

DINING ROOM ADVISORY COUNCIL – MINUTES

Thursday September 14, 2023

13:30pm Roadrunner Room

Representatives & Residents Invited – in Person meeting

1. Call to Order and Determine Quorum

The meeting was called to order at 13:30 and a quorum was met.

Minutes of the August meeting were approved.

2. Announcements / Comments

A. Leo Bell, Jr. Chair

1. Mr. Bell offered DRAC assistance to Nikki Villa as she tests and implements the new reservation system.
2. Winston Padget was introduced as both a new resident and DRAC representative for the 2500 - 2800 neighborhood.
3. Mr. Bell announced there is a waiting list for the October kitchen tour. Additionally, he asked for more tours to be offered. These tours are open to all residents.

3. Dining Services – Ex-Officio Member Reports

A. Lori Dewitt – Resident Services Director BSTW – absent

B. Guy Fanelli – Director Dining Services

1. Mr. Fanelli reported that the rollout for ResEasy (new reservation system) will be Friday, November 3.
2. Based on the Holleran Survey responses, consideration is being given to the variety of food offerings. While the grill and soup menu are easily changed, our quarterly cycle menus are more challenging. Cost and bulk packaging often dictate how often items are rotated and served. Efforts are being made to satisfy residents requests for variety.
3. Education of wait staff is a large part of food service excellence. Newly implemented is a pre-shift allowing wait staff to taste and learn about the menu items offered.
4. By name accolades are appreciated with comment card submissions.
5. Look for Myth Busters regarding false beliefs in food service and the dining industry. Read Mr. Fanelli's comments in the Bon Appetit portion of Road Runner.

C. Jennifer DeJarlais, Chef

1. A new grill employee will be at work next week (9/18).
2. A new dishwasher, a veteran, has been hired.
3. Resident favorites are being collected for grill rotation options.
4. With cooler months approaching, hardier soups will soon be offered.
5. An interesting development, when ordering peas, the supplier has replaced with corn. Apparently, peas are in short supply at this time.

D. Nikki Villa – Dining Services Manager

1. Staffing need of one full-time server.
2. Three new servers have been hired and already performing well.
3. Danish is now offered at the Bistro.
4. Soon flavored teas will be offered daily at the Bistro.

E. Althea (Ally) Knight, Chief Health Services Officer – absent

F. FOTH & BOTH nominations

Chris Wagner, was nominated and approved for the FOTH award and Austin Diez was nominated and approved for the BOTH awards.

See Attachment #1.

4. Standing/Ad Hoc Committee Reports

A. Dining Room Committee – Chair Leo Bell, Jr.

Reminder that the next kitchen tour is on June 26th.

Mr. Bell would like to continue offering residents kitchen tours in coming months.

B. Quality Control Committee – Vice Chair Sandi Snyder

See attachment #2 report. All names of staff nominated for awards will be documented in this report.

C. Menu Committee – Secretary Nancy Reeder

Followed up on the request for cookies to be added to dessert choices at dinner. It was noted that baking, packaging and maintaining freshness are labor intensive and complicated. Chef is still considering the addition of cookies.

D. Webmaster Committee – Webmaster Ron Miller

a. August report emailed to members

b. Financial data will require a new link. Please see front desk for help if you want to access this function on the portal.

5. DRAC Representatives Comments

1. Betty Ann Adams, Garden representative, announced this is her last year to serve and is looking for a replacement.

2. A member discussed her frustration using Touch Town app. Alicia at the front desk is BST expert but her ability to make improvements and edits is limited by the corporate administration of the app.

3. Member asked for more “Americanized names for menu items.” It was explained that if one wants to access ingredients and health information on the Morrison’s site the name of the recipe/food item needs to match. By Americanizing the recipe name, it will be near impossible to look up health information such as salt content.

