

Dining Room Advisory Council-Minutes

Thursday April 11, 2024 1:30pm Roadrunner Lounge
Representative and Residents Invited—In Person Meeting

1. Call to Order and Determine Quorum

- A. The meeting was called to order at 1:35.
- B. Quorum was declared present.
- C. March Minutes were approved as presented.

2. Announcements and Comments – Leo Bell, Jr., Chair

- A. The new DRAC secretary is Barbara Wilson.
- B. Non-alcoholic white wines (Arial Chardonnay and Arial Cabernet) are available for a 6-month pilot. To encourage sales, notices will be posted in the Roadrunner. 32 bottles were sold in the first ½ month. The flavor of these wines improves when mixed with sparkling water. Staff were congratulated for the fast response to this request.
- C. Staff have set aside two tables as the wait area for picking up take-away orders. They will continue to look for additional improvements.
- D. The Chair and council wished Sandi Snyder a speedy post-surgery recovery and noted her presence at the meeting.
- E. Because Covid is still active at BSTW, all residents are encouraged to consider and get boosters on April 25 so that everyone is protected: them, their neighbors and our staff.
- F. Kudos to all the dining staff, both front and back, for an Easter Buffet that received many accolades from residents and guests.

3. Dining Services - Ex-Officio Member Reports.

- A. Lori Dewit -Resident Services Director BSTW Called away to East for the afternoon.
- B. Guy Fanelli- Director Dining Services
 - Working on suggestions made at Coffee with the Chef
 - Noted the increase in residents (60 more) in the last six months and staff efforts to step up to this challenge.
- C. Jeronimo Espiritu – Chef
 - The new menu was implemented.
 - There are 2 vacancies: one due to LOA and one for vacation.

D. Nikki Villa-Dining Services Manager

- Resignations:
 - *Kayla's* last day as server was April 11 but she will be working with BSTW residents through the church ministry.
 - *Teresa*, who has been working two jobs, will be leaving to accept a promotion to Cooking Supervisor for her other employer.
- Staff have interviewed one person as a replacement and expect to make a job offer after the meeting.
- Kitchen Tours are still on the second Wednesday at 2 p.m.
- Taste of Asia is the next Theme Day when Asian selections will be available at both lunch and dinner.
- Saturday April 20th is the next Prix Fixe Dinner (take out/dine in)
- The font in the menu has been enlarged.
- Friday, April 19, our own Take 2 (Nancy Spack and Steve Wilson from East) will be entertaining during dinner.
- Brunch menu changes each week:
 - One carved entre (like turkey, ham, or roast)
 - Two Chef's breakfast specials (these will be served on 2 consecutive Sundays, then changed)
- Mother's Day brunch reservations open April 12; close May 3.

E. BOTH and FOTH nominations

Shaun Pressnell was nominated and voted May BOTH employee of the month.

Keambi Lawson was nominated and voted May FOTH employee of the month.

4. Standing and Ad Hoc Committee Reports

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

After the April tour, the next Kitchen Tour will be June 26 at 2 p.m. The next Wine Tasting event will be Wednesday July 24th. Offering both alcoholic and non-alcoholic options was considered. Concern was expressed that comparison of the two might adversely affect sales of some.

B. Quality Control Committee-Vice Chair Sandi Snyder

73 cards were received showing 57.5% compliments and 31.5% critiques. Residents suggested the return of French toast to static menu for Sunday Brunch.

- Some pork chops tough—explanation, when Chef tried in-bone pork chops. They were too thin. Edges got done before meat near the bone resulting in toughness. Chef has returned to boneless chops.
- Breading for seafood did change due to incorrect delivery from supplier. Breading has now returned to the more desirable breading mix.
- Correct portion size for chicken thighs is 4 ounces. If portion size seems small, please ask that Chef review it when it happens—it is really not possible to correct this later.
- Soup and chili are often not as warm as desired. Especially in Bistro.

Report attached.

C. Menu Committee –No report provided.

D. Webmaster Committee-Webmaster Ron Miller

- April website Reports for March were emailed to all representatives. The reports confirm DRAC features of both TouchTown and the Portal continue to be well used by residents.
- Despite Captua feature (I am not a robot,) which has helped, residents reported continuing issues with unreadable text. Mr. Miller will be adding another layer of protection (grid choice).
- Providing additional training for residents in the use of both the Portal and TouchTown was suggested and will be explored.

