



DINING SERVICES COMMITTEE MINUTES

August 7, 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, Gary Ashcroft, Carolyn Bethea, Liz Melnick, Sandy Bederos (for Carol O'Brien), Mary Reter (Dining Services Sub-committee Chair), Eileen Robbins, MaryAnn Wellander (Menu Sub-committee Chair) and Kris Delano

Administration: 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 July 3, 2024 Meeting were approved via majority email vote.

Report from Management – Theresa Lehman:

Theresa presented management's report a copy of which is attached to these minutes as Exhibit A

Report from Casual Dining Sub Committee: Mary Reter

Mary Reter suggested that the American Grill menus be moved from next to the checkout register to a place near the entrance. In that way, patrons might have determined their selections prior to arrival at checkout.

She also suggested that the new sign be relocated to be near the existing computer screen in that it would be more noticeable.

There have been complaints relative to stocking certain items e.g. sugar packets and tea at the coffee station. Theresa explained that we're not large enough to warrant multiple deliveries per week, but must settle for a single weekly delivery to replace stock. Pilferage accounts for at least some of the small item stocking issues.

Theresa reported that several menu items were added to the Grill due to resident demand.

She is also looking into making the checkout process more efficient.

Menu Chat Report: MaryAnn Wellander:

MaryAnn reported that there was no menu chat committee meeting during the month of July. She went on to state that the Chef's special of 8/6 was a very popular dish.

Resident Reviews:

There was a lengthy discussion relative to resident meal reviews. Specifically, the failure of those with complaints to provide a review – basically, management isn't receiving comments, the content of the reviews, the math problems associated with the month review summaries etc. No actions items were assigned as a result of these discussions.

Phil Bethea: The committee mourns the loss of its member, Phil Bethea and expresses its appreciation for his long and faithful service. Welcome to Carolyn as a new member of our committee.

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

The next meeting will be September 4, 2024 in the Club Room at 2:30 P.M.

Respectfully submitted,

Kris Delano

Exhibit A – Management’s Report

Participation Dining Dining concepts

* this is an average number of participation daily based on totals per day/days of operation

Jul-24	Actuals	Average
Premier Lunch (27)	991	37
Premier Dinner (27)	5275	195
Sports Bar (27)	1420	53
Buffet (21)	1078	51
Sunday Brunch (4)	322	81
IRD Medical Delivery	774	24
IRD Afternoon Pick up	674	29
Catering Meals (interdeparmental)	2665	

Total meals served IL for July 13,199
 The American Grille Participation \$ 59,000.00

Open Positions IL

Server	6
Supervisor	0
American Grille	1
Catering	0
Cooks	1.5
Utility	0

Newbie Stacey
 Hire 2 Salad Prep (Apple) Line Cook (Alyana)

Dining Dollars

Plan Summary Usage	87%
Plan Summarge Remaining	12%
Plan Usage Overage	1%

Menus

Premier Dining 2 week rotation

Buffet Menus Rotation Cycle 1 Month. Lowest attended Buffet will drop off and new buffets will be added

Sports Bar Rotation Cycle 2 months - changed from 3 months Next Change September 1st

The American Grille Rotation Cycle 2 months - changed from 3 months- Next Change September 1st

Residents Suggestions

Buffet Soup and Salad, Casserole Night, Japanese, German, Irish

Premier Dining Ham, Liver and Onions, Lamb Shank, Turkey, Baked Potato, Additional Vegetable

Grille French Toast, Breakfast Burrito, Pizza - added 9.1.2024

Sports Bar Chicken Quesadillas, Pork Sliders, Patty Melt stays- but you can also make it a burger,
Sides are the same as our sides of the week



**Freedom
Plaza**

THE AMERICAN GRILLE

HOURS

MONDAY- SATURDAY
7:30AM-1:30PM

SUNDAY 2:00PM-
6:00PM

ALL-DAY BREAKFAST

SEPTEMBER 2024



Breakfast Sandwich 6
Fried egg, Cheese & Choice of Bacon, Ham or Sausage on your choice of bread

Petit Plate 7
One egg any style, toast, two bacon slices, ham or sausage & homefries

Cafe Plate 8
Two eggs any style, toast, two bacon slices, ham or two sausages, hashbrown patties or home fries

Pancakes 7
2 large Buttermilk Pancakes, choice of sausage, ham, or bacon
Add Blueberries \$1.00

Build your own Omelet 11
Three egg omelet, with your choice of three fillings, sausage, bacon, ham, spinach, peppers, onions, mushrooms, American cheese, provolone, Swiss, pepperjack, or cheddar. Served with toast and your choice of hash brown patties or home fries. Additional Fillings .75