6. Old Business - none

7. New Business – none

8. Next DRAC Meeting: Thursday October 12, 2023 @ 1:30pm Roadrunner Room.

9. Adjourned 14:34

**FRONT of HOUSE (FOTH) & BACK of HOUSE (BOTH) AWARDEES
2022 - 2023**

MONTH	FOTH (front of house)	BOTH (back of house)
2022		
January	Committee nominating only 1 person/month until June	Brittney Welch
February		
March		Victor Compean
April		Nathan Schaeffer
May		
June	Haley Corbitt	Roberto Corvera
July	Payton Griffin	Andra Griffin
August	No meeting	
September	Khoa Dang	Dixie Garcia, Melvin Singleton & Rewa Melendurez
October	Ian Comuzzi	Jacqueline (Jackie) Arellano
November	Yvonne Doerfler	Ismael Cruz
December	Judith Rodriguez	Frailen Vallejo
2023		
January	Caitlin Brennan	Keith Lingard
February	Ian Cummuzie	Adela Chimal
March	Dee MacDonald	Dixie Garcia
April	Kirsten Dunn	Austin Diaz
May	Wilma Jones	Daniel Golembiewski
June	Stephany Cardenas	Roberto Corvera
July	Jocelyn Navarro	Lydia Balderama, LH
August	None	None
September	Carmen Gmnuillo	Teresa Diaz
October	Chris Wagner	Austin Diez
November		

December		
----------	--	--

EXPANDED AND REVISED DRAC EMPLOYEE OF THE MONTH PROCESS

Originally Submitted by Leo Bell, Ron Miller, & Sandi Snyder

Approved by the DRAC on August 11, 2022

1. The point of awarding and selecting a kitchen/back-of-the-house employee and a server of the month should be to improve the quality of the work done in both areas and to reward excellence in both areas.
2. Guidelines for selecting the back-of-the-house employee of the month:
 - a. Guy, Brad, and Nikki should normally make this nomination
 - b. The employee's response to training received
 - c. Scholarship eligibility for a BSTW award
 - d. Shift performance
 - e. Unexcused absences
 - f. Positive comments from residents
 - g. Supervisor's assessment of work quality and attitude
3. Guidelines for selecting the server of the month:
 - a. The DRAC members should normally make this nomination
 - b. The server's courtesy toward BSTW residents
 - c. Acknowledgement of residents as they enter or get seated
 - d. Cheerful attitude and accommodation to resident dining requests
 - e. Appearance including name tag displayed and dressing
 - f. Observed actions beyond expectations
 - g. Any pertinent comments from the portal and comment cards
 - h. Guy, Brad, and Nikki's comments
4. Other considerations:
 - a. The DRAC secretary will keep a record of each awardee for the previous 6 months
 - b. A photo of the awardee should be posted in the servery and printed in the Road Runner

DRAC QC REPORT August 10-Sept. 14**Staff Mentions:****Front of House (FOH)**

Yvonne
 Mike
 Kirsten
 Chris
 Adrienne
 Minnie
 Jocelyn
 Keambi Lawton

Back of House (BOH)

Chef Frank – Professional and excellent in Chef Jennifer’s absence
 Guy – Pop Ups and team guidance
 Nikki – Exemplary service with special requests, dinners, accommodations
 Judith – Always professional and helpful
 Caitlyn – Quietly professional, goes the extra mile

COMMENT CARD REPORT:

A total of 43 comment cards were submitted for this reporting period. Compliments totaled 26; critiques totaled 16. Personal taste accounted for 4 critical comments. Quality was mentioned 25 times, 15 were positive while 10 were negative.

Percentage Breakdown:		Raw Numbers
Total Comment Cards	100%	43
Complements	60.5%	26
Critiques	37.2%	16
Quality:		
Positive	35%	15
Negative	23.3%	10
Personal Taste	9.3%	04

Notable:

Chef Jennifer was missed during her leave. Chef Frank and the food service team provided excellent meals and service during her absence. Thanks from your Blue Skies Community!

Respectfully Submitted,
 Sandra Snyder
 DRAC QC Chairman

BSTW 2023 Resident Portal Website User Visits*													
*Accessed using a device or browser. E.g. Resident uses phone & desktop = 2 users													
Selected page USERS and links visited. Contact the Webmaster for detailed page and links visited data.													
Potential Users (Estimated): BSTW 587 total residents - 392 Households. Note: 190 Single Households & 199 Couple Households													
2023	Home page	DRAC Comments**	DRAC Menu pages	DRAC Table Agent	DRAC Nutrition Data	TouchTown	RC 1890	RC Roadrunner	RC Movies	RC Library	RC Campus Locator	RC Activities	RC Financial Status
January	579	99	278	32	33	NA	132	40	10	18	30	42	57
February	576	55	204	27	19	74	85	42	14	15	29	33	61
March	441	38	124	17	14	96	71	41	15	16	18	43	46
April	550	47	178	18	7	70	36	29	8	0	15	51	48
May	1375	46	258	10	7	67	64	14	17	16	34	59	33
June	411	42	205	N/A	6	63	33	32	3	0	12	59	38
July	379	40	137	N/A	3	121	23	33	2	0	10	72	36
August													
September													
October													
November													
December													
		**Users may input multiple comments.											



