice Kimbro, Menu Chat Report:

- Today's Menu Chat had particularly good participation and also good feedback on resident preferences.

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

- The Committee did not meet in September due to lack of quorum;
- Grille Staff received positive feedback for their continued diligent work and excellent service.

Anita Ciota, Chair:

- Received a total of 759 survey responses in September including 44 comment cards, 119 emails and 596 in the new table-top survey format;
- Of these, 80.5% referenced food appearance, 81% on taste, 94.2% on server attention and 87.5% on server knowledge. These figures are based on 5 stars for excellent, 4 stars for good, 3 stars for mediocre, 2 stars for fair and 1 star for bad;
- Chair Anita Ciota is devoting a substantial amount of time daily to data entry of the new table-top surveys and received very positive feedback from Theresa and Pamela for her efforts in this regard.

Next meeting will be Wednesday, November 1, 2023, 2:30 PM, Club Room.

The Meeting was adjourned at 3:04 PM.

**Respectfully submitted,
Kathy Vore, Secretary**