

Dining Room Advisory Council-Minutes

Thursday August 8, 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 approximately 1:30.
- B. With only 2 representatives absent, quorum was acknowledged.
- C. June Minutes were approved as presented.

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

- A. The next meeting will be on Thursday September 12, 2024.
- B. The next kitchen tour will be on September 10, 2024 at 2 p.m. There were 5 vacancies at the time of the meeting. Contact Juanita Hess for a place on the tour.
- C. The next wine tasting event will be held from 1 to 3 pm on September 12, 2024.

3. Dining Services - Ex-Officio Member Reports.

- A. Brian Graybeal -New Resident Services Director BSTW gave his first report.
 - Lately he has received numerous inquiries about dress code in the Lakeview. Corporate management is aware of the issue and the need for clear communication on the policy. They are working on it.
 - In future the meeting minutes will be posted on the Uniguest App.
 - As previously indicated, he is working on meeting all residents and his door remains open to them. He hopes that they will give him some time to become fully knowledgeable about all the Blue Skies policies, procedures and programs.
- B. Guy Fanelli- Director Dining Services
 - A summary of the results of the Survey requested by the corporate office was presented.
About 50.35% of the total diners voted.
38%of those voting supported keeping the system as it is now (reservations required for dinner on Friday and Saturday for

arrivals before 5:45 pm and for Sunday brunch for arrivals before 11:45).

29% voted for no reservations at any time.

28% voted for reservations

5% don't care.

These results are being sent to corporate for review.

- In discussions about what management needs to provide reasonable service:
 - On Friday, Saturday and Sunday, no reservations would be a disaster with the hallway filled with most residents wanting to be seated between 5 and 5:30 and most being unhappy because they cannot be served within 10 or 15 minutes. The remainder of the week, fewer residents come to dinner each evening and reservations are not needed as much.
 - Just for clarification—reservations are for a specified number of diners at a specific time. If the reservation request was for 6 people, the staff have prepared a table with 6 chairs, place settings, etc. It is really not possible for 8 people to be seated at that table at the time specified. In exchange for staff's flexibility and willingness to accommodate requests for last minute additions to the group, gratitude and patience are appropriate responses while additional seating and cutlery are being secured and brought to the table.
- More seating for take-out diners was requested.
- Currently staffing is adequate. It appears that the post-COVID job hopping has slowed down. Fewer job seekers are selecting jobs based solely on the hourly rate of pay and more are looking for a less hectic job.
- Whenever anyone submits a comment card and requests a reply, they get a reply unless the comment is a statement for which no reply is appropriate.

C. Nikki Villa-Dining Services Manager

- At present, the front of the house staffing level is maintaining well. The new servers are still being trained as they are serving residents.

- Temporary name tags for new staff are seen more consistently but sometimes the font is a bit small. An increased size that fills the name tags was requested.
- For the Prix Fixe Dinner on Saturday August 17, the deadline for both dine in and take-out reservations is 11 am on Friday the 16th. In addition, any cancellations must be received by 11 am on Friday the 16th to avoid being charged for the meal. Those wanting take-out meals must reserve their meals by signing up on the clipboards at the cashier's stand in the Lakeview.
- The theme day menu for August 21 will be filled with fancy French names because the food will be French.
- S'mores Cheese cake was featured on National S'mores day Saturday August 10th.

D. Jeronimo Espiritu – Chef

- Staffing levels remain good.
- Appreciation was expressed for the changes and variety of menu items since Chef' arrival..

E. BOTH and FOTH nominations

Dixie Garcia was voted August BOTH employee of the month.

Eilee Herrera was voted August FOTH employee of the month.

4. Standing and Ad Hoc Committee Reports

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

The Kitchen Tour on September 10 at 2 p.m. has 5 vacancies.

The next Coffee with the Chef will be on September 5.

B. Quality Control Committee-Vice Chair Sandi Snyder's report.

90 cards were received showing 67% compliments and 25% critiques. There was a "ribs" issue that has been rectified. As usual on taste issue some loved it and some hated it.

Compliments for the improvements to the landscaping adjacent to the Lakeview windows.

