



Dining Services Committee Meeting Minutes
January 3, 2024 2:30pm
Club Room

Chair Anita Ciota called the meeting to order at 2:30 PM.

Present: Anita Ciota, Phil Bethea (Acting Secretary), Eileen Robbins, Jaime Simoes, (Executive Chef), Theresa Lehman (Dining Services Director), Pamela Evans (Assistant Dining Services Director) and Marissa Larcom (New Grille Manager). Carolyn Bethea attended on behalf of MaryAnn Wellander. Carol LaFor attended on behalf of Carol O'Brien and Stan Zarinsky attended on behalf of Kathy Vore.

Absent: Kathy Vore, Carol O'Brien, Al Hurlbrink, Judy Schmidt (Dining Services Sub-Committee Chair), and MaryAnn Wellander.

A quorum was present.

The minutes from the previous meeting were unanimously approved.

Jaime Simoes, Executive Chef:

- **Staffing – numbers are still down throughout the kitchen but with temps it is working and two former employees from waitstaff have started in the kitchen and are working well;**
- **Focus is on the roll out of the new dining program;**
- **Feedback on Christmas and New Year's meals was very good, very proud of the staff that worked to make the holidays happen without problems.**
- **Need to do some retraining of associates with regards to sending orders to the kitchen, allowing residents sufficient time to eat soup/salad. Complaints of entrees coming from the kitchen too quickly.**
- **Pamela completed her search for a Grille Manager – Marissa Larcom, who was introduced to the committee. She stated that the current staff works very hard and she is hoping to improve the general store pricing problems and is learning the Full Count system.**

Theresa Lehman, Dining Services Director:

- New Dining Program begins in 2024 with the rollout of the Sports Bar on Monday, January 8; Premier Dining Main Dining Room, Thursday, February 1, and the Maui Buffet, Monday, February 5;
- Furniture is already in the Sports Bar and new glassware is currently being placed behind the bar. Carpeting is on order but will take 6 to 8 weeks before installation. TV over the bar is being raised.
- Memo will be sent out today with information on Dining Reservations beginning February 1.
- Current in-room dining is at 80 per day with 30 of that number for medical delivery.

Anita Ciota, Chair along with Theresa Lehman:

- Received a total of 783 survey responses in December; favorability ratings (with “5” being excellent) include: 84.5% excellent food quality; 85.5% excellent food variety; 95.9% excellent server attention; and 88.7% excellent enjoyment of their meal. These numbers are slightly less than last month and surveys are not being handed out by servers as often as before due to residents request.

Menu Chat Report:

- Janice Kimbro stated that there were no menu chats for the 2 weeks of the holiday season and that 2 menus were distributed today to catch up. Very few complaints registered; numerous approvals were received.

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

- Judy was absent but sent an email with her casual dining committee comments to the Chair:
 - Request for Avocado Toast as a breakfast special – this will be discussed with the new Grille manager.
 - Items in General Store are not all labeled with pricing and the new Grille manager said she was aware of this and would be working on updating.

Suggestions from Committee Members:

- Discussed the continuing disappearance of coffee creamer from the coffee bar.

New Business:

- **Previous RAC request for this Committee to review the Dress Code has been tabled until the new dining system is started. Sports Bar will be casual until 4pm, then management will “wing it”. Casual attire is not allowed at the Brunch on Sunday, that is, no shorts, faded jeans, etc. Dress will be the same as evening dining dress code.**

Next meeting will be Wednesday, February 7, 2024, 2:30 PM, Club Room.

Motion to Adjourn by Phil Bethea. The Meeting adjourned at 3:17 PM.

**Respectfully submitted,
Phil Bethea, Acting Secretary**



**Casual Dining Sub-Committee Minutes
January 31, 2024 10:30 am
Auditorium Conference Room**

Present: Judy Schmidt, Susan Scott, Pink Westorick, Jan Ulics, Mary Reter, Theresa Lehman, guest, Pamela Evans, guest, and Marissa Larcom, new Grille Manager.

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

Judy handed out our Mission Statement and welcomed our guests. Theresa gave an overview of the American Grille's history. She also commented that our committee was tasked to offer additions to the grille and contribute ways that would refresh the grille.

Pamela is currently studying what sells and what does not with the objective of deleting items that are not selling and replacing them with new items. Handouts of grille menu items and prices over the past year were given to the committee. Increases in pricing for items were noted. She hopes to streamline the menu and add new items.

It was asked if the grille pricing would be changed like the Dining room pricing? Theresa explained only the rotisserie chicken and whole large pizza would increase in price. She did mention that the Sunday dinner might receive a boost in price as well.

A committee member asked why flavored water was not available in the grille any longer. Marissa agreed to check on that for us.

Our next meeting will be February 28, 2024.

Judy thanked our guests for attending the meeting and adjourned it at 11:30 am.

Respectfully Submitted,

**Susan Scott
Secretary**