Oatmeal and Fresh Fruit 5
Bowl of Steel Cut Oatmeal with fresh blueberries, strawberries, brown sugar (milk if requested) cream (Available Daily from 7:30-10:00)

ALA CARTE

- Pancake (1) 3**
- Homestyle Bacon 3**
- Sausage or Ham 3**
- One Egg 2**
- Hash Brown Patties 3**
Home Fries Available
- Toast 2**
White, Wheat, Marble Rye, English Muffin
- Bagel with Cream Cheese 3**
Plain or Everything



CHEF'S WEEKLY BREAKFAST SPECIAL

7:30am-10:30am

- Monday: Breakfast Burrito 7**
The Freedom Breakfast Burrito is back! Scrambled Eggs, choice of sausage, bacon or ham, cheese of choice, peppers and onions
- Tuesday: Bagel and Lox 9**
Smoked Salmon, Everything Bagel, Capers, Red Onion and Cream Cheese
- Wednesday: Superfruit Bowl 7**
Greek Yogurt, Granola, Strawberries, Blueberries, Honey, Coconut Shavings, and Chia Seeds
- Thursday: Egg Benedict 9**
English Muffin, Canadian Ham, Poached Eggs, and Hollandaise Sauce
- Friday: French Toast 7**

Texas Toast Battered and toasted. Served with Froy, Texas Syrup and Maple Syrup. Served with choice of sausage or bacon.

PASTRIES AND SWEETS

Subject to Availability

- Scones 2**
- Jumbo Chocolate Chunk Cookie 3**
- Danish 3**
- Jumbo Muffins 3**
- Chocolate Brownie 3**
- Apple Blossom 4**

- Iced Cinnamon Rolls available Tuesday and Thursday Only*
- Limited Quantities Available

LUNCH MENU

BURGERS

Choose from Beef, Turkey or, Beyond Burger
Angus Beef Burger 12
 1/2 lb Angus beef patty, served on a Kaiser Bun with Lettuce Tomato & Onion. Served with Fries. Substitute any side at no additional cost. Add Cheese 1.00 Add Bacon .3

SALADS

Chicken Cesar Salad 12
Cobb Salad with Grilled Chicken 13

SIDES

French Fries 3
Onion Rings 3
Coleslaw 2
Cottage Cheese 2
Fresh Fruit 2
Apple Sauce 2
Bagged Chips 1
House Chips 1

APPETIZERS

Sante Fe Eggrolls 8
 3 Sante Fe Chicken Eggrolls served with Avocado Ranch
Pot Stickers 7
 5 Pork Filled Asian Pot Stickers served with Hoisin Sauce



SAMMIES & SUCH

All Sandwiches are served your choice of Coleslaw, Cottage Cheese, Fresh Fruit, Applesauce, Bagged Chips or House Chips. Add Fries or Onion Rings 1.00

Deli Sandwich 9
 Choose from Ham, Turkey, Corned Beef, Roast Beef or Salami. Cheese: Provolone, Cheddar, American. Bread: White, Wheat, Marble Rye with Lettuce Tomato, Onion and Pickle Spears. Served with house chips
Tuna or Chicken Croissant 9
 Choose from Chicken Salad or Tuna Salad, on a croissant served with lettuce tomato onion and a pickle spear. *Add Cheese 1.00 Make it a Tuna Melt \$10 (includes choice of cheese and bread)
Hot Dog 8
 1/4 lb All Beef Hotdog seared. Add kraut \$1.00
BLT 8
 Bacon, Lettuce, Tomato and Mayo on Bread of choice. Add Cheese 1.00
Grilled Cheese 6

FREEDOM FAVORITES

Reuben 10
 Corned Beef, Swiss, Sauerkraut, 1000 Island Dressing on Marbled Rye
The American Club Wrap 10
 Wrap stuffed with turkey, ham, bacon, American Cheese, Lettuce, Tomato and Mayonnaise
Philly Cheesesteak 12
 Choose from Chicken or Beef, with sauteed mushrooms, onions and melted provolone cheese, served on a hoagie roll.
Smothered Chicken Tenders 10
 4 Chicken Tenders Smothered in your choice of Garlic Parmesan, Buffalo, BBQ Sauce or Plain.
Personal Pizza 7
 Choose from Pepperoni or Cheese. Baked Fresh to order.



