

Dining Room Advisory Council-Minutes
Thursday April 10, 2025, 1:30 pm Roadrunner Lounge
Representatives and Residents Invited

1. Call to Order and Determination of Quorum

- A. The Chair announced that a quorum was present.
- B. The Chair called the meeting to order at 1:30.

2. Approval of Minutes

Sallie Hennesey made a motion, seconded by Clarke Ehrlich that the minutes of the DRAC meeting held on March 9, 2025, be approved.
Motion passed.

3. Comments from the Chair

The planned discussion about changing the policy to allow an unlimited carry-over of unused portions of the meal allowance needs to be delayed until a meeting with Brian Graybeal, Heather Ransom and Amy Lyons can be scheduled.

3. Dining Services - Ex-Officio Member Reports.

A. Brian Graybeal-Resident Services Director nothing new to report.

B. Guy Fanelli- Director Dining Services

Prices at the Bistro have not been increased since 2022. Food and supplies prices seem to have stabilized so that it will not be necessary to make several price increases. Therefore, effective May 5, prices at the Bistro will be increased. There will be a Formal Announcement and roll out in the May Bon Appetit.

For health and safety reasons, BSTW only uses pasteurized eggs. (When an egg is pasteurized, it is heated to kill any bacteria that may have entered the egg.) Currently, there is a shortage of pasteurized eggs in the shell. Since these are not available, liquid pasteurized eggs are being used. These cannot be cooked over-easy. They only work in omelets and scrambled eggs.

C. Nikki Villa-Dining Services Manager

Easter Buffet reservations are full. There are no spaces available but you can have your name placed on a waiting list in case there is a cancellation.

On the Saturday before Easter there will only be take-out dining and the hours will be 11-1 for lunch and 3:30-5 for dinner.

Mother's Day Reservations will open on April 21 at 11 am. Because 300 reservations were received for Easter in the first 24 hours after they opened, it is a good idea to reserve early and not wait.

Fiesta theme day is Wednesday April 16.

D. Chef Jeronimo

There is one vacant position for a cook, none for dishwashers.

Chef announced that a new quarterly summer sides menu is being rolled out May 5. This menu will be reviewed by the Menu committee between now and then.

4. BOTH and FOTH nominations

Based on recommendations by Dining Services staff, Mary Hergert made a motion, seconded by Clark Erlich, that Jose Hernandez be given the April BOTH award. Motion passed.

After a report on those whose service was favorably commented on by residents, Lu Schuster made a double motion, seconded by Barbara Walters that

- 1) Eileen Herrera be given the April FOTH award, and
- 2) Bea Castillo be given special recognition for "Keeping her cool under fire". (A resident reported that Bea was at the reception desk when confronted by an irate resident without a reservation who was loud, belligerent, and rude. Despite this unacceptable behavior, Bea repeatedly explained the need for him to wait until a table was available in a calm, respectful manner. (Members of DRAC felt that this professional response should be recognized even though Bea had received a FOTH award within the last 6 months.) Motion passed.

There was a short discussion of the need for incidents like this to be reviewed and evaluated by staff. When appropriate, incidents may be reported to the Wellness staff for possible discussion with family.

5. Standing and Ad Hoc Committee Reports

A. Dining Room Committee: Chair Jerry Pierce—no report.

B. Quality Control Committee: Vice Chair Ron Hatchett's report:

There were 59 comments. The most thought provoking one said:

When discussing comment cards at dinner, one person at the table said “I haven’t turned in a comment in a long time because I haven’t found anything to complain about.” The Resident submitting the card went on to say that this indicated a silent majority out there who were not commenting because the service and food were good and they were satisfied.

Residents should remember that FOTH awards are most often based on favorable comments received about a server. If you are happy, let DRAC and Food Services know so that good service can be recognized.

Comments included dissatisfaction with the amount of clams in the clam chowder and lobster in the cioppino. Also broccoli is mushy and green beans are stringy. When asked why the menu item that included shrimp, calamari and cat fish was removed, it was because there were few sales of it.

There was praise for the prix fixe meals. These and other special meals and theme day meals continue to be very popular. There were requests that Fanelli sandwich become a permanent item on the menu. The Lentil soup was commended as the best one had ever had. Also, the flat iron steak was tender and tasty and well worth the \$15 price.

Two comment cards addressed a shrimp cocktail. The first complained that there were only 4 shrimp instead of the advertised 6 in his take-home shrimp cocktail. The second gave high praise to the staff response because shortly after the comment was received a replacement shrimp cocktail with 7 shrimp was delivered to his door. This resulted in a discussion about soup and green containers and serving sizes. There are 2 different sizes of soup containers (12 ounces and 16 ounces). So, if you are asking for bowls of soup for 2 - to be fair you need 2 containers if you have the 12 ounce green container and only 1 if you have the 16 ounce green container. If you ask for a side of soup, you should not expect 8 ounces of soup, since a side is intended to be part of a meal, not the whole meal. The same is true of a side salad. A salad must have greens, not just toppings.

Totally off topic: If you find that you have messages in Russian or Chinese or another language on Uniguest, this is most likely a hacker and you should delete it. Do NOT open the message. Do not click on any link. These come

from so many different sources, that BSTW does not have the resources to track each one down and block them all.

C. Menu Committee: No report but they will have a meeting later this month to review the quarterly sides menu.

D. Election Committee: No report.

6. DRAC Representative Comments

- Repeat discussion about residents putting their hands under the glass over the salad ingredients. Do not do this because it could spread germs.
- BSTW is no longer providing residents with green containers because these were not well accepted by residents.
- Lu Schuster announced that the next kitchen tour will be held on May 21 at 2 and is fully booked.
- Barbara Walters pointed out that she and Randy Walters will only represent 1200-1500 now that the 1100 are all closed.
- Residents should not get their own wine out of the wine cage. They should ask staff to bring them the wine instead.

7. Resident Comments

- Can fried green beans be put back on the menu? They did not make it onto the summer quarterly sides menu but Chef said he would get them on the fall menu.
- Can there be less sugar in the baked beans.

8. Adjournment of meeting

Sallie Henderson made a motion, seconded by Lu Schuster to adjourn the meeting. Motion passed unanimously.

NOTICE OF NEXT MEETING

The next meeting will be held on

May 8, 2025, at 1:30 p.m., in the Roadrunner Lounge.