The Bistro oven has complex circuitry involving both microwave and forced air components. When it goes out on Fridays or the weekend, repairs may get delayed because parts are not available until Monday. The oven is less than 2 years old but apparently it gets heavy use. Did you realize that MacDonalds with its commercial operations averages 100,000 transactions a day; our Bistro averages

42,000 transactions or half as many. That oven gets opened and closed is a lot of times every day!

With the rain and cooler temperatures recently, there was an increase in the number of flies. When that happened, the dual eradication methods were again put into action and fewer flies resulted.

C. Menu Committee –The committee will be getting a draft copy of the new cycle menu to review before it is submitted on the 15th.

D. Webmaster Committee-Webmaster Ron Miller

- June website Reports for July usage were emailed to all representatives. The reports confirm DRAC features of both Uniguest (formerly TouchTown) and the Portal continue to be well used by residents. Report attached.
- The June 17th training combined training session covering the Portal’s DRAC & RC, Uniguest, ResEasy, and Activity sign-up was well received and will be repeated.

5. DRAC Representative Comments.

A. A hot plate for coffee pots in the various stations was requested.

Compliments on the Thai stir fry. Can we revise the entree combinations so that meatloaf and chicken are not together on the menu for the same meal so frequently.

B. Could we have salad forks? We have two knives. (Response: The reason for two knives is that butter knives do not cut meat well and steak knives do not spread butter well. Because about half as many people order salad as order soup, there would be a lot of unused forks but perhaps we could “serve” forks with salad orders like we serve spoons with soup orders. We will have to look into buying them.)

C. Full nutritional information (carbs, calories, salt, etc.) are published on the nutrition page on the Blue Skies website. ALSO a printed copy is available in the white binder at the cashier stand. Posting adjacent to the menu board will be considered.

6. Old Business None discussed.

7. New Business None discussed.

8. Resident Comments

Keep the Chili! Advise servers not to provide incorrect information about menu selections. The bread sticks were yummy. In preparing food, cooks realize that residents can add salt, pepper and sugar to food easier than it can be removed a the table and season dishes accordingly.

9. Adjourn The Meeting was adjourned at approximately 2:09 p.m.

10. NOTICE OF NEXT MEETING

The next meeting will be held on **September 12 , 2024, at 1:30 p.m., in the Roadrunner Lounge.**

ATTACHMENT FOR 4.B.

DRAC QC Report Number 7
Period covered 7 June - 5 Aug 2024

DRAC MEETING August 8, 2024

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

Staff Mentions

FOH

Teresa
Kevin
Dee
Adela

BOH

Chris
Andra

COMMENT CARD REPORT

Breakdown	Percentage
Total Cards Received (90)	100%
Complements (61)	67 %
Critiques (23)	25%
Quality (pos) (neg)	
Taste (pos) (Neg)	

Notable

- The majority of comment cards noted taste preferences rather than quality concerns.
- Landscaping refresh outside window area, very nice, adds caring touch
- Bistro oven, was the old oven fixed or replaced with a new appliance.

Respectfully Submitted
Sandra Snyder
DRAC QC Chairman

BSTW 2024 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 590 total residents - 395 Households. Note: 195 Single Households & 200 Couple Households

	Home page	DRAC Comments**	DRAC Menu pages	DRAC RezEasy	DRAC Nutrition Data	Uniguest link	RC 1890	RC Roadrunner	RC Movies	RC Library	RC Campus Locator	RC Activities	RC Financial Status
January	609	51	120	117	8	94	41	54	17	11		80	72
February	612	48	134	219*	9	54	33	49	11	20	5	70	53
March	591	51	126	146*	10	57	40	31	22	14	12	47	73
April	628	42	110	33*	8	80	37	33	14	12	17	46	66
May	682	39	112	102/16*	4	38	20	38	17	10	11	33	52
June	549	41	135	116/19*	3	54	24	59	18	17	14	52	65
July	584	38	148	96/20*	6	50	20	55	15	14	4	40	55
August													
September													
October													
November													
December													

**Users may input multiple comments.

*BSTW & E