Wellness & Life Enrichment-West-September	23
Bistro Menu	19
BnA-October.pdf	19
Lakeview Room Dress Guidelines	19
Advance Sale Form	16
BlueSkies (AFV) beginnings:	15
Lunch Grill Menu	15
Grazing in San Antonio	14
Bistro Always Available	13
Restaurant suggestions from the Clandestine Gourmet	13
List of 2023 RC Members	12
Lunch Deli Menu (Sandwich & Salad)	12
https://www.wunderground.com/dashboard/pws/KTXSANAN1985	11
Wine Menu	11
Menu-Sept-1-2.pdf	10
Green_Containers.pdf	8
Chef DeJarlais profile	7
Activities Room Usage Schedule	5
Beer Menu	5
DRAC Council Members.	5
Four Grill Lunch Menus Mon-Sat 11 a.m. to 1 p.m.	5
Gourmet Wine Ratings	5
Sunday Brunch	5
Menu-October-1-7.pdf	4
Menu-Sept-24-Sept-30.pdf	4
Potpourri Events Aug 28-Sep 4	4
DRAC-Minutes-January-20-2023.pdf	3
DRAC-minutes-June-2023.pdf	3
East Campus Table Agent: Instructions to access	3
https://mlculinary.compass-usa.com/BSTW/Pages/Nutrition.aspx?lid=a1	3
Vote by mail link	3
BSTW-Campus-7MB.pdf	2
http://www.scallywampus.com/battle-of-hillotes/	2
https://tinyurl.com/StaffFeature	2
https://tinyurl.com/thehelps	2
Menu-October-29-Nov-4.pdf	2
2022-drac-january_minutes.pdf	1
Activities-POC	1
Aug-Roadrunner.SpectrumChannels.BonAppet	1
https://give.headforthecure.org/event/head-for-the-cure-5k-san-antonio-	1
https://runsignup.com/Race/TX/SanAntonio/HarpandShamrock5	1



Wellness & Life Enrichment-West-September	23
Bistrot Menu	19
BnA-October.pdf	19
Lakeview Room Dress Guidelines	19
Advance Sale Form	16
BlueSkies (AFV) beginnings:	15
Lunch Grill Menu	15
Grazing in San Antonio	14
Bistro Always Available	13
Restaurant suggestions from the Clandestine Gourmet	13
List of 2023 RC Members	12
Lunch Deli Menu (Sandwich & Salad)	12
https://www.wunderground.com/dashboard/pws/KTXSANAN1985	11
Wine Menu	11
Menu-Sept-1-2.pdf	10
Green_Containers.pdf	8
Chef DeJarlais profile	7
Activities Room Usage Schedule	5
Beer Menu	5
DRAC Council Members.	5
Four Grill Lunch Menus Mon-Sat 11 a.m. to 1 p.m.	5
Gourmet Wine Ratings	5
Sunday Brunch	5
Menu-October-1-7.pdf	4
Menu-Sept-24-Sept-30.pdf	4
Potpourri Events Aug 28-Sep 4	4
DRAC-Minutes-January-20-2023.pdf	3
DRAC-minutes-June-2023.pdf	3
East Campus Table Agent: Instructions to access	3
https://mlculinary.compass-usa.com/BSTW/Pages/Nutrition.aspx?lid=a1	3

vote by mail link	5
BSTW-Campus-7MB.pdf	2
http://www.scallywampus.com/battle-of-hillotes/	2
https://tinyurl.com/StaffFeature	2
https://tinyurl.com/thehelps	2
Menu-October-29-Nov-4.pdf	2
2022-drac-january_minutes.pdf	1
Activities-POC	1
Aug-Roadrunner.SpectrumChannels.BonAppet	1
https://give.headforthecure.org/event/head-for-the-cure-5k-san-antonio-2	1
https://runsignup.com/Race/TX/SanAntonio/HarpandShamrock5	1

https://www.starsatnighthalf.com/	1
Menu-October-22-28.pdf	1
Tower Fire Procedures	1

