



DINING SERVICES COMMITTEE MINUTES

September 4, 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, Carol O'Brien, Mary Reter (Dining Services Sub-Committee Chair), Eileen Robbins, MaryAnn Wellander (Menu Chat Leader) and Kris Delano

Administration: Theresa Lehman (Dining Services Director) and Pamela Evans (Assistant Dining Services Director)

Other Residents Present: None

Quorum/Approval of Minutes: A quorum was present. The meeting agenda was approved, and the minutes from the August 7, 2024 meeting were approved via majority email vote.

RAC Dining Survey.

Some members of the Committee expressed concern and offense at the RAC Executive Committee's Dining Survey initiative. It was felt that the Dining Services Committee should have been consulted if not asked to conduct the survey.

Report from Management – Theresa Lehman:

Theresa presented dining participation statistics, a copy of her report is attached to these minutes as Exhibit A

There was some discussion relative to eliminating any reference to dollars in the menus and changing the dollar references to "credits". No action was taken on the matter.

Report from Casual Dining Sub-Committee: Mary Reter

This Sub-Committee has recommended some additional ice cream flavors for the commissary.

People have found the electronic sign difficult to read due to the color of the markers used. It is recommended that the staff write on the sign with white markers. There is also discussion relative to the placement of the sign relative to its visibility. Other placements will be tried to see if visibility may be improved.

Menu Chat Report: MaryAnn Wellander:

It has been pointed out that there is no provision in the RAC By-laws for a Menu Chat Sub-Committee. Accordingly, the election in the July 3rd Dining Committee minutes that appeared to elect Mary Ann Wellander as Chairman of a Menu Chat Sub-Committee was in error. After motion duly made, seconded and unanimously carried, it was:

RESOLVED, that any reference in the July 3rd minutes of the Dining Services Committee to a Menu Chat Sub-Committee and any reference to Mary Ann Wellander as Chairman of such committee are hereby deleted in their entirety.

Dining Surveys

The dining survey results for August are attached hereto as Exhibit B. Theresa indicated that, going forward, she is going to include the dining survey results in The Weekly.

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

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

Respectfully submitted,

Kris Delano

Exhibit A – Theresa’s Dining Participation Report

Exhibit B – Dining Services Survey Results

EXHIBIT A
Theresa's Dining Participation 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)	1014	38
Premier Dinner (27)	5311	197
Sports Bar (27)	1454	54
Buffet (21)	747	36
Sunday Brunch (4)	326	82
IRD Medical Delivery	656	21
IRD Afternoon Pick up	633	20
Catering Meals (interdepartmental)	872	

Total meals served IL for ~~July~~ ^{August} 10,199
 The Amercian Grille Participation \$ 63,000.00

Open Positions IL

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

New Hires Nyah Vance and Vanessa Rodriguez

Lost 1 cook

Dining Dollars

Plan Summary Usage	89%
Plan Summage Remaining	10%
Plan Usage Overage	1%

New to the dining Program
 * Daily Specials - Homestyle, Elevated and Vegan
 Avg Numbers for Elevated 80
 Avg Numbers for Homestyle 30
 Avg Numbers for Vegan 6

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 November 1st

The American Grille

Rotation Cycle 2 months - changed from 3 months- Next Change November 1st

Residents Suggestions - Please bring ideas to next committee meeting

Buffet

Asian - Added

Premier Dining

Lamb Shank, New Meatloaf Recipe,

Grille

Sports Bar

EXHIBIT B
DINING SERVICES SURVEY RESULTS

**DINING SERVICES SURVEY RESULTS
AUGUST 2024**

CONCLUSIONS - August 2024				
	MEAL		SERVICE	
	QUALITY	VARIETY	ATTNT	ENJOYMNT
	1773	1724	1912	1814
	88.9%	86.9%	95.1%	93.0%
Field Audit	88.8%	86.9%	94.8%	92.1%
Overall	91.0%	403		
Field Audit	91.0%	394		

These percentages are based on survey response on the date it was entered into the corporate CustomerVoice for the month of August

CONCLUSIONS - July 2024				
	MEAL		SERVICE	
	QUALITY	VARIETY	ATTNT	ENJOYMNT
	1384	1351	1560	1460
	83.9%	82.4%	95.1%	89.6%
Field Audit	84.0%	83.6%	95.5%	89.5%
Overall	87.7%	332		
Field Audit	88.0%	317		

These percentages are based on survey response on the date it was entered into the corporate CustomerVoice for the month of July.