

Dining Room Advisory Council-Minutes

Thursday December 12, 2024 1:30pm Roadrunner Lounge
2024 Representatives, 2025 Representatives, 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. The Chair acknowledged Quorum.

2. Approval of Minutes

The minutes of the November 14, 2024 DRAC Meeting were approved.

3. E. BOTH and FOTH nominations

Jennifer Herrera was voted January FOTH employee of the month.
Marison Lorano was voted January BOTH employee of the month.

3. Dining Services - Ex-Officio Member Reports.

B. Guy Fanelli- Director Dining Services

- The staff have been accumulating data related to reservations for the dining room at dinner:

Date	Reservations	No Shows	Walk in	Wait Time	Adjusted
12-2	84 seated	No report	22 seated	No report	3
12-3	79 seated	No report	21 seated	22 minutes	5
12-4	60 seated	No report	18 seated	13 minutes	3
12-5	94 seated	No report	11 seated	29 minutes	3
12-6	100 seated	3	12 seated	15 minutes	No report
12-7	No report	No report	11 seated	10 minutes	No report
12-8	No report	4	15 seated	10 minutes	4

No information reported for 12-9 through 12-11

- Wait time is the longest wait and only applies to time between sign-in and seating for walk-ins.
- Adjusted means the addition or deletion of one or more persons related to a reservation.
- Morrison and Administrative staff will meet sometime to decide when to end the test period and will use this information

C. Jeronimo Espiritu – Chef

- Before report, Chef was complimented on the very good food at the B and A on December 11, Good steak, Good lobster tails, very good bread pudding with caramel sauce for desert.
- There are currently 4 full-time cooking positions and 1 utility position open. Another dishwasher is expected to be promoted.
 - Guy’s response to question: BSTW loses cooks because they are required to work hard—harder than in a restaurant. Cooks are trained to work smart.
 - Over last few years pay has been studied and a 3 level pay scale was created. Last 2 years there was a 6% pay adjustment due to cost of living. Currently pay is comparable other food service pay in the area.
 - BSTW food service is a hybrid, partly like a restaurant and partly like catering or a club where same people eat day after day. At Lakeview cooks know who they are cooking for. The goals are change and variety.

D. Nikki Villa-Dining Services Manager

- The front of the house staffing level is good. Hazel is new and excited to be here.

E. Julio Orozco, Sous Chef

- Sous Chef indicated he plans to stay at BSTW.

4. Standing and Ad Hoc Committee Reports

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

The Kitchen Tour is on December 17, 2024 at 2 p.m. Lu Shuster reported the tour is full and there are 3 residents who can fill any vacancies that may occur.

Chef’s Teaching Kitchen and Super Food of the Month is usually held on the third Wednesday of the month at 2 pm.

The next Coffee with the Chef will be on January 2 at 9:30 am.

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

Only 44 cards were received. 24 cards or 55% were compliments and 17 cards or 39% were critiques.

Notable Content:

- 4 cards stated preference re new reservation requirement half like it and half do not like it.
- Volume of Bistro use has increased, its staffing has not increased to meet added Bistro service demands. Is there a way to provide more support when long lines develop? can some one other than the Bistro server bring additional supplies from the kitchen?

Response: This is very difficult to organize because demand is sporadic and timing of need changes from day to day. There has been an attempt to provide help. Dietary aides from Liberty House have a down time in afternoon and have been assisting Bistro staff by making fruit salads, parfaits and such.

- Lamb burgers are well received.

4. Dining Services - Ex-Officio Member Reports.

A. Brian Graybeal -Resident Services Director BSTW.

Mr. Graybeal apologized for being late and said the date for the end of the reservations test is still undecided. Staff will meet about this, perhaps next week. He asked Guy to comment on Resident whose grandson was visiting from La Jolla, California. His in-laws live in a similar senior living community there. The fees are about \$20,000 a month and the food is not as good as what he has eaten at the Lakeview.

Could there be a study done to determine whether a monthly increase of say \$100 could result in higher quality food. Discussion broke out. Some commented that not all residents could afford such an increase.

Response: BSTW does not have the proper equipment to improve variety and provide higher quality.