WEEKLY LUNCH SPECIALS

Specials Served with Coke Freestyle Beverage

11:00am-1:00 pm *Subject to availability*

Monday : Stuffed Shells Soup 10 or Salad

Tuesday: Smothered Beef Burrito with Tortilla Chips 9

Wednesday : Cuban Sandwich Bagged Chips 10

Thursday: Chili Cheese Dog, 9 Curly Fries

Friday: Open Face Turkey Sandwich, Soup or Salad 10

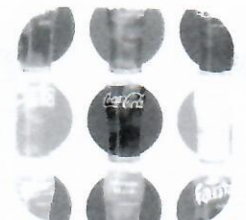


SOUP

Cup 2
Bowl 4
Quart of Soup To Go 8

BEVERAGES

Coke Freestyle Beverage 2
Latte, Espresso, Hot Chocolate 4
Iced Tea 2
Orange Juice, Apple Juice 2





SPORTS BAR

Shareables

Maryland Style Mini Crab Cakes 12

Bite size mini-Maryland style crab cakes, served with Remoulade Sauce

Chicken Quesadilla 13

Flour Tortilla with cheese, shredded Chicken, Onions and Peppers, grilled. served with Salsa and Sour Cream

Fried Pickles 10

Pickle slices dusted in cornmeal, flash fried, served with ranch dressing,

Chicken Wings 10

6 Chicken wings in one of the 3 following sauces: Classic Buffalo, Teriyaki, Sweet Chili, & Garlic Parmesan, served with Fries.

Three Amigos 10

Queso, Fresh Salsa, and Guacamole served with Tri Colored Tortilla Chips



Floats 3

Choose From Root Beer, Cream Soda & Orange

Tell us about your experience



7th Inning Stretch

Patty Melt 12

Grilled Marble Rye, Thousand Island Dressing, Melted Cheese, Caramelized Onions. House Seasoned 8oz beef patty cooked to your liking. Served with Fries. *Make it a BURGER - Just ASK!

Honey Dijon Chicken Sandwich 10

Choice of Grilled, Blackened or Fried Chicken Breast, Honey Mustard, Swiss Cheese, Bacon, Lettuce, Tomato Onion on a Kaiser Bun

Grouper Sandwich 20

Choice of Grilled, Blackened or Fried Grouper Fillet, Served with Remoulade Sauce, Lettuce, Tomato, Onion on a Brioche Bun.

Pulled Pork Sliders 12

2 Pulled Pork Sliders tossed in Carolina BBQ Sauce, Topped with Coleslaw, Fried Onions and served with Fries

Dessert

Banana Split 5

Cheese Cake 3

Ice Cream (Per Scoop) 1

Cookie 1

Lighter Fare

Soup and Salad 8

Bowl of Soup, Crackers, Tossed Salad and your choice of dressing. Add Grilled Chicken or Salmon 5

Freedom Entree Salad 13

Bibb, Romane and Iceberg Lettuce, topped with Shredded Cheddar cheese, Diced Tomato and Cucumber served with choice of grilled chicken or salmon with your choice of dressing

Grilled Chicken Platter 14

Grilled Chicken with your choice of soup or salad and 2 sides

Grilled Salmon Platter 17

Grilled Salmon with your choice of soup or salad and 2 sides

Sides 2

Fries, Cottage Cheese, Fresh Vegetable of the Week, Applesauce, Fresh Fruit, Side Salad, Cup of Soup



Open Hours

Monday- Saturday
1:00pm-7:00pm

Theresa Lehman

From: Kyle LaCour <kyle@myfieldaudits.com>
Sent: Monday, July 8, 2024 6:09 PM
To: Theresa Lehman
Cc: mfhalc1@tampabay.rr.com
Subject: Re: My customer voice concerns

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Theresa,

Thank you for sending this over. Anita, the main calculation difference appears to stem from survey line 13 - related to server Javon and containing "0"s. In our system, if there is no response for a given question, the possible points are not included in the calculation for the overall score for that question.

In this case:

There were 19 Surveys Submitted

The Quality question was only answered 18 times.

Your Calculation

19 responses for Quality x 5 points = 95 possible points | 71 points earned divided by 95 possible = 74.7% Quality Score

How We Calculate

18 Responses received for Quality x 5 points = 90 possible points | 71 points earned divided by 90 possible points = 78.9% Quality Score

Anita, please let me know if this clarifies things or if you need any additional information - thanks for all you do!

Thank you,

Kyle LaCour | Director of Client Success | (424) 241-0230

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On Fri, Jul 5, 2024 at 8:00 AM Theresa Lehman <lehmantheresa@freedomplazafl.com> wrote:

Kyle,

We are having discrepancies with our calculations for my customer voice surveys. Anita Ciota, a resident at freedom plaza, and chair of our dining committee, enters the paper version of the surveys for those who do not use the system via phone, tablet, computer. I have attached her findings. We are looking to understand why there is a discrepancy in her calculations vs what the system is saying. I have copied Anita on this email I would like this to be an open dialogue.

Thank you for working with us.

Theresa M Lehman

Food & Beverage Director

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