



DINING SERVICES COMMITTEE MINUTES

November 6, 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, Carol O'Brien, Diane Burcotte (for Mary Reter (Dining Services Sub-Committee Chair)), MaryAnn Wellander (Menu Chat Leader) and Kris Delano

Members Absent: Liz Melnick and Eileen Robbins

Administration: Jaime Simoes (Executive Chef) 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 October 2, 2024 meeting were approved via majority email vote.

Report from Management – Pam Evans:

Meal Survey Results for October are attached hereto as Exhibit A.

Chef Jamie circulated a variety of steak knives in order to receive a recommendation from the committee as to the particular steak knife to be purchased to replace the knives currently being used.

Going forward, the Sports Bar menu will be on a two-month rotation rather than a three-month rotation.

It is anticipated that a discussion will be held on Thursday, November 7th at the Dining Forum relative to the possibility of converting Sunday brunch in the Maui to something in the Sports Bar. Residents will be given a 60-day notice prior to the effective date of any change.

Pam presented tent card holders that would show the major dessert items available in the Preferred Dining. The information on the cards will not include available ice cream flavors or cookies.

Chef Jaime let the committee know about a new dipping process involving dipping and chemical solutions to address the problem of stained cups and spotty flatware.

Report from Casual Dining Sub-Committee: Diane Turcotte for Mary Reter

Management is asked to further emphasize the importance of name tags on staff members.

White “chalk” has been ordered for use on the electronic sign in the American Grill area.

Management is urged to include the soup of the day on the electronic sign.

There was a discussion relative to the possibility of moving the electronic sign to a better location. The availability of electricity to power the sign is an impediment to relocation. Pam committed to look into the matter further.

There was a request for potato salad as a side item in the Grill and the Sports Bar. It was further requested that a variety without mustard be part of the rotation of potato salads.

Menu Chat Report: MaryAnn Wellander:

MaryAnn asked to be replaced as the person reporting on menu chats. Carol O'Brien volunteered for the job and was appointed as the replacement.

There was a discussion concerning the purpose of Menu Chats. The opinion was expressed that the meetings are intended to cover new menu ideas rather than to provide a forum for complaints on food prep problems.

Committee Member Reports: The Committee Members offered the following observations and suggestions:

Servers should repeat food orders back to diners to avoid mistakes.

If six and eight tops can only be reserved for 4 PM and 6 PM, then people shouldn't be seated significantly in advance of those times.

Cocktail napkins should be served with drinks in the Sports Bar.

Dirty dinner plates should be timely removed in advance of dessert service.

It was suggested that pizza from outside commercial restaurants be available for order in the Sports Bar.

There was discussion concerning the need to keep the outside trash area clean and the doors to the area shut.

Attention needs to be given to the arrangement of tables in the dining rooms to insure adequate space between the tables.

The arrangement of wall art in the Jade needs to be addressed.

It was found that the trash bags used in the American Grill, when full, are too much for some of the smaller women to handle. It may be difficult to remove them from their trash containers.

People using walkers should be seated at the front of the dining rooms rather than at the back.

Tea in the dispensers in the Grill has a poor aftertaste. A new, better variety of tea is now in use.

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

THERE WILL BE NO MEETING IN DECEMBER AS TOO MANY MEMBERS WILL BE AWAY.

The next meeting will be Wednesday January 8, 2025 in the Club Room at 2:30 P.M.

Respectfully submitted,

Kris Delano

Exhibit A – Meal Survey Results

EXHIBIT A
Meal Survey Results for October

CONCLUSIONS - October 2024				
	MEAL		SERVICE	
	QUALITY	VARIETY	ATTNT	ENJOYMNT
	987	990	1057	1025
	90.6%	90.8%	97.0%	94.0%
Field Audit	90.9%	91.6%	96.9%	94.5%
Overall	93.1%	218		
Field Audit	93.5%	216		

These percentages are based on survey response on the date it was entered into the corporate CustomerVoice for the month of October 2024