C. Menu Committee –The committee did not meet in November.

D. Webmaster Committee-Webmaster Ron Miller

- Usage has been steady or Improving during the last year.

- Ron suggested that perhaps monthly usage reports could cease and only anomalies would be report. Representatives seemed to agree.

5. DRAC Representative Comments and Resident Comments

- Residents in the Gardens are overwhelmingly opposed to the new requirement for reservations for Monday through Friday reservations. Or at least that is what they said in the survey that was being done when the change was announced in the Roadrunner without prior warning or discussion or explanation.
- Could there be a study about the application of a COLA to the daily credit provided if a resident is away for 7 days? The food portion of the service fees increase annually to adjust for COLA why not this number which has been static for several years.
Response: COLAs questions have to be addressed by Finance and there was uncertainty about whether they would accept an invitation to come to a DRAC meeting.
- Ditto on the application of a COLA to the \$50/person monthly carry over from month to month.
- Could the BSTW capital projects budget include a fix to the kitchen for the Lakeview?
Response: A remodel of the current kitchen would create logistical issues related to preparing meals during construction unless kitchen improvements could be located in different location than current kitchen
- When will the next menu cycle start so Menu Committee can review the menu before it is implemented?
Responses: The current cycle started November 1 and the Menu Committee did meet with the Chef, Guy and Nikki and review the menu as well as consider other menu related issues.
The next cycle will start in the spring—uncertain which month.
- The green bean issue—one thinks they are never good and one thinks they are always good with discussion of what the proper distance from al dente should be
- Asparagus appears on the menu often.
- Vegetables are often not hot when they reach the table.
Discussion of layout encourages residents to get hot foods before

they select their salads and the ambient air affects the temperature of the food.

- Ryan, the soup and salad server is quite good.
- Recently the chowder has been runny.
- Happy Birthday to Nikki, Chef and Guy who all celebrate their birth in December. Cake at the meeting was suggested for next year.

6. **Old Business**

Vote approving selection of new representatives. Results of There was a motion and a second to approve the following residents as the 2025 DRAC representatives:

Tower 1	Dottie Cowan	Gail Gant
Tower 2	Ronald L. Hatchett	(One vacancy)
Tower 3	Addison Clark Ehrlich	(One vacancy)
Tower 4	Garrie Gillaspie	(One vacancy)
Gardens	Judy McKinney	Corlea Plowman
Lakes, 1100-1500		(Two vacancies)
Lakes, 1600-2000	Sallie Hennessy	Peggi Parkhill
Oaks, 2100-2400	Glenn Ramsdale	Peggy Gracy
Oaks, 2500-2800	Jerry Pierce	Winston Padget

The motion was approved unanimously.

The 2024 DRAC Representatives who are not continuing as representatives in 2025 left the table and the new 2025 representatives came to the table.

7. **New Business**

Corlea Plowman was advised that, based on Roberts Rules of Order, she was the appropriate representative to conduct the remainder of the meeting and the election of the following officers: Chair, Vice Chair, Secretary and Webmaster.

Chair

Corlea asked for volunteers to serve as Chair. There being no immediate flurry of hands, Ron Hatchett suggested that the DRAC would be best served if a returning representative was selected. Jerry Pierce was asked to accept that position; he agreed to allow his name to be nominated. The nomination was approved unanimously.

Vice Chair

Corlea asked for volunteers to serve as Vice-Chair. Peggy Gracy withdrew her name from consideration. Several others were asked to consider accepting their nomination. Ron Hatchett said that he would be willing here to let his name stand for election. The nomination was approved unanimously.

Secretary

Corlea had submitted her Intent to Stand for Election as Secretary. Corlea Plowman 's election as secretary was approved unanimously.

Webmaster

Ron Miller had submitted his Intent to Stand for Election as Webmaster. Ron Pointed out that the Webmaster does not need to be a DRAC Representative and he had not submitted a Notice of Intent to stand for election as a DRAC Representative. Ron Miller's election as Webmaster was approved unanimously.

8. Adjournment of meeting

There was a motion to adjourn the meeting which was seconded and approved unanimously.

9. NOTICE OF NEXT MEETING

The next meeting will be held on
January 9, 2025, at 1:30 p.m., in the Roadrunner Lounge.