

DINING ROOM ADVISORY COUNCIL – MINUTES

Thursday December 14, 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 13:37 and a quorum was met.

Minutes of the November meeting was approved.

A. Announcements / Comments Leo Bell, Jr. Chair

The Executive Team will continue to serve in 2024 (Leo Bell, Jr, Sandi Snyder, Ron Miller & Nancy Reeder)

Welcome to our new chef Jeronimo Espiritu

3. Dining Services – Ex-Officio Member Reports

A. Lori Dewitt – absent

B. Guy Fanelli – Director Dining Services – introduced Nikki Villa as the newly promoted Assistant Dining Services Director.

2. Nikki Villa – Dining Services Assistant Director. Noted that 377 people were served at the Christmas buffet. She also reminded members to use the ResEasy system to make reservations for Friday, Saturday and Sunday brunch. If unable to use, phone reservations can be made. The same process can be followed for modifying table size after a reservation is made.

C. Chief Health Services Officer – position unfilled to date.

C. FOTH & BOTH nominations

FOTH: Kayla Ramsey. Andre Griffith 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.

Kitchen tours are January 24th and February 21st. Text Juanita Hess if you are interested.

B. Quality Control Committee – Vice Chair Sandi Snyder

See attachment #2 report. Warmth of food continues to be an issue which is being addressed by installing new heat lamps in necessary areas. It is anticipated that the project will be completed by mid-January.

Mr. Fanelli will be evaluating plate covers and new plates.

Reminder to check to go orders before leaving the servery wait area.

C. Menu Committee – Secretary Nancy Reeder. No report. 2 volunteers to serve on the menu committee: Dottie Cowan & Gail Gant.

D. Webmaster Committee – Webmaster Ron Miller

a. November 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. On behalf of the Liberty House, question posed as to why the LH residents did not get the same B&A meal that the main house did. They received choice of salmon or flatiron steak. The response

was the difference in cost – B&A meal was \$42. It was noted by Mr. Fanelli that dietary services is not obligated to keep the same menu for LH as in the main dining room although an effort is made to mirror special dinners when cost is not a factor.

- B. Betty Ann Adams noted that real time feedback should be given at the meal – request to speak with a manager.
- C. Win Padgett reported that a neighbor in his area felt that the food was inedible. Mr. Fanelli and Chef Espiritu volunteered to meet with this family.
- D. Recommendation that the servers offer desserts and check to refill water glasses and coffee.

6. Old Business – none.

7. New Business – none

8. Next DRAC Meeting: Thursday January 11, 2023 @ 1:30pm Roadrunner Room.

9. Adjourned 2:31 pm

FANELLI

**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 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 Gnmuillo	Teresa Diaz
October	Chris Wagner	Austin Diez
November	Minnie Tanner	Ysmael Cruz
December	Yvonne Doerfler, Dee MacDonald & Wilma	Frailen Vallejo

DRAC Quality Control Report

DRAC QUALITY CONTROL REPORT

December 14, 2023

Staff Mentions

Andrew
Minnie
Judith
Nikki

COMMENT CARD REPORT

Breakdown	Percentage
Total Submissions 66	100%
Complements 30	45
Critiques 39	59
Quality 16	24
Taste	17

Notable

- Cold food continues to be mentioned by residents. It will be greatly appreciated when the new heating and holding system is installed to remedy this problem.
- I'm noticing a lack of staff mentions in the residents' cards. This could be a result of name tags not being worn consistently.
- Some wait staff are forgetting to refill drinks, ask if guests would like dessert (after initial order), and generally are not checking on guests during the meal.
- Skirt steak was inedible lately. What is the issue and how can it be solved?
- Etouffee was served this week at dinner, no rice came with the entree. Guests were told several things: rice did not carry over from lunch or that the kitchen ran out of rice at dinner. What happened to the rice that is a traditional part of a shrimp etouffee?

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 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.											

