



## DINING SERVICES COMMITTEE MINUTES

July 3, 2024, 2:30 P.M. in the Club Room

**Call to Order:** Chairperson Anita Ciota called the meeting to order at 2:30 PM.

**Members Present:** Mike Anderson, Geri Kriska (for Gary Ashcroft), Phil Bethea, Becky Stephenelli (for Carol O'Brien), Liz Melnick, Eileen Robbins, Susan Scott (for Judy Schmidt, Dining Services Sub-committee Chair), Mary Anne Wellander and Kris Delano

**Administration:** Pamela Evans (Assistant Dining Services Director), Theresa Lehman (Dining Services Director) and Jaime Simoes (Executive Chef)

**Other Residents Present:** Al Roberts

**Quorum/Approval of Minutes:** A quorum was present. The meeting agenda was approved, and the minutes from the June 5<sup>th</sup> Meeting were approved via majority email vote.

**New Members:** New members Liz Melnick and Kris Delano were welcomed to the committee. The Committee thanks departing member Kathy Vore for her faithful service.

**Election of Officers (2024-2025 year):**

Upon motion duly made, seconded and unanimously carried, the following persons were elected to serve in the below designated offices for the 2024 – 2025 year or until their replacements are elected and qualified:

Anita Ciota	Chairman
Kris Delano	Secretary
Mary Ann Wellander	Chairman of the Menu Chat Sub-committee

### **Kitchen & Staffing Update:**

Chef Jaime reported that we are currently down two chefs and a dishwasher.

There a substantial presentation from both Chef Jaime and Theresa relative to the difficulties faced in their attempts to fill the vacant positions. There didn't seem to be any clear path to remedying the turnover/shortage problem.

### **Resident Average Daily Participation Numbers – June:**

Premier Lunch	44
Premier Dinner	200
Buffet	43
Sports Bar	45
In Room	25
Medical	21

**Price Adjustments:**

There have been complaints relative to price adjustments – particularly in the American Grill. Theresa spoke to the issue in some detail, pointing to various factors:

Market price adjustments

Entre items served with additional elements – sauces, toppings etc.

Salads with additional elements added

The quality of some items was adjusted upwards requiring a price adjustment e.g. going to prime filets, and larger chicken breasts.

**Dining Evaluations:**

Attached to these minutes is a stand-alone sheet encaptioned, “DINING SERVICES SURVEYS JUNE 2024”. The “Overall” numbers were the result Anita’s tabulations. The “Field Audit” numbers represented the tabulations of the staff. There was a discussion relative to the differences.

**Casual Dining Subcommittee:**

There was no report from the Casual Dining Subcommittee as the Subcommittee didn’t meet during the month of June. There are two new people on this subcommittee – Bob Cobe and Diane Turcotte. Welcome to Bob and Diane.

**Chef of the Year Contest:**

We were reminded that Chef Jaime is one of 5 finalists in the Chef of the Year contest, a contest within LCS. The final competition is in Houston on August 1<sup>st</sup>. Residents will be informed as to how they can watch the proceedings. Go Jaime. We’re rooting for you.

There being no further business to come before the committee, Anita Ciota adjourned the meeting at 3:30P.M.

The next meeting will be August 7, 2024 in the Club Room at 2:30 P.M.

Respectfully submitted,

Kris Delano

**DINING SERVICES SURVEYS**  
**JUNE 2024**

<b>CONCLUSIONS - June 2024</b>				
	<b>MEAL</b>		<b>SERVICE</b>	
	<b>QUALITY</b>	<b>VARIETY</b>	<b>ATTNT</b>	<b>ENJOYMNT</b>
	1298	1222	1502	1409
	79.9%	75.2%	92.4%	86.7%
<b>Field Audit</b>	83.4%	83.9%	93.7%	90.0%
<b>Overall</b>				
	83.6%	325		
<b>Field Audit</b>				
	88%	327		

<b>CONCLUSIONS - June 10 - June 23, 2024</b>				
	<b>MEAL</b>		<b>SERVICE</b>	
	<b>QUALITY</b>	<b>VARIETY</b>	<b>ATTNT</b>	<b>ENJOYMNT</b>
	754	690	869	814
	82.0%	75.0%	94.5%	88.5%
<b>Field Audit</b>	84.1%	84.6%	94.6%	90.3%
<b>Overall</b>				
	85.0%	184		
<b>Field Audit</b>				
	88%	185		

<b>CONCLUSIONS - June 24 thru July 2, 2024</b>				
	<b>MEAL</b>		<b>SERVICE</b>	
	<b>QUALITY</b>	<b>VARIETY</b>	<b>ATTNT</b>	<b>ENJOYMNT</b>
	270	271	315	290
	79.4%	79.7%	92.6%	85.3%
<b>Field Audit</b>	85.3%	85.9%	94.9%	92.2%
<b>Overall</b>				
	84.3%	68		
<b>Field Audit</b>				
	90%	88		