5. DRAC Representative Comments.

A. April Kitchen Tour is full.

B. Servers are using spatulas to serve entrees and it is working well.

C. Serving staff is meeting before lunch and dinner for Q and A sessions, including tasting, about the food for each meal so they can answer residents' questions.

D. Decaf coffee ran out at the B and A. RESPONSE: There really was more decaf coffee. It is made from a frozen concentrate and there

- are two dispensers for it. The server may not have known that and did not ask a manager. This resulted in a coaching moment.
- E. Some servers have not been asking if coffee and/or dessert is desired at the end of the meal. This will be mentioned at Q and A.
 - F. In response to what is the process for having meals delivered: Generally, there is a \$3.00 charge for delivery. However, if a resident is ill or has had a procedure done, and they call Lori DeWitt or Teresa Santos, Resident Services can determine whether it is appropriate to waive the fee depending on the seriousness of the circumstances.
 - G. There have been compliments about food service from new residents.
 - H. The Salmon En Croute at the Easter Buffet was very good. (Staff were glad to hear that they enjoy trying different recipes even if they are a bit more work.)
 - I. Ditto on the Easter salmon. Recently the salmon on the dinner salad was dry and no lemon was provided. (Staff mentioned that this was a coaching moment when telling the server involved how best to handle the circumstances improves both the servers' ability and service. When residents observe this sort of issue and report not only it but also the name of the server involved, the server does not get in trouble but they do get the opportunity to learn and improve.
 - J. Second ditto on the salmon. Delivery service was exceptionally quick.
 - K. Liberty House would like further simplification of the names of dishes on the menu. Perhaps educating servers at Liberty House about the dishes would be an alternative. Less chicken would be preferable. (Response: food prices are escalating so that may not be possible.) The shrimp and crab cake dish is **so** good.
 - L. In the Roadrunner, could the scoop provided for the ice bucket always be the long handled one. When residents use the scoop with the short handle, it is difficult to avoid touching the ice when scooping it out and that encourages the spread of germs in the ice bucket.

6. Old Business

- A. Tower 4, the Lakes 1100-1500, The Oaks 2100-2500 and Liberty House still need 1 representative each.

B. Anyone willing to fill either vacancy does not have to be a resident of these locations. Contact Leo Bell for details and to volunteer.

7. New Business

The issue of DRAC not meeting in July as stated in the BYLAWS was discussed. It was decided that DRAC wants to continue to follow the BYLAWS and not meet in July.

8. Resident Comment

Having visited another community, the resident noted that it holds a competition between 2 members of the cooking staff every other month and residents vote to decide the winner. Apparently both staff and residents there enjoy this activity. Perhaps BSTW could try it.

9. Adjourn

The Meeting was adjourned at approximately 3:00 p.m.

10. NOTICE OF NEXT MEETING

The next meeting will be held on **May 9, 2024, at 1:30 p.m., in the Roadrunner Lounge.**

DRAC QC Report Number 34
Period covered Mar - Apr 2024

DRAC MEETING April 11, 2024

Each monthly QC report covers mid-month to mid-month due to official DRAC meeting schedule.

Staff Mentions

FOH

Minnie II
Andrew III
Teresa
Victor
Keambi II
Ana
Chef Jeronimo, Nikki, Judith & Monishsa - Easter success

BOH

Adelia line server

COMMENT CARD REPORT

Breakdown	Percentage
Total Cards Received (73)	100%
Compliments (42)	57.5%
Critiques (23)	31.5%
Quality (24)	32.9%
Taste (17)	23.3%.

Notable

- Residents request French toast on static menu for Sunday Brunch.
- Pork Chop had several mentions as being tough. Any sourcing issues?
- Cole slaw side serving seems too small.
- **Wait time for guest who's order has been improperly served/or totally incorrect. How can a guest whose order has been messed up by waiter or cook staff be delivered to table more quickly?
- Seafood breading seems to have changed, heavier than in past.
- What is the correct portion size for chicken thighs? Comments of late the serving was very small.
- Swiss steak reported as tough.
- Soups & chili (especially in Bistro) served barely warm. No very pleasing.

Respectfully Submitted
Sandra Snyder
DRAC QC Chairman

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