

## DINING ROOM ADVISORY COUNCIL – MINUTES

Thursday November 9, 2023

1:30pm 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 October meeting was approved.

### 2. Announcements / Comments

#### A. Leo Bell, Jr. Chair

1. Elections for DRAC membership is open. Intent to run forms are available at the front desk. Elections will be postponed until November and installation of new members will be at the December meeting.
2. Mr. Bell welcomed 3 new members: Win Padget (2500-2800), Jerry Pierce (2500-2800) & Dottie Conway (Tower 1)

### 3. Dining Services – Ex-Officio Member Reports

- A. Lori Dewitt – Resident Services Director BSTW – Teresa Santana representing Ms. DeWitt. Noted that the green container program is considered closed at this time – meaning process to evaluate cost of disposable containers used in the dining room. New and existing residents are still encouraged to use the green containers and 1 set is available at no charge for new residents.
- B. Guy Fanelli – Director Dining Services – not present. Chef Albert is the visiting chef as interviews are ongoing for a new chef.
  1. Chef Brad will be here overseeing the role as head chef in Mrs. DeJarlais. In the interim, Frank Chullino, sou chef, will assure continuation of the food services  
Interviews are underway for a new chef.
  2. Nikki Villa – Dining Services Manager
    1. Ms. Villa noted we are fully staffed at this time!
    2. Calamari pop-up dinner will be available Saturday dinner 11/11/23
    3. Concern voiced that reservations are full for Thanksgiving brunch. Ms. Villa noted that although there are 10 waitlisted parties, but she anticipated that there will be cancelations and everyone will be accommodated.
    4. Member asked about CPR and Heimlich training for waitstaff following an incident at the last B&A dinner – which was handled timely and effectively.
    5. Questions arose regarding menu choice for the B&A's – Ms. Villa stated that a committee under the B&A committee headed by Vivian Ray meets with Ms. Villa and Mr. Guy to review options and costs. A decision is made by Mrs. Ray & Committee. Suggestions and *constructive feedback* is invited.
- C. Althea (Ally) Knight, Chief Health Services Officer – absent. Her retirement at the end of November was announced.
- D. FOTH & BOTH nominations  
FOTH: primary staff at the Bistro Yvonne Doerfler, Wilma \_\_\_\_\_ & Dee MacDonald were nominated & approved as a group. Frailen Vallejo was nominated and approved for the Back of the House (BOTH) award.  
See Attachment #1.

#### **4. Standing/Ad Hoc Committee Reports**

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

Mr. Bell announced there is a waiting list for the Dec. 7<sup>th</sup> 2 pm kitchen tour. These tours are open to all residents. Text Juanita Hess if you are interested.

**B. Quality Control Committee – Vice Chair Sandi Snyder**

See attachment #2 report. Complements comprised 58% of the report and 52% were critiques.

**C. Menu Committee – Secretary Nancy Reeder.** As noted in the Ex-Officio report, green container and disposable container usage/charge issues are closed with no further action.

**D. Webmaster Committee – Webmaster Ron Miller/Leo Bell, Jr.**

**a.** October 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**

**A.** Note that Debbie White has resigned.

#### **6. Old Business**

**A.** Representatives for all areas – elections. Executive officers Leo Bell, Jr. (chair), Sandi Snyder (Vice Chair), Nancy Reeder (secretary) and Ron Miller (webmaster) were all elected to continue serving 2024.

#### **7. New Business – none**

#### **8. Next DRAC Meeting: Thursday December 14, 2023 @ 1:30pm Roadrunner Room.**

#### **9. Adjourned 2:31 pm**

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

MONTH	FOTH (front of house)	BOTH (back of house)
<b>2022</b>		
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
<b>2023</b>		
January	Caitlin Brennan	Keith Lingard
February	Ian Cummuze	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	Minnie Tanner	Ysmael Cruz
December	Yvonne Doerfler, Dee MacDonald & Wilma???	Frailen Vallejo

## **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 Quality Control Report  
October 16, 2023**

Staff Mentions:

Raquell (Deli)

Teresa

Chris

Mini

**COMMENT CARD REPORT:**

A total of 53 comment cards were submitted for the reporting period September 7 - October 16. Compliments totaled 29 with critiques totaling 21. Personal taste accounted for 21 submissions, of those, critiques numbered 6 and compliments amounted to 15. Comments regarding quality of food products totaled 31. Of the quality remarks, critiques totaled 12 while compliments amounted to 25.

Breakdown	Percentage	Total Comment Cards 100
Complements	54.7	
Critiques	39.6	
Quality	39.6	
Positive	17	
Negative	23	
Personal Taste	39.6	
Positive	28.3	
Negative	11.3	

Notable:

Food temperature at time of delivery to the table side is a consistent problem. I have noticed the temperature to be substandard especially during Sunday Brunch. The wonderful sounding chef specials and egg dishes come out barely warm. Biscuits are not usually able to melt butter. This month during the Chef's Coffee it was stated that the lamps used in our kitchen to maintain heat are, "Not really meant for the purpose Blue Skies West uses them for." If this is accurate, when can we expect the correct lights for maintaining food temperature? Our residents would be most grateful.

Respectfully Submitted,  
Sandra Snyder  
DRAC QC Chairman

<b>BSTW 2023 Resident Portal Website User Visits*</b>													
*Accessed using a device or browser. E.g. Resident uses phone & desktop = 2 users													
<b>Selected page USERS and links visited. Contact the Webmaster for detailed page and links visited data.</b>													
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 RezEasy	DRAC Nutrition Data	TouchTown	RC 1890	RC Roadrunner	RC Movies	RC Library	RC Campus Locator	RC Activities	RC Financial Status
January	579	99	278	N/A	33	NA	132	40	10	18	30	42	57
February	576	55	204	N/A	19	74	85	42	14	15	29	33	61
March	441	38	124	N/A	14	96	71	41	15	16	18	43	46
April	550	47	178	N/A	7	70	36	29	8	0	15	51	48
May	1375	46	258	N/A	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	33	33	2	0	10	72	36
August	398	32	132	N/A	7	69	19	54	0	0	10	28	65
September	388	38	111	N/A	3	62	22	28	0	0	6	30	41
October	602	35	126	N/A	15	89	26	37	0	0	11	35	44
November	786	38	140		10	86	38	48	0	0	2	158	50
December													
		**Users may input multiple